



Policy Name	Safeguarding Adults at Risk
Version	1.3
Name of originator/ author	Dave Lewis, Director of Operations
Review due	June 2027

Safeguarding Adults at Risk Policy

1. Policy Statement and Objectives

- 1.0 Earth Trust has a duty of care to ensure the safety and protection of adults at risk who engage with staff and volunteers acting on behalf of the Trust, in the course of its activities. The safeguarding principles apply to Earth Trust's activities at Earth Trust Centre and within the Trust's green spaces, including Earth Trust owned and managed land. To achieve this, we must ensure we work effectively together, promoting best practice and robust procedures for logging and reporting disclosures of abuse or neglect.
- 1.1 Adults at risk are a category of vulnerable adults that are afforded special protection by law. Identifying someone as an adult at risk triggers a reporting process to the local authority where the adult is residing, often followed up by an assessment carried out by the local authority and support services being offered. Adults that are vulnerable at certain times in their lives or that are disabled do not automatically fall under the category of adults at risk. See section 6 below for the definition of an adult a risk.
- 1.2 The policy seeks to ensure that everyone involved with Earth Trust:
- Understands their responsibility to protect adults at risk in all areas of our activities
 - Knows what to do if they are concerned about the welfare of an adult at risk or are concerned about the behaviour of others towards an adult at risk
 - Knows where to go for advice and support if they are not sure about any aspect of protecting an adult at risk.

The six principles of good adult safeguarding are:

1. EMPOWERMENT

Empowerment enables people to be confident in making their own decisions and giving informed consent. The proper support has to be in place for individuals to have a choice and control over the decisions that they make.



2. PROTECTION

Proper support and representation have to be there should anyone need it. Earth Trust has to take measures to help stop any abuse from taking place (as well as detecting and reporting abuse) and offer help and support to those who are already at risk.

3. PREVENTION

It is critical to try and take precautionary actions before any harm ever takes place. The primary objective here is to prevent harm, neglect or abuse. Some of the ways that can demonstrate prevention measures are:

- Raising awareness
- Training the staff
- Making information easily accessible

4. PROPORTIONALITY

Any issue that comes up should be dealt with in the least intrusive manner. This means proportionality has to be present to make sure no parties are left stranded to fend for their own. This ensures that services take each person into account when dealing with abuse. They will respect each individual and assess any risks presented.

5. PARTNERSHIPS

One of the crucial things to do is to form partnerships with local communities so they can coordinate in creating solutions. Their assistance in preventing and detecting signs of abuse cannot be overlooked. Partnerships allow organisations to work together with each other, as well as with the local community.

6. ACCOUNTABILITY

There should always be accountability and complete transparency in delivering safeguarding practice. Safeguarding is something that every single person takes part in. Accountability ensures that everyone contributes to their role when it comes to safeguarding adults at risk. Everyone is accountable for their actions as individuals, services, and organisations.

2. Safeguarding Governance

- 2.1 Earth Trust's Board of Trustees is accountable for ensuring that the Trust has appropriate structures, processes, and resources in place to ensure safeguarding is central to all the organisation does, and for monitoring compliance. As part of fulfilling their duties, Trustees must take reasonable steps to protect from harm, people who come into contact with the Trust. This includes:



- People who benefit from the Trust's work
- Staff
- Volunteers
- Other people who come into contact with the Trust through its activities

2.2 The Board will also appoint a Trustee Safeguarding Lead for the Trust. They will provide an annual safeguarding report to the Trustees.

2.3 Contact details for safeguarding at Earth Trust

Safeguarding Lead	Dave Lewis: 07506 707766 dave.lewis@earthtrust.org.uk
Deputy Safeguarding Lead	Stuart Ritchie 01865 407792 stuart.ritchie@earthtrust.org.uk
Trustee Safeguarding Lead	Liz Buckle lizbuckle2003@yahoo.co.uk

3. Who does it apply to?

3.1 This policy applies to anyone who engages with beneficiaries of the Trust and the public for or on behalf of the Trust. It includes:

- All EmployeesPartners, including freelance staff, suppliers and contractors
- Trustees & other governing groups
- Volunteers

3.2 Everyone has a role to play in safeguarding and Earth Trust expects everyone to take on this responsibility in supporting good safeguarding practices and behaviours.

3.3 Earth Trust expects all its partners to share the same commitment to safeguarding adults at risk and expects them to have their own safeguarding policies and procedures in place which meet safeguarding requirements to a safe standard.

3.4 We all have a responsibility to:

- Know and work within this policy framework in order to safeguard adults at risk including knowing how to report concerns
- Promote safe practices by being an excellent role model; positively involve people in developing safe practices wherever possible and report any concerns about poor practice swiftly using the mechanisms in this policy
- Encourage open communication by treating all people equally with respect and dignity and share information appropriately with others and within the law



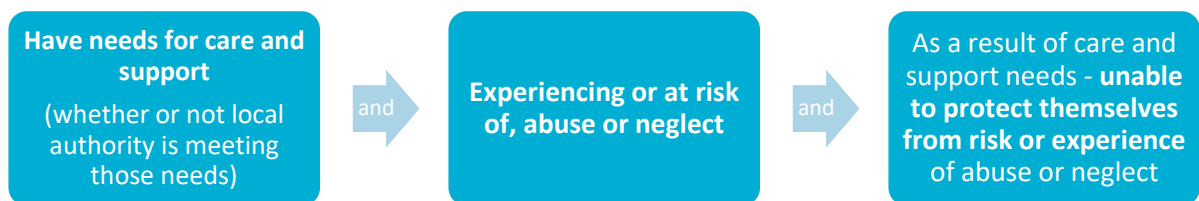
Safeguarding Adults at Risk Procedures

4. What is adult safeguarding?

- 4.0 Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

5. Definition of an adult at risk

- 5.0 Safeguarding duties apply to an adult aged over 18 who is deemed to be at risk because they:



- 5.1 'Care and support' is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like getting out of bed, washing, dressing, getting to work, cooking meals, eating, seeing friends, caring for families, being part of the community. It might also include emotional support at a time of difficulty and stress or helping people who are caring for an adult family member or friend. Care and support includes the help given by family and friends, as well as any provided by the council or other organisations.

6. Who abuses and neglects adults?

- 6.0 Frequently, the person who is responsible for the abuse is someone who is known to the adult although anyone can perpetrate abuse or neglect, including:
- spouses/partners
 - other relatives and family members
 - neighbours, friends, acquaintances
 - strangers, including those people who deliberately befriend vulnerable people in order to exploit them
 - paid staff, professionals, volunteers



7. Where can abuse and neglect of adults happen?

- 7.0 Abuse and neglect can happen anywhere: for example, in someone's own family and home, in a public place, online, on the phone, in a learning environment.

8. What is abuse and neglect?

- 8.0 This is the ill-treatment or abuse of an adult at risk. A person may abuse or neglect an adult at risk by inflicting harm or by knowingly failing to act to prevent harm. Incidents of abuse may be one-off or multiple and affect one person or more.
- 8.1 Repeated instances of poor practice may be an indication of more serious problems and in order to see these patterns it is important that information is recorded and appropriately shared.
- 8.2 Anyone can witness or become aware of information suggesting that abuse and/or neglect is occurring. The matter may, for example, be raised by a member of staff or a volunteer, or from an external source. Regardless of how the safeguarding concern is identified, everyone should understand what to do and where to go to get help and advice.
- 8.3 Please refer to Appendix 1 for Types of Abuse: Definitions and Possible Signs and Indicators.

9. Allegations of non-recent abuse

- 9.0 It can take many years for survivors of abuse to come forward for many different reasons; shame, fear of not being believed, difficulty in communicating or expressing the abuse. However, the alleged perpetrator may still remain a risk to others and so all non-recent allegations must be examined. Regardless of the length of time that has occurred since the abuse took place, whether involving anyone from the Trust or outside of it such as partnerships/those working on behalf of the Trust should still be taken seriously and acted upon in line with the Trust's safeguarding policies and procedures. The Safeguarding Lead and Deputy Safeguarding Lead will work in partnership with the police and/or local authority in such cases.

10. Examples of where Earth Trust may come into contact with an adult at risk

- 10.0 The examples below illustrate how we may come into contact with an adult at risk when working or volunteering with the Trust. This list is not exhaustive:

10.1 Events

Concerns may be raised further to any public events, workshops, whilst meeting network volunteers or any other event where we engage with people, e.g. an adult attending a learning event reported to be acting erratically, displaying suicidal thoughts, or aggressive behaviour towards others.

10.2 Unsolicited/solicited contact



We may be contacted directly by an adult at risk via email/social media/other digital means or other forms of communication, in response to the content of one of our offers or campaigns.

10.3 Volunteer session

An individual attending a volunteer activity to participate in tasks may present challenging behaviours or disclose abuse to another volunteer.

11. Reporting and responding to abuse and neglect

What should you do if you get told about abuse or you witness/suspect abuse of an adult?

If there is no immediate danger, you must complete a Safeguarding Issue Reporting Form as soon as possible, the record will be kept confidential and the information will only be viewable by the referrer, the Safeguarding Lead and the Deputy Safeguarding Lead.

If the adult is in immediate danger or requires medical attention, you must contact the police or ambulance services on 999 or seek immediate medical attention. Once you have done that, you must complete a Safeguarding Issue Reporting Form as soon as possible, the record will be kept confidential and the information will only be viewable by the referrer, the Safeguarding Lead and the Deputy Safeguarding Lead.

If you receive a direct disclosure about abuse or neglect

11.0 If an adult discloses information to you about their own experience of abuse or neglect it is important that you tell them that you cannot keep this confidential and that you have a duty to report. This may be a disclosure of recent or non-recent abuse.

11.1 Earth Trust will follow the principle of Making Safeguarding Personal by seeking to understand the adult's views, wishes, desired outcomes and consent wherever it is safe and appropriate to do so.

11.2 It is important that you:

- remain calm and do not show shock or disbelief
- listen carefully to what is being said
- do not ask detailed, probing, or leading questions
- tell them that you take what they are saying seriously
- tell them what you are going to do next and that you will only tell people who you think need to know
- tell them that when you have spoken to someone, they will be told what is going to happen next, and
- make a full and written record of what has been said/heard as soon as possible and share it with the Safeguarding Lead and the Deputy Safeguarding Lead.



11.3 Where there is doubt about an adult's ability to make a specific decision about safeguarding action or information sharing, the Safeguarding Lead will consider whether a mental capacity assessment may be required and will seek advice from the local authority where appropriate.

12. What to do if you are concerned about safeguarding practices?

Concern relating to partner organisation or third party

12.0 In the event your concern is witnessed or disclosed within a partner organisation, you must refer your concern to the Safeguarding Lead and the Deputy Safeguarding Lead who will then liaise with the organisation and any other relevant statutory agencies as required.

Online safeguarding concerns

12.1 If you have any online safeguarding concerns these should be referred to the Safeguarding Lead and the Deputy Safeguarding Lead. Online safeguarding concerns may include grooming, exploitation, cyberbullying, harassment, sexual images, self-harm content, suicide-related content, extremist content, impersonation, AI-generated or manipulated images, deepfake content, and technology-enabled abuse.

Concerns about an adult working for, volunteering for, or associated with, or representing Earth Trust, and their contact with adults who may be at risk

12.2 If you have concerns about the behaviour of a person - who is working or volunteering for, or representing, the Trust - towards an adult who may be at risk, you must speak to the Safeguarding Lead and the Deputy Safeguarding Lead immediately by following the procedure above.

12.3 You may be concerned that someone working or volunteering for or on behalf of the Trust:

- is behaving, or has behaved, in such a way that an adult at risk has been harmed or may be harmed
- may possibly have committed a criminal offence against an adult at risk
- has behaved towards an adult at risk in a way that makes you think they may pose a risk of harm to others – including other adults or children
- behaves in a way that compromises the reputation and ability of the Trust to safeguard adults at risk.

12.4 Examples of such behaviour (not exhaustive) could be:

- contravening or continuing to contravene any safe practice guidance for working with individuals.
- exploiting or abusing a position of trust and/or power, or consistently demonstrating a failure to understand or appreciate how their own actions could adversely impact upon the safety and wellbeing of adults at risk.
- exhibiting an inability to make sound professional judgements which safeguard the welfare of adults at risk.



- failing to understand or recognise the need for clear personal and professional boundaries in their work.
- or behaving in such a way that it seriously undermines the trust and confidence placed in them by Earth Trust

13. Whistleblowing

- 13.1 Safeguarding concerns or allegations that relate to the way Earth Trust manages their safeguarding duties at an organisational level can also be reported via the Earth Trust Whistleblowing policy.

14. Safe Recruitment

- 14.1 Building a culture of safeguarding depends on our ability to encourage a commitment to safeguarding amongst all those who join the organisation. This process begins at recruitment.
- 14.2 We demonstrate our commitment to safeguarding by:
- Assessing each role to determine the appropriate level of DBS check, including whether the role involves regulated activity with children and/or adults at risk.
 - Ensuring all Recruiting Managers have received training on safer recruitment
 - Including a statement about our commitment to safeguarding in all job adverts
 - Including specific safeguarding questions in interviews for roles which have direct contact with children and adults in communities
 - Completing appropriate criminal record checks and requesting two references on all staff and volunteers
 - Safeguarding training is a compulsory part of the induction process for all new starters, staff and volunteers - with refresher training provided at intervals appropriate to the role.
 - Incorporating compliance with safeguarding in all employment and volunteering agreements

15. Safeguarding Due Diligence with external partners

- 15.1 Earth Trust is committed to entering in partnerships and relationships with safe organisations. This means that we take all appropriate steps to ensure that organisations that undertake a service on our behalf, who enter in partnership with us, or who utilise our brand, have adequate measures in place to prevent harm and to respond effectively if safeguarding issues do arise.
- 15.2 We will ensure this by undertaking safeguarding due diligence before entering in any contractual or other relationship with third parties. Please contact the Safeguarding Lead and Deputy Safeguarding Lead for advice in this respect.



16. Referrals to the Charity Commission

- 16.1 The Charity Commission will need to be informed of any suspicions, allegations and incidents of abuse or mistreatment that fall under the definition of Serious Incident.
- 16.2 A Serious Incident is defined by the Charity Commission as
- ‘an adverse event, whether actual or alleged, which results in or risks significant:
- harm to your charity’s beneficiaries, staff, volunteers or others who come into contact with your charity through its work (who are collectively referred to throughout this guidance as people who come into contact with your charity through its work)
 - loss of your charity’s money or asset
 - damage to your charity’s property
 - harm to your charity’s work or reputation
- “significant” means significant in the context of your charity, taking account of its staff, operations, finances and/or reputation.’
- 16.3 Any safeguarding incident that meets the following criteria must be escalated as a Serious Incident.
- 16.4 Examples in a safeguarding context can be found below (the list is not exhaustive):
- A member of staff/volunteer is involved in a Police investigation due to a safeguarding concern
 - Serious harm to a member of the public resulting from an act or omission of a member of staff or volunteer.
 - Death of a member of the public resulting from an act or omission of a member of staff or volunteer.
 - Serious harm to a member of staff or volunteer occurring whilst in the context of their work or volunteering.
 - Death of a member of staff or volunteer occurring whilst in the context of their work or volunteering.
- 16.5 If you know or suspect that a safeguarding Serious Incident may have occurred, please contact the Safeguarding Lead and Deputy Safeguarding Lead immediately to share this information.
- 16.6 The Safeguarding Lead or Deputy Safeguarding Lead will review the matter and escalate it to the CEO, with a recommendation as to whether it needs reporting to the Board of Trustees, and clarity on whether any further steps need to be taken internally.
- 16.7 Trustees retain ultimate responsibility for ensuring that serious incidents are reported to the Charity Commission in a timely way, even where the task of making the report is delegated to the CEO, Safeguarding Lead or another senior member of staff. The Charity Commission does not set a fixed deadline but expects serious incidents to be reported promptly, meaning as soon as reasonably possible after the incident occurs, or immediately after Earth Trust becomes aware of it.



17. Referrals to the Disclosure and Barring Service

- 17.1 If a safeguarding allegation is raised against a member of staff or volunteer of Earth Trust, consideration will be given as to whether they are able or allowed to continue in this role depending on the outcome or any enquiries. If it is concluded that the individual should no longer be engaged in activity with adults, then the Safeguarding Lead, Deputy Safeguarding Lead or another authorised senior manager will make any required referral to the Disclosure and Barring Service.
- 17.2 Where a person is removed from regulated activity because they have harmed, or may pose a risk of harm to, a child or adult at risk, Earth Trust will make a referral to the Disclosure and Barring Service where legally required.

18. Local Authority Statutory Safeguarding Reviews

18.1 A Safeguarding Adult Review is a review for all partner agencies to identify the lessons that can be learned from particularly complex or serious safeguarding adults' cases, where an adult at risk has died or been seriously injured and abuse or neglect has been suspected.

18.2 A Domestic Homicide Review is a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were or had been in an intimate personal relationship, or a member of the same household as themselves, held with a view to identifying the lessons to be learnt from the death.

18.3 Earth Trust commits to work openly, transparently, and support any request to be a participant and/or share information as part of a statutory review process initiated by a local authority. Any request for information relating to a statutory review should be shared in the first instance to the Safeguarding Lead and the Deputy Safeguarding Lead who will undertake the coordination of the sharing relevant information and learning.

Retention and Storage of Safeguarding Information

19. Recording of information

- 19.1 It is essential that the Trust maintains clear and comprehensive records of any concerns or allegations of actual or suspected abuse, which should detail the actions that were taken, discussions, and the outcomes.
- 19.2 The importance of ensuring that accurate, up to date and clear records are:
- To prevent an unnecessary re-investigation if an allegation or concern resurfaces in the future.
 - Provide clarity in a situation where a future criminal records check reveals information from a police investigation that an allegation was made against a person, but did not result in a prosecution or conviction.



- To provide information to statutory services in the event of a statutory safeguarding review, case conference or court proceedings.
- To be able to provide accurate information in response for any future request for a reference for a member of staff or volunteer.
- To provide information and evidence should a decision be made to refer a person for consideration to be barred from working with children or adults at risk.
- To support the Trust with best standard practices for their policies and procedures.

20. Best practice rules when recording safeguarding information

- Recording should always be objective
- The records must reflect the language that is used by the person making the allegation or raising a concern. It should not be altered or amended in anyway
- Recording of a safeguarding concern or allegation should be made within 24 hours of receiving the information

21. Retention rules concerning safeguarding concerns or allegations

- 21.1 Best practice requires that concerns or allegations that have been raised relating to an adult at risk should be kept for 25 years. This applies to staff and volunteers.
- 21.2 Safeguarding records will be retained in line with Earth Trust's data retention schedule, legal obligations and safeguarding best practice.

22. Confidentiality and Consent

- 22.1 Sharing of information as part of safeguarding practice is covered under the common law duty of confidentiality and numerous legislation and statutory guidance.
- 22.2 Staff/volunteers and anyone else engaging on behalf of the trust must assume it is their responsibility to raise a safeguarding concern if they believe an adult at risk is suffering or likely to suffer abuse or neglect, and/or are a risk to themselves or another, rather than assume someone else will do so.
- 22.3 Confidentiality is an important principle that enables people to feel safe in sharing concerns and to ask for help. Sharing relevant information with the right people at the right time is vital to good safeguarding practice.
- 22.4 Where information is shared without consent, the reason for doing so must be clearly recorded, including the risk identified, who the information was shared with, and the lawful basis or safeguarding rationale for sharing.
- 22.5 Adults at risk provide sensitive information and have a right to expect that the information that they directly provide and information obtained from others will be treated respectfully and that their privacy will be maintained. Whenever possible, informed consent to the sharing of information should be obtained. However:



- No consent is required to share and discuss safeguarding concerns or allegations with the Safeguarding Lead and the Deputy Safeguarding Lead
- The Safeguarding Lead and the Deputy Safeguarding Lead will reach out directly to the referrer if consent to disclose has not been provided.
- The Safeguarding Lead and the Deputy Safeguarding Lead will share information only on a 'need to know' basis when it is in the interests of the adult. In accordance with Data Protection legislation, they will try and gain the consent of the adult to share information.
- If an adult refuses to consent to information being disclosed for safeguarding purposes, then The Safeguarding Lead and the Deputy Safeguarding Lead must consider whether there is an
- overriding public interest that would justify information sharing (for example, because there is a risk that others are at risk of serious harm).
- These decisions will be taken on a case-by-case basis and in some instances it may be appropriate for the Safeguarding Lead and the Deputy Safeguarding Lead to seek advice from the local authority whilst initially keeping the details of the adult anonymous.



Appendix I: Categories of abuse and neglect in adult safeguarding work

The categories, along with their definitions and the signs and indicators are set out in the table below. These signs and indicators are not an exhaustive list and nor do any of these examples prove that abuse is occurring in this way.

Type	Definition	Possible Signs and Indicators
Physical Abuse	• assault, hitting, slapping, pushing, biting • misuse of medication • restraint • inappropriate physical sanctions, rough handling, restricting movement (e.g. tying to a chair) • scalding, burning • deliberate making uncomfortable, e.g. removing heating • involuntary isolation or confinement • force feeding or withholding food	• no explanation for injuries or inconsistency with account of what happened • injuries are inconsistent with the person's lifestyle • bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps • frequent injuries • unexplained falls • subdued or changed behaviour in the presence of a particular person • failure to seek medical treatment or frequent changes of GP
Domestic abuse	• Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. • The abuse can encompass, but is not limited to physical, psychological, sexual, financial and emotional harm. • It also includes so called 'honour' -based violence, female genital mutilation and forced marriage. • Coercive or controlling behaviour is a core part of domestic violence.	• low self-esteem • self-blame • physical evidence eg bruising, cuts, broken bones • verbal abuse and humiliation in front of others • fear of outside intervention • damage to home or property • isolation – not seeing friends and family • limited access to money



	Coercive behaviour can include: acts of assault, threats, humiliation and intimidation, harming, punishing, or frightening the person, isolating the person from sources of support, exploitation of resources or money, preventing the person from escaping abuse, regulating everyday behaviour.	
Sexual abuse	- rape, attempted rape or sexual assault - inappropriate touching - non- consensual sexual activity - any sexual activity that the person lacks the capacity to consent to - inappropriate looking, sexual teasing or innuendo or sexual harassment - sexual photography or forced use of pornography or witnessing of sexual acts - indecent exposure	- bruising, particularly to the thighs, buttocks and upper arms and marks on the neck - torn, stained or bloody underclothing - bleeding, pain or itching in the genital area - unusual difficulty in walking or sitting - infections, unexplained genital discharge, or sexually transmitted diseases - pregnancy in a woman who is unable to consent to sexual intercourse - the uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude - self-harming - poor concentration, withdrawal, sleep disturbance - excessive fear/apprehension of, or withdrawal from, relationships - fear of receiving help with personal care - reluctance to be alone with a particular person
Psychological and emotional abuse	- enforced social isolation, eg through removing mobility or communication aids, preventing someone from being able to meet their religious needs, deprivation of contact - preventing the expression of choice and opinion	- tension when a particular person is present - withdrawal or change in the demeanour of the person - insomnia - low self-esteem - uncooperative and aggressive behaviour



	• failure to respect privacy • preventing stimulation, meaningful occupation or activities • intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse • threats of harm or abandonment • cyber bullying	• a change of appetite, weight loss/gain • signs of distress: tearfulness, anger
Financial or material abuse	• theft of money or possessions • fraud, internet scamming, postal scamming, doorstep crime • preventing someone from accessing their own money • taking 'loans' or 'borrowing' money or goods • undue pressure, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions • arranging less care than is needed to save money to maximise inheritance • denying assistance to manage/monitor financial affairs • misuse of personal allowance in a care home • moving into a person's home and living rent free without agreement or under duress, unauthorised use of a car or possessions • misuse of a power of attorney or other legal authority • rogue trading	• missing personal possessions • unexplained lack of money or inability to maintain lifestyle • financial hardship and apparent disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house, rent arrears. • impact on health and well-being as a result of shortage of money • impact on mental health resulting from mounting financial pressures • lack of heating, clothing or food • unexplained withdrawal of funds from accounts • others show unusual interest in the assets of the person • a lack of clear financial accounts held by a care home or service • unnecessary property repairs • misplacement of financial documents • sudden or unexpected changes in a will or other financial documents
Modern slavery	• slavery • human trafficking • forced labour • domestic servitude • sexual exploitation, such as escort work, prostitution and pornography	• signs of physical or emotional abuse • appearing malnourished, unkempt or withdrawn • isolation from the community, seeming under the control or influence of others



	debt bondage – being forced to work to pay off debts that realistically they never will be able to	- living in dirty, cramped or overcrowded accommodation and/ or living and working at the same address - lack of personal effects or identification documents - always wearing the same clothes - avoidance of eye contact, appearing frightened or hesitant to talk to strangers - fear of law enforcers or government workers
Discriminatory abuse	- unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010) - verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic - denying access to communication aids, not allowing access to an interpreter, signer or lip-reader - harassment or deliberate exclusion on the grounds of a protected characteristic - denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic - substandard service provision relating to a protected characteristic	- appears withdrawn and isolated - expressions of anger, frustration, fear or anxiety - support offered does not take account of the person's individual needs in terms of a protected characteristic
Organisational abuse	- discouraging visits or the involvement of relatives or friends - run-down or overcrowded establishment - authoritarian or rigid regimes	- lack of flexibility and choice for people using the service - people being hungry or dehydrated



	• lack of supervision • insufficient staff or high turnover resulting in poor quality care • abusive and disrespectful attitudes towards people using the service • inappropriate use of restraints • not providing adequate food and drink, or not offering choice or promoting independence • misuse of medication or failure to provide care with dentures, spectacles or hearing aids • not taking account of individuals' cultural, religious or ethnic needs • failure to respond to abuse appropriately • not respecting privacy eg interference with personal correspondence	• lack of personal clothing and possessions, lack of clean clothing or range of clothing • absence of visitors • few social, recreational and educational activities • public discussion of personal matters • unnecessary exposure during bathing or using the toilet • lack of adequate procedures, poor record-keeping and missing documents • absence of individual care plans • lack of management overview and support
Neglect and acts of omission	• failure to provide food, shelter, clothing, heating, stimulation and activity, personal or medical care • failure to administer medication as prescribed • refusal of access to visitors • not taking account of individuals' cultural, religious or ethnic needs • not taking account of educational, social and recreational needs • ignoring or isolating the person • preventing the person from making their own decisions • preventing access to glasses, hearing aids, dentures, etc. • failure to ensure privacy and dignity	• poor environment – dirty or unhygienic • poor physical presentation and/or personal hygiene • pressure sores or ulcers • malnutrition or unexplained weight loss • untreated injuries and medical problems • inconsistent or reluctant contact with medical and social care organisations • accumulation of untaken medication • uncharacteristic failure to engage in social interaction • inappropriate or inadequate clothing • depression
Self-neglect	• lack of self-care to an extent that it threatens personal health and safety	• very poor personal hygiene • unkempt appearance • lack of essential food, clothing or shelter



	• neglecting to care for one's personal hygiene, health or surroundings • inability to avoid self-harm • failure to seek help or access services to meet health and social care needs • inability or unwillingness to manage one's personal affairs	• malnutrition and/or dehydration • living in squalid or unsanitary conditions • neglecting household maintenance • hoarding • collecting a large number of animals in inappropriate conditions • non-compliance with health or care services • inability or unwillingness to take medication or treat illness or injury
Radicalisation/Prevent	• The main aim of Prevent is to stop people from becoming terrorists or supporting terrorism. At the heart of Prevent is safeguarding children and adults and providing early intervention to protect and divert people away from being drawn into terrorist activity.	• Losing interest in hobbies or education. • Changes in a person's circle of friends and disinterest in old acquaintances. • Increased social isolation.



Appendix II: Legal Framework

This policy has been written based on law and guidance that seeks to protect adults at risk.

The legislation below is applicable to England:

- Human Rights Act 1998
- Equality Act 2010
- Care Act 2014
- Care and Support Statutory Guidance 2016 (issued under The Care Act 2014)
- Mental Capacity Act 2005 & Deprivation of Liberty Standards
- Care Standards Act 2000
- NHS and Community Care Act 1990
- Children (Leaving Care) Act 2000
- Sexual Offences Act 2003
- Serious Crime Act 2015
- Domestic Violence Crime and Victims Act 2004
- The Protection from Harassment Act 1997
- Mental Health Act 1983
- Mental Health Act 2007
- Health and Social Care Act 2012
- The Police Act – CRB 1997
- Safeguarding Vulnerable Groups Act 2006
- Protection of Freedoms Act 2012
- Rehabilitation of Offenders Act 1974
- Public Interest Disclosure Act 1998
- Youth Justice and Criminal Evidence Act 1999 – Special Measures
- Data Protection Act 1998
- Protection of Freedoms Act 2012