

# **BARDON MILL AND HENSHAW VILLAGE HALL AND COMMUNITIES PROJECT GROUP**

## **Safeguarding Vulnerable Users Policy Statement**

The purpose of this policy is to outline the duty and responsibilities of committee members, key volunteers, staff and hirers using Bardon Mill and Henshaw Village Hall in relation to the protection of vulnerable users from abuse.

It outlines who the policy covers and provides an overview of different types of abuse and the signs to look out for. It also outlines the procedures that are in place to reduce risks of abuse, together with a clear procedure on what to do where child protection and adult safeguarding issues arise.

### **1. What is a vulnerable user?**

This 'Safeguarding Vulnerable Users Policy' includes:

- Children and Young People (aged under 18); and
- 'Adults at risk'.

An 'adult at risk' is a person who is aged 18 years or over who is more likely to be harmed or abused because they rely on others for some kind of social care or health support. For instance it would include: old people who are frail and have poor physical health; people who have poor mental health or find it difficult to speak up for themselves because they have a learning disability, or perhaps dementia; or sometimes they are younger adults who have a physical disability and need assistance with everyday tasks. Adults at risk are those defined by The Care Act 2014<sup>1</sup>.

### **2. Children and Young People: Types of Abuse**

There are four categories of abuse as follows:

- Neglect** - The neglect of a child, or the failure to protect a child from exposure to any kind of danger, including failing to provide adequate food, clothing and shelter, or failure to carry out important aspects of care, resulting in significant impairment of the child's health or development.
- Physical Abuse** - This may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or anything else causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

---

<sup>1</sup> An adult at risk as defined under The Care Act 2014 may be a person who:

- has a physical disability and/or sensory impairment
- has a learning disability
- is elderly and frail due to ill health, physical disability or cognitive impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness/condition
- misuses substances or alcohol
- is a carer such as a family member/friend who provides personal assistance and care to adults & is subject to abuse
- is unable to demonstrate the capacity to make a decision and is in need of care and support.

- iii. **Sexual Abuse** - This type of abuse involves forcing or enticing a child to take part in sexual activities or any actual exploitation or failure to prevent sexual exploitation of a child whether or not the child is aware of what is happening. It may also include non-contact activities involving children in looking at or be involved in sexual online images and or encouraging children to behave in sexually inappropriate ways.
- iv. **Emotional Abuse** – This is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child’s emotional development. It may involve suggesting that a child is worthless or unloved or involve bullying, causing a child to feel frightened or in danger.

Further details on the different signs and forms of abuse for children and ways to recognise child abuse and neglect is provided in **Appendix A**.

### **3. Adults at Risk: Types of Abuse**

A summary of the main types of abuse are:

- i. **Physical abuse**- including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
- ii. **Sexual abuse**- including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
- iii. **Psychological abuse**- including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
- iv. **Financial or material abuse**- including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
- v. **Neglect and acts of omission**- including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
- vi. **Discriminatory abuse**- including racist, sexist, that based on a person’s disability, age or sexuality and other forms of harassment, slurs or similar treatment.

Further details on the different categories and predisposing factors of adult abuse is set out in **Appendix B**.

### **4. Details of Premises**

Bardon Mill and Henshaw Village Hall provides the 2 Parishes (Bardon Mill and Henshaw) with a contemporary earth-sheltered community facility and is a focal point for bringing these communities together. The building comprises a vast hall seating 120 people; a separate meeting room for up to 12 people; a fully equipped kitchen; toilets; disabled access throughout; baby changing facilities; free Wi-Fi; a multimedia projector and screen; and ample car parking. It is located within the grounds of Redburn Park.

Its purpose is to provide facilities in the interests of social welfare for recreation and leisure time with the objective of improving the health and wellbeing of local residents.

The Hall has a number of regular user groups including weekly hire by the local youth club, Pilates, yoga, keep fit, and karate. It is also used monthly by the WI and the Parish Council. The Hall is also hired for private functions, seminars, conferences, training events, workshops, film screenings, parties and weddings.

The Village Hall Committee also organise their own fund raising and social events for the local community.

## 5. Committee Members, Key Volunteers and Staffing

This policy applies to management committee, staff, key volunteers and users of the Village Hall. It also covers any Village Hall events taking place in Redburn Park which is located next to the Hall.

All Bardon Mill and Henshaw Village Hall Committee members, staff and key volunteers have a duty to safeguard vulnerable users of the Hall and its premises and those who may come into contact with vulnerable users. They may receive disclosures of abuse and observe vulnerable users who are at risk.

This policy will enable committee members, staff, key volunteers and hirers to make informed and confident responses to specific child and adult safeguarding issues. It is therefore their **duty to respond to any concerns** they may have regarding the physical, sexual, emotional or psychological safety or neglect of a vulnerable person or concerns relating to discriminatory or financial violation or exploitation of a vulnerable person.

This policy is in place to protect all vulnerable persons regardless of age, gender, ethnicity, disability, sexuality, sexual orientation, pregnancy, marital status, religion or belief.

## 6. Policy Principles

The welfare of children or vulnerable adults is paramount and safeguarding them is **everyone's responsibility**. All children and vulnerable adults, without exception, have the right to protection from abuse, whether physical, verbal, emotional, sexual, bullying, exclusion or neglect. Bullying, shouting, physical violence, sexism and racism towards children will not be permitted or tolerated.

## 7. Policy Statement

- a) The management committee and key volunteers do not supervise children or vulnerable adults as part of their function within the Committee. DBS checks are not required by them unless they are to have unsupervised access to children or vulnerable adults. Should DBS checks become necessary they will be undertaken in compliance with current legislation and/or will have been through a safe recruitment procedure (see **BOX 1** below) and introductory Child Protection or Vulnerable Adults Protection training. Northumberland County Council offers multi-agency safeguarding training for the statutory, voluntary and independent agencies who work with children, young people, families and vulnerable adults in the Northumberland area.
- b) All suspicions or allegations of abuse against a child, young person or adult at risk will be taken seriously and dealt with speedily and appropriately – see section 9 on responding to a disclosure.

- c) All committee members, staff and key volunteers need to be aware of this policy and the child protection and vulnerable adult issues set out in it. A copy of the appendices to this policy will be provided to all committee members, staff and key volunteers. The secretary will ensure a copy of this policy is displayed within the Hall.
- d) There will be a nominated and named Vulnerable Users representative to who any suspicions or concerns should be reported. This person is **Rev'd Dr Benjamin Carter** (email [revbenjamincarter@gmail.com](mailto:revbenjamincarter@gmail.com) tel: 07985 412542 (and will be reviewed annually). **BOX 2** sets out their role.
- e) The committee will endeavour to keep the premises safe for use by children and vulnerable adults. The committee recognises that a higher standard of safety is required where use is made by small children, those who cannot read safety notices and physically disabled adults.
- f) Any organisations or individuals hiring the Hall for the purposes of holding activities where Ofsted registration is required (see **BOX 3**) should show their registration and their own Child Protection/Safeguarding Policy at the time of booking. Safe recruitment processes should be used to appoint staff who will be working with children or vulnerable adults in any kind of activity.
- g) Any organisations or individuals booking the Hall will be asked to certify that their activities do not involve primarily children or vulnerable adults or, if they do or may do so, to certify that they have an appropriate policy and procedure in place. A copy of the policy will normally need to be provided prior to the commencement of the booking.
- h) The committee will ensure that hirers are made aware of their obligations under the Licensing Act 2003 to ensure that alcohol is not sold to those under the age of 18. The committee will ensure that hirers are aware that no children may be admitted to films when they are below the age classification for the film or show. No gambling or entertainment of an adult or sexual nature shall be permitted on the premises.
- i) These policies and procedures will be reviewed annually and updated as appropriate in the interim periods in response to any changes in policy and legislation.
- j) The weekly Youth Club held at the Hall (run by Young and Sweet) has its own child protection / safeguarding policy which is compliant with the safeguarding policies and procedures adopted by Northumberland County Council.

#### **BOX 1: Safe Recruitment**

All staff, working directly for the village hall must:

- Complete an application form which shows their employment history
- Provide at least two references

If working directly with children or young people or vulnerable adults:

- One of the references should come from someone who has supervised them working with children, young people or vulnerable adults before
- They should be checked under the Disclosure and Barring Service.

Any key volunteers who have unsupervised access to vulnerable users (e.g. running children's entertainment) may also be required to go through these procedures.

### **BOX 2: Reporting Incidents to the local authority Child Protection and Vulnerable Adult lead agency**

The Hall's named Vulnerable Users representative **Rev'd Dr Benjamin Carter** will have responsibility for reporting concerns that arise, as a matter of urgency, to the local authority Child Protection and Vulnerable Adult lead agency. The named representative may choose to have a confidential discussion with others in order to clear up any misunderstandings or to corroborate and support any suspicions before reporting a concern to the lead agency.

The nominated person should:

- Know how to contact Northumberland County Council's Safeguarding Adults Services for advice and referrals: Northumberland Adult Safeguarding can be contacted on 01670 536400 (office hours) or 0845 600 5252 (out of office). Further advice and information is also available from [www.northumberland.gov.uk](http://www.northumberland.gov.uk) by searching for 'safeguarding adults'
- Know how to contact Northumberland County Council's Children's Services for advice and referrals: Northumberland County Council's Children's Safeguarding Team can be contacted on 01670 623980 (office hours) or 01670 822386 (out of hours). In addition, the Children's Social Care Locality Teams phone numbers are available from [www.northumberland.gov.uk](http://www.northumberland.gov.uk) by searching for 'safeguarding children'. This also provides additional advice and information around safeguarding.
- Know about helplines and other sources of help for children and young people and vulnerable adults (See Appendix C)
- Ensure that there is an environment in which staff, key volunteers and hirers have the opportunity to raise any child protection or vulnerable adult protection concerns.

### **BOX 3: Ofsted Requirements**

If you work as a childminder, or provide day care for children under 8 years old for more than two hours each day you must register with Ofsted and be inspected regularly. Nursery education settings which are on their local authority's directory to provide free places for three to four year olds must also be inspected regularly by Ofsted. ([www.ofsted.gov.uk](http://www.ofsted.gov.uk)). These requirements cover playgroups, nurseries, after school clubs and holiday clubs, amongst others.

## **8. General Procedures**

1. All committee members, key volunteers and staff will be given information about child protection and should attend introductory level Child Protection training and Protection of Vulnerable Adults training where possible.
2. An annual review will take place following the AGM to allow for any required up-date of policies and or procedures. New committee, key volunteers and staff must be given an induction to this policy and understand their responsibilities.

3. A copy of the policy will be displayed for the attention of all in the village hall and made available on request to any users of the Hall.
4. The Hall is regularly used by hirers without committee members or its key volunteers in attendance. A copy of this policy will therefore be provided to all hirers of the Hall to ensure hirers/visitors are aware of their own safety and the safety of vulnerable people.
5. Organisations hiring the Hall will be asked to certify that they have a child/vulnerable adult protection policy or that their activities do not require one. Where activities are for children (and where appropriate for vulnerable adults) hirers may be asked to supply or show their child protection policy to the Secretary before the first booking commences. Individuals hiring the Hall for activities for children will be made aware of this policy. Provisions to this effect will be incorporated into pre booking information and a hiring agreement.
6. The committee will require hirers to report any damage, breakages or safety issues needing attention to the booking secretary, who will inform the appropriate people. These will be dealt with as soon as practicable, in the light of the circumstances, with provision to prevent access by children and vulnerable adults pending repair where appropriate.
7. A hiring agreement which includes appropriate clauses will be entered into for all hirings for licensable activities. The committee will ensure that these provisions are observed when holding any licensable activities itself. The committee will give written instructions to those selling alcohol concerning the licensing offences which must be avoided.
8. Contractors engaged to carry out work at the premises must not be allowed unsupervised access to children or vulnerable adults. Appropriate supervision will be arranged if necessary.
9. If the premises might be used by more than one hirer, the attention of hirers will be drawn to the need to ensure that children and vulnerable adults are supervised when using toilets or other appropriate arrangements made e.g. putting up a notice on the toilets to say they are for exclusive use by a specified group using the Hall.
10. When the management committee organise events to include children, it is always stated that children must be accompanied by parents or guardians.

## **9. Specific procedure in the event of a disclosure and responding to an allegation**

It is important that children and vulnerable adults are protected from abuse. Committee members, staff, key volunteers and users of the Hall may receive disclosures of abuse and observe vulnerable users who are at risk.

All complaints, allegations or suspicions must be taken seriously when reported to, or witnessed by, any committee member, staff, volunteer or user of the Hall.

**Appendix D** sets out the guidelines for responding to abuse or suspicion of abuse. This procedure must be followed whenever an allegation is made or when there is a suspicion that a child or vulnerable adult has been abused.

In the event of a disclosure, this must be written up by the person receiving the disclosure. A full record should be made as soon as possible of the nature of the allegation and any other relevant information and an "initial cause for concern form" should be completed (see **Appendix E**). This information should include the date, time and place where the alleged abuse happened, the names of others present, the name of the complainant and if different the name of the child or adult who has allegedly been abused, the nature of the alleged abuse,

the explanation which has been given of the allegation and a description of any injuries that can be observed.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the child or adult.

If the complainant is the child, questions should be kept to a minimum necessary to understand what is being alleged and leading questions should be avoided.

Once an Initial Cause for Concern Form (**Appendix E**) has been completed, this must then be reported to the Village Hall's named Vulnerable Users representative that working day if possible but if not, within 24 hours.

The named Vulnerable Users representative shall then telephone and report the matter to the appropriate local social services department (child or adults) (**See Box 2**).

The named Vulnerable Users representative should make a written record on the initial cause for concern form of the date and time the report is made to the appropriate social services department. This must include the name and position of the person to whom the matter is reported. Any telephone report should be confirmed in writing (e.g. via email) to the relevant local social services department within 24 hours.

## 10. Confidentiality

Safeguarding raises issues of confidentiality which should be clearly understood.

Committee members, key volunteers and staff have a professional responsibility to share relevant information about the protection of vulnerable users with other professionals, particularly investigative agencies, children's social services and adult social services.

All personal information regarding a vulnerable user will be kept confidential. All written records will be kept in a secure area (e.g. locked filing cabinet) for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If a vulnerable user confides in a committee members, volunteer or member of staff and requests that the information is kept secret, it is important to tell them sensitively that you have a responsibility to refer cases of alleged abuse to the appropriate agencies. Within that context, the vulnerable user should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the vulnerable user before sharing personal information. Their safety and welfare is the priority therefore in some circumstances obtaining consent may not be possible.

Where a disclosure has been made, committee members, key volunteers or staff should let the vulnerable user know the position regarding their role and what action they will have to take as a result. Assure the vulnerable user that you will keep them informed of any action to be taken and why. The vulnerable users' involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

## **Appendix A: Forms and signs of abuse (children)**

### **Ways to recognise child abuse and neglect<sup>2</sup>**

#### **1. Physical abuse:**

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer feigns the symptoms of, or deliberately causes ill health to, a child whom they are looking after. A person might do this because they enjoy or need the attention they get through having a sick child. Physical abuse can be caused through omission or the failure to act to protect.

#### **Visible Signs:**

- injuries to any part of the body
- children who find it painful to walk, sit down, to move their jaws or are in some other kind of pain
- injuries which are not typical of the bumps and scrapes associated with children's activities
- the regular occurrence of unexplained injuries
- the child who is frequently injured, where even apparently reasonable explanations are given

#### **Behavioural Signs:**

- furtive, secretive behaviour
- uncharacteristic aggression or withdrawn behaviour
- compulsive eating or sudden loss of appetite
- the child who suddenly becomes ill co-ordinated
- the child who finds it difficult to stay awake
- the child who is repeatedly absent

#### **What to listen for:**

- listen for confused or conflicting explanations of how the injuries were sustained
- evaluate carefully what is said and preferably document it ad verbatim
- consider if the explanation is in keeping with the nature, age and site of injury

#### **Consider:**

- what do you know about the family?
- is there a history of known or suspected abuse?
- has the family been under stress recently?
- do you have concerns about the family?

#### **2. Emotional abuse:**

Emotional abuse is the persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve making a child feel or believe that they are worthless or unloved, inadequate or valued only insofar as they meet the needs of another person.

The recognition of emotional abuse is based on observations over time of the quality of relationships between parent/carer and the child.

---

<sup>2</sup> Taken from *Recognising Child Abuse: a handbook for those who have the care of children and young people*. East Sussex County Council. Approved by the East Sussex Area Child Protection Committee, 11 September 2001.



### **Watch for parent/carer behaviours:**

- poor attachment relationship with the child
- unresponsive or neglectful behaviour towards child's emotional or psychological needs
- persistent negative comments about the child
- inappropriate or inconsistent developmental expectations of the child
- parental problems that supersede the needs of the child
- dysfunctional family relationships including domestic violence

### **Watch for child behaviours:**

- emotional indicators such as low self-esteem, unhappiness, fear, distress, anxiety
- behavioural indicators such as attention seeking, withdrawn, insecure
- physical indicators such as failure to thrive/faltering growth, delay in achieving developmental, cognitive or educational milestones

### **3. Sexual abuse:**

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of, or consents to, what is happening. The activities may involve physical contact, including penetrative acts such as rape, buggery or oral sex or non-penetrative acts such as fondling. Sexual abuse may also include non-contact activities, such as involving children in looking at, or in the production of, pornographic material or watching sexual activities, or encouraging children to behave in sexually inappropriate ways. Boys and girls can be sexually abused by males and/or females, by adults and by other young people. This includes people from all different walks of life.

There may be no recognisable signs of sexual abuse but the following indicators may be signs that a child is or has been sexually abused:

#### **Physical signs:**

- signs of blood or other discharge on the child's under clothes
- awkwardness in walking or sitting down
- tummy pains
- regression into enuresis (bed or clothes wetting)
- tiredness

#### **Behavioural signs:**

- extreme variations in behaviour (e.g. anxiety, aggression, or withdrawal)
- sexually provocative or inappropriate behaviour, or knowledge that is incompatible with the child's age and understanding
- drawings and/or written work which are sexually explicit (indirect disclosure)
- direct disclosure; it is important to recognise that children have neither the experience nor the understanding to be able to make up stories about sexual assault.

### **4. Neglect:**

Neglect is the persistent failure to meet a child's basic physical and/or psychological needs. It may involve a parent or carer failing to provide adequate food, shelter and clothing; failing to protect a child from physical harm or danger; or the failure to ensure access to appropriate medical care or treatment. It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Indicators of neglect are recognisable in the child, in the parent/carers' behaviours and within the home environment.

**Physical signs:**

- abnormal growth including failure to thrive
- underweight or obesity
- recurrent infection
- unkempt dirty appearance
- smelly
- inadequate/unwashed clothes
- hunger
- listlessness

**Behavioural signs:**

- attachment disorders
- indiscriminate friendliness
- poor social relationships
- poor concentration
- developmental delays
- low self esteem

**Environmental signs:**

- insufficient food, heating and ventilation in the home
- risk from animals in the household
- inappropriate sleeping arrangements and inadequate bedding
- dangerous or hazardous environment

## **Appendix B: Categories and predisposing factors of adult abuse<sup>3</sup>**

### **Predisposing factors**

Some examples of factors which may place people at risk of abuse are listed below. Adult abuse often occurs when a vulnerable adult is faced with a set of circumstances where there is potential for harm. The presence of one, or more, of these factors does not automatically imply that abuse will follow, but may increase the likelihood:

#### **The Individual:**

- poor communication or communication difficulties
- history of falls and/or minor injuries
- physical and/or emotional dependence on others
- mental health needs, especially moderate or severe dementia
- rejection of help
- aggression
- self-injurious behaviour
- history of repeatedly making allegations of abuse
- high level dependency on others to meet their care needs
- substance misuse
- previous history of violent relationships within the family or social networks

#### **The Environment:**

- overcrowding
- poor or insecure living conditions
- geographical isolation
- poor management and/or high staff turnover

#### **Relationships (in particular with carers):**

- unequal power relationships
- increased dependency of vulnerable adult
- multiple dependency within the family or social networks
- multigenerational family structure where conflicts of personal interests & loyalties may exist
- role reversal or significant change in the relationship between the vulnerable adult & carer
- history of abuse within the family
- significant levels of stress on the carer
- isolation of the carer, due to the demands of caring, leading to a lack of practical and emotional support
- lack of understanding about the vulnerable adults condition, resulting in inappropriate care
- dependency on the vulnerable adult
- difficult or challenging behaviour by the vulnerable adult which the carer finds intolerable or stressful
- history of the carer being abused or being a perpetrator
- the carer feels exploited, resentful, angry or guilty
- financial difficulties
- illness or disability of the carer
- significant and long term stress of the carer

---

<sup>3</sup> Adapted from East Sussex Brighton and Hove Multi-Agency Policy and Procedures for the Protection of Vulnerable Adults 2000

## **1. Discriminatory abuse:**

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals. It is the exploitation of a person's vulnerability, resulting in repeated or pervasive treatment of an individual, which excludes them from opportunities in society, for example, education, health, justice, civic status and protection. It includes discrimination on the basis of race, gender, age, sexuality, disability or religion.

### **Potential indicators:**

- lack of respect shown to an individual
- signs of a sub-standard service offered to an individual
- repeated exclusion from rights afforded to citizens such as health, education, employment, criminal justice and civic status

## **2. Physical abuse:**

The non-accidental infliction of physical force that results in bodily injury, pain, or impairment. Examples include the inappropriate application of treatments, involuntary isolation or confinement, misuse of medication.

### **Potential indicators:**

- any injury not fully explained by the history given
- injuries inconsistent with the lifestyle of the vulnerable adult
- bruises and/or welts on face, lips, mouth, torso, arms, back, buttocks, thighs
- clusters of injuries forming regular patterns or reflecting the shape of an object
- burns, especially on the soles, palms or back; immersion in hot water, friction burns, rope or electrical appliance burns
- multiply fractures
- lacerations or abrasions to mouth, lips, gums, eyes, external genitalia
- marks on body, including slap marks, finger marks
- injuries at different stages of healing
- medication misuse

## **3. Sexual abuse**

Direct or indirect involvement in sexual activity without consent. Consent to a particular activity may not be given because:

- a person has capacity but does not want to give consent
- a person lacks capacity and is therefore unable to give consent
- a person feels coerced into activity because the other person is in a position of trust, power, or authority

### **Potential indicators:**

- significant change in sexual behaviour or attitude
- pregnancy in a women who is unable to consent to sexual intercourse
- wetting or soiling
- poor concentration
- vulnerable adult appears withdrawn, depressed or stressed
- unusual difficulty in walking or sitting
- torn, stained or bloody underclothing
- bruises, bleeding, pain or itching in genital area
- sexually transmitted diseases, urinary tract or vaginal infection, love bites
- bruising to thighs or upper arms

#### **4. Psychological abuse**

The use of threats, humiliation, bullying, swearing and other verbal conduct, or any other form of mental cruelty, that results in mental or physical distress. It includes the denial of basic human and civil rights, such as choice, self-expression, privacy and dignity.

##### **Potential indicators:**

- change in appetite
- low self-esteem, deference, passivity, and resignation
- unexplained fear, defensiveness, ambivalence
- emotional withdrawal
- sleep disturbance

#### **5. Financial abuse**

The unauthorised and improper use of funds, property, or any resources belonging to an individual. Examples include forcing changes to a will, preventing access to money, property, possessions or inheritance, and theft.

##### **Potential indicators:**

- unexplained sudden inability to pay bills or maintain lifestyle
- unusual or inappropriate bank account activity
- power of attorney or enduring power of attorney obtained when vulnerable adult is unable to comprehend and give consent
- withholding money
- recent change of deeds or title of property
- unusual interest shown by family or others in the vulnerable adult's assets
- person managing financial affairs is evasive or uncooperative

#### **6. Neglect and Acts of Omission**

The repeated deprivation of assistance that the vulnerable adult needs for important activities of daily living, including the failure to intervene in behaviour which is dangerous to the vulnerable adult or others.

##### **Potential indicators:**

- poor physical condition, e.g. bed sores, unwashed, ulcers
- clothing in poor condition, e.g. unclean, wet, ragged
- inadequate physical environment
- inadequate diet
- untreated injuries or medical problems
- inconsistent or reluctant contact with health or social care agencies
- failure to engage in social interaction
- malnutrition when not living alone
- inadequate heating
- failure to give prescribed medication
- poor personal hygiene

#### **7. Institutional Abuse:**

When rules and regimes of the home are seen as more important than the individual needs of the people who live in the home:

- poor standards
- inflexible regimes
- lack of personal choice for food, bed and meal times, etc.

## **Appendix C: Safeguarding sources of further advice and support**

Further advice or support is available from the following sources:

### **Northumberland Safeguarding Children Board**

<http://www.northumberland.gov.uk/default.aspx?page=10601>

### **Northumberland Safeguarding Adults Board**

<http://www.northumberland.gov.uk/default.aspx?page=9598>

### **Northumberland Families and Children's Trust (FACT)**

<http://www.northumberland.gov.uk/Default.aspx?page=4579>

### **Northumberland County Council Safeguarding Children**

<http://www.northumberland.gov.uk/default.aspx?page=3808>

### **Northumberland County Council Safeguarding Adults**

<http://www.northumberland.gov.uk/default.aspx?page=9597>

### **Advice for adult survivors of child abuse and neglect**

Victims of child abuse can be affected by the experience during adulthood. Help is available from the NSPCC on 0808 800 5000 email [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

<https://www.nspcc.org.uk/preventing-abuse/signs-symptoms-effects/>

**NSPCC Child Protection Helpline** – 0808 800 5000

### **Disclosure and Barring Service (DBS) Checks**

<https://www.disclosures.co.uk/>

### **Save the Children**

[www.scfuk.org.uk](http://www.scfuk.org.uk)

**Vulnerable Adults Protection: Action on Elder Abuse** – helpline 0808 808 8141

<http://www.elderabuse.org.uk/>

**Age UK** – helpline 0800 009966

<http://www.ageuk.org.uk/health-wellbeing/relationships-and-family/protecting-yourself/what-is-elder-abuse/>

## Appendix D: Guidelines for responding to abuse or suspicion of abuse

<b>DO</b>	<b>DON'T</b>
<i>Do make sure the individual is safe</i>	<i>Don't confront the alleged abuser.</i>
<i>Do treat any allegations extremely seriously and act at all times towards the child as if you believe what they are saying.</i>	<i>Don't make promises you can't keep.</i>
<i>Do listen patiently and stay calm.</i>	<i>Don't interrogate the child or adult at risk – it is not your job to carry out an investigation – this will be up to the police and social services, who have experience in this.</i>
<i>Do tell the child or adult at risk they are right to tell you.</i>	<i>Don't investigate beyond establishing the basic facts, don't ask leading questions, assume information or elaborate in the notes taken.</i>
<i>Do reassure them that they are not to blame.</i>	<i>Don't be judgmental, voice your own opinion, ignore or be dismissive of the concern.</i>
<i>Do ascertain and establish the basic facts - write down everything said using their words including and obtain agreement from the individual making the allegation.</i>	<i>Don't cast doubt on what the child or adult at risk has told you, don't interrupt or change the subject.</i>
<i>Do be honest about your own position, who you have to tell and why.</i>	<i>Don't say anything that makes the child or adult at risk feel responsible for the abuse.</i>
<i>Do tell the child or adult at risk what you are doing and when, and keep them up to date with what is happening.</i>	<i>Don't Do Nothing – make sure you tell your named Vulnerable Users representative immediately – they will know how to follow this up and where to go for further advice.</i>
<i>Do take further action – you may be the only person in a position to prevent future abuse – tell your nominated person immediately</i>	
<i>Do seek medical attention if necessary.</i>	
<i>Do inform parents/carers unless there is suspicion of their involvement.</i>	

## Appendix E: Initial Cause for Concern Form

### Section 1: To be completed by the person receiving a disclosure of abuse

Date of incident	
Time of incident	
Location of incident	
Name of the child or adult who has allegedly been abused	
Name of the complainant if different to above	
Names of any others present who witnessed the alleged abuse	
Age (if known):	
Address (if known):	
Description of your concern or description of the nature of the alleged abuse, and action taken:	
Observations to support cause for concern:	
Description and location of any observed injuries, visible marks, bruising etc.:	
Name of alleged abuser, relationship with child or adult at risk (if known)	
Signature of person completing the form:	
Date:	
Once complete this form must be given to the Hall's named Vulnerable Users representative ( <b>Rev'd Dr Benjamin Carter</b> ) within 24 hours	

### Section 2: To be completed by the Hall's named Vulnerable Users representative

Date and time this report was telephoned to the appropriate local social services department:	Date: Time: Phone Number:
Name and position of the person to whom the matter was reported	Name: Position:
Date the telephone report was confirmed in writing to the relevant local social services department (this should be within 24 hours).	Date: