



VULNERABLE ADULTS PROTECTION POLICY

1 PURPOSE AND SCOPE OF THIS POLICY

Sundial Centre for Education on Harmful Practices (Sundial Centre) is committed to providing a safe environment, free from abuse and neglect, for all of our staff, volunteers and service users. Sundial Centre is firmly committed to the belief that everyone has a fundamental right to be protected from harm and we recognise our role in ensuring this protection.

This policy outlines the steps Sundial Centre will make to safeguard an adult with care and support if they are deemed to be at risk. This policy sets out the roles and responsibilities of Sundial Centre in working together with other professionals and agencies, and in line with Local Authority procedures, to promote the adult's welfare, and safeguard them from abuse and neglect.

Sundial Centre will ensure that adults will be involved in all decision making relevant to them, and that they will be appropriately informed and enabled to optimise their ability to make their own decisions and choices. Where appropriate and possible, Sundial Centre will take steps to optimise engagement in decision making by considering individuals' communication needs, and seeking to optimise these. Sundial Centre will also ensure that safe and effective working practices are in place.

This policy is intended to support staff and volunteers working within Sundial Centre to understand their role and responsibilities in safeguarding adults and escalating concerns. All staff and volunteers are expected to follow this policy.

The key objectives of this policy are for all employees and volunteers of Sundial Centre to:

- have an overview about what adult safeguarding is
- be clear about their responsibility to safeguard vulnerable adults
- understand the multi-agency framework for safeguarding vulnerable adults
- ensure the necessary actions are taken where an adult with care and support needs is deemed to be at risk

This policy is based on the Care Act 2014 and the Care and Support Statutory Guidance.¹ Sundial Centre also notes that under the Human Rights Act 1998, everyone has the right to live free from abuse and neglect.²

Copies of this policy will be made available to all Sundial Centre staff and volunteers and other adults with whom Sundial Centre works.

2 RECOGNISING ABUSE AND NEGLECT

¹ <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>²
<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

2.1 What is meant by “safeguarding” adults?

‘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. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.’

Care and Support Statutory Guidance, Department of Health, updated February 2017

All adults should be able to live free from fear and harm but some may find it hard to get the help and support they need to protect themselves against abuse. An adult may be unable to protect themselves from harm or exploitation due to many reasons, including mental or physical incapacity, sensory loss or physical or learning disabilities. This could be an adult who is usually able to protect themselves from harm but maybe unable to do so because of an accident, disability, frailty, addiction or illness.

2.2 Types of abuse from which adults need to be safeguarded

Sundial Centre adheres to following the six key principles that underpin safeguarding work as set out in the Care Act Guidance³:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

The types of abuse which an individual may be experiencing, or be at risk of experiencing, include physical, sexual, financial, discriminatory, psychological, organisational, domestic, modern slavery, neglect and self-neglect. (see Annex 1 for more details about these types of abuse.)

Sundial Centre will not tolerate any form of abuse of adults, and Sundial Centre staff, freelance facilitators and volunteers will ensure their work reflects the principles above and will involve the adult with care and support needs in making decisions. Sundial Centre staff and volunteers will also ensure that informed consent (if the adult has the capacity for reasoned decision making, and if there does not appear to be any coercion on the adult) is obtained about any decisions or actions taken. Sundial Centre should ensure that the safeguarding action agreed is the least intrusive response to the risk. Advice should be sought from Sundial Centre’s Safeguarding Lead regarding this, who may in turn seek advice from the local Adult Safeguarding team. Sundial Centre will be transparent and accountable in delivering safeguarding actions.

Sundial Centre will seek to ensure that adults in need of care and support are involved in their safeguarding discussions with local authorities. Each individual will be dealt with on a case by case basis as adults may have different preferences, histories and life-styles, and Sundial Centre recognises that the same process may not work for all.

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

2.3 What are the roles and responsibilities of staff / volunteers in safeguarding adults?

³ <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

The Care Act 2014 sets out what adult safeguarding duties apply to an adult who:

- has care and support needs, and
- is experiencing, or is at risk of, abuse and neglect, and
- is unable to protect themselves from either the risk of, or the experience of abuse or neglect, because of those needs.

In the context of Sundial Centre’s work this may include some members of communities affected by FGM, HBV and other harmful practices or risks, who are seeking advice and support to manage their situation. It may also apply to staff, volunteers and participants in Sundial Centre events.

All staff, management, trustees and volunteers at Sundial Centre are expected to report any concerns to Sundial Centre’s Safeguarding Lead or the CEO. If the allegation is against one of Sundial Centre’s members, volunteers, trustees or directors, you should seek advice from Sundial Centre’s Safeguarding Lead or the Chair of the Trustees. If the allegation is against the Safeguarding Lead, you should inform the Chair of the Trustees who will seek advice from the Locality and Community Support Service (LCSS) or equivalent local authority service.

Sundial Centre’s designated Safeguarding Lead / CEO is responsible for providing acknowledgement of the referral and brief feedback to the person raising the original concern, providing this does not potentially place them or others at increased risk, and on the advice of experts at the Oxford Adult Safeguarding Board (or the equivalent local service in other local authorities.) Feedback will be given in a way that will not make the situation worse or breach the Data Protection Act. If the police are involved, they should be consulted prior to giving feedback to the referrer to ensure any criminal investigation is not affected.

The local authority will decide on who will lead any safeguarding enquiry should it progress to that stage. Sundial Centre will not conduct a safeguarding enquiry, though it may contribute concerns and evidence, and participate, if requested by the LCSS.

3 PROCEDURES TO FOLLOW IF ABUSE OR HARM IS SUSPECTED OR ALLEGED 3.1

Who to go to if you are concerned:

It may be difficult for adults with care and support needs to protect themselves and to report abuse. They rely on you to help them.

All staff and volunteers should contact the Sundial Centre’s CEO or Safeguarding Lead (SL) if you have any concerns or queries with regard to safeguarding adults. A log of the concern must be kept by the CEO and Safeguarding Lead. Details of these people are below:

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

Kate Agha, CEO of Sundial: kate.gha@sundial.org 07909 510840

Sundial Centre's Safeguarding Lead: Seiza Bashir

Contact details: 07535 254591 bceeza@yahoo.com

To report a concern about a member of staff/trustee:

Caroline Pinder: caroline.pinder@btinternet.com 07867-503038

The CEO and SL will be responsible for making and recording decisions about notifying the Chair of the Trustees and adult social services, if required, and consider alternative actions where necessary.

The CEO and SL are also responsible for making sure that safeguarding adults policies and procedures are in place and up to date, and ensuring a safe environment is promoted for all staff and volunteers and adults accessing Sundial Centre's services. The CEO will ensure staff and volunteers are up to date with their safeguarding training.

3.2 How will concerns be dealt with:

Staff and volunteers at Sundial Centre who have adult safeguarding concerns (principally the CEO, SL and Chair of Trustees) should take the following action if an adult safeguarding concern is reported to them:

i) Respond

- Take emergency action if someone is at immediate risk of harm/in need of urgent medical attention. Dial 999 for emergency services.
- Get brief details about what has happened and what the adult would like done about it, but do not probe or conduct any investigation .
- Seek consent from the adult to take action and to report the concern. Consider whether the adult may lack capacity to make decisions about their own and other people's safety and wellbeing. If you decide to act against their wishes or without their consent, you must record your decision and the reasons for this. For guidance please see the Mental Capacity Act 2005, Code of Practice at <https://www.gov.uk/government/collections/mental-capacity-act-making-decisions#mental-capacity-act-code-of-practice>
- If the concerns relate to a high risk case of Domestic Abuse or Harmful practices the MARAC (Multi-Agency Risk Assessment Conference) process should be followed, even if the adult does not consent

ii) Report

- If you suspect any safeguarding concerns, you should immediately report it to Sundial Centre's CEO or SL. Their contact details are given above at 3.1.

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

iii) Record

- Safeguarding notes and emails will be stored in hard copy format at the CEO's office in a locked cabinet. All computer records will be deleted once Sundial Centre's role in the safeguarding matter has ended. Safeguarding notes concerning any allegation against staff/trustees will be stored in a similar way at the Chair of Trustees' office. As far as possible, records should be written contemporaneously, dated and signed.

-Sundial Centre's Data Protection Policy is at:

<https://www.oxfordagainstcutting.org/wp-content/uploads/2019/10/OAC-Data-Protection-Policy-and-Procedure-Oct-2019.pdf>

PLEASE NOTE: Incidents of abuse may be one-off or multiple and may affect one person or more. Staff and volunteers should look beyond single incidents to identify patterns of harm. Accurate recording of information will assist in recognising any patterns.

iv) Refer

In making a decision about whether to refer or not, the CEO / SL should take into account:

- the adult's wishes and preferred outcome, unless an exception applies (such as High Risk of DV)
- whether the adult has mental capacity to make an informed decision about their own and others' safety (see 3.2i for link to the Mental Capacity Act Guidance)
- the safety or wellbeing of children or other adults with care and support needs - whether there is a person in a position of trust involved
- whether a crime has been committed

This should inform the decision as to whether to notify the concern to the following people:

- the police if a crime has been committed and/or
- the Local Authority's Adult Safeguarding Board. In Oxfordshire for a possible safeguarding enquiry contact: <https://www.osab.co.uk/public/reporting-concerns/>. Details of safeguarding contacts in other local authorities within the Thames Valley region are listed at Annex 2.
- relevant regulatory bodies such as the Charities Commission
- Service Commissioning teams
- family/relatives as appropriate (but first seek advice from your local Adult Social Services)

The SL / CEO should keep a record of the reasons for referring the concern or reasons for not referring.

4 RECRUITMENT AND TRAINING OF STAFF AND VOLUNTEERS

4.1 Recruitment and selection

Sundial Centre is committed to safe employment. Safe recruitment practices, such as Disclosure and Barring checks (DBS) reduce the risk of exposing adults with care and support needs to people

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

unsuitable to work with them. All Sundial Centre staff, freelance facilitators and volunteers will be DBS registered.

All staff/volunteers will complete an application form supplying the following information:

- Personal details
- Names of two independent referees
- Previous experience
- Any criminal convictions
- Competencies and areas of interest
- Signature and date

Sundial Centre will ensure that all new staff/facilitators/volunteers are recruited safely and have had the appropriate checks, (e.g. DBS) which are re-checked every three years; and that they have undertaken, or will undertake OSCB Safeguarding training before they do any face to face work alone. Prior to checks and training being completed, new staff/facilitators/volunteers will work alongside a staff member who has a DBS check and has undertaken safeguarding training, and will not be left alone with children or vulnerable adults. Additionally, all of our workshops and school lessons are delivered by two facilitators to minimise any risks.

4.2 Training, awareness raising and supervision

Sundial Centre ensures that all staff and volunteers receive basic awareness training on safeguarding adults as they may come across adults with care and support needs who may be at risk of abuse. Those adults may report things of concern to staff or volunteers who should be equipped with the basic knowledge around safeguarding adults and be confident to identify that abuse is taking place and action is required. All staff and volunteers should be clear about the core values of Sundial Centre and our commitment to safeguarding adults.

To ensure staff and volunteers are adequately trained to recognise, report and refer instances of abuse, or risk of abuse, of adults:

- All current staff/volunteers who work face to face with the public will need to complete OSCB or equivalent local authority Safeguarding Training Level 3; this will be refreshed every two years.
- All new staff / facilitators/ volunteers will be supervised and accompanied by a staff/volunteer who has completed Level 3 until references have been verified, DBS checks have been carried out and the new staff / volunteer has undertaken Level 3.
- All current staff/facilitators/volunteers who work face to face with the public will need to complete refresher training in their specialist area every year.
- We will ensure that all staff/volunteers have read this safeguarding policy and know who the Safeguarding Officer is in case they need to pass on concerns.
- We will ensure that all staff/volunteers are aware that they must refer any allegations against a member of staff/volunteer to the Safeguarding Officer/CEO who will then report to the Chair of

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

Sundial Centre’s Board of Trustees, who will need to contact LADO (or OASB or local equivalent) for advice. Further information on allegations involving staff / volunteers is given below at Section 5.

NOTE: PREVENT

PREVENT is part of the Government’s counter-terrorism strategy which aims to prevent people becoming terrorists or supporting terrorism.

Radicalisation and extremism of adults with care and support needs is a form of emotional and psychological exploitation. Radicalisation can take place through direct personal contact, or indirectly through social media.

If staff are concerned that an adult with care and support needs is at risk of being radicalised and drawn into terrorism, they should treat it in the same way as any other safeguarding concern.

For more information about PREVENT see:

<https://www.gov.uk/government/publications/prevent-duty-guidance>

5 ALLEGATIONS ABOUT STAFF / facilitators/VOLUNTEERS

If any allegation is made or suspicions emerge regarding any member of staff/volunteer of Sundial Centre, this should be reported to the Safeguarding Lead or CEO.

If an allegation concerns either the Safeguarding Lead or CEO the report should be made to the Chair of Sundial Centre’s Board of Trustees.

Contact details for all these people are given above at 3.1.

If further action is required, the following procedure will apply during which all information relating to the allegation will remain confidential:

- A detailed factual record of the allegation and action taken should be recorded in writing.
- Information will be presented to the Board of Trustees who will contact LADO.
- Consideration will be given to the suspension of the person involved, taking account of the risks to other people and the member of staff/volunteer concerned.

If the allegation involves another service user, contact will be made with the person and/or their parent/guardian/carers to advise them of the process.

Relevant external bodies (such as the Charity Commission and / or Oxfordshire’s Adult Safeguarding Board) will be advised if required.

6 PROTECTION OF STAFF AND VOLUNTEERS

The Board of Trustees recognises the importance of protecting its staff and volunteers from possible

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

allegations of abuse, and recommends the following guidelines:

6.1 Staff / Volunteers should not:

- Visit vulnerable adults in their home unless accompanied by another adult
- Develop a relationship with the vulnerable adult outside the charity setting, including via personal social media websites such as Facebook
- Leave a vulnerable adult in the presence of another adult not known to you, Sundial Centre or the vulnerable adult
- Show favouritism to any vulnerable adult within the charity

Note: Photography

All adults, vulnerable or otherwise, who are participating in Sundial Centre events and activities, should be asked beforehand if they are willing to be included in photographs which are to be used in the public domain.

7 COMPLAINTS AND WHISTLE BLOWING

Sundial Centre is concerned to promote transparency and honesty when things go wrong. To support transparency a Complaints Policy and Procedure is set out at <https://www.oxfordagainstcutting.org/wp-content/uploads/2019/10/OAC-Complaints-Policy-Oct-2019.pdf> Sundial Centre undertakes to ensure all staff and volunteers are made aware of this policy and procedure.

If a staff or volunteer or any other member of Sundial Centre is unhappy with a decision made about a safeguarding concern, they should follow it up through the Complaints Procedure.

Sundial Centre is committed to ensuring that staff and volunteers who in good faith whistle-blow in the public interest, will be protected from reprisals and victimisation.

8 CONFIDENTIALITY AND INFORMATION SHARING

Sundial Centre expects all staff, facilitators, volunteers, trustees, and others involved in Sundial Centre to maintain confidentiality at all times. In line with Data Protection law Sundial Centre does not share information if not required. Sundial Centre's Data Protection Policy is set out at <https://www.oxfordagainstcutting.org/wp-content/uploads/2019/10/OAC-Data-Protection-Policy-and-Procedure-Oct-2019.pdf> . A copy of this will be given to all staff and volunteers as part of their training.

It should be noted, however, that information should be shared with authorities if an adult is deemed to be at risk of immediate harm. Sharing the right information at the right time with the right people can make all the difference to preventing harm. For further guidance on information sharing and safeguarding see: <https://www.scie.org.uk/care-act-2014/safeguarding-adults/sharing-information/keymessages.asp> . If you are in any doubt about what information should be shared, and with whom, you should first discuss it with Sundial Centres Safeguarding Lead or CEO.

9 SUMMARY OF CONTACT DETAILS

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

Kate Agha, CEO of Sundial: kate.gha@sundial.org 07909 510840

Sundial’s Safeguarding Lead on FGM: Seiza Bashir, Sundial’s Safeguarding Lead on FGM Contact details: 07535 254591 bceeza@yahoo.com

Sundial’s Safeguarding Lead on forced marriage/honour-based abuse: insert new details

To report a concern about a member of staff/trustee:
 Caroline Pinder: caroline.pinder@btinternet.com 07867-503038

Annex 2 lists contact details of local authority agencies with responsibility for safeguarding across the Thames Valley region.

This policy was adopted by the Trustees on

..... (date)

On behalf of the Trustees:

..... (signed) This policy will be reviewed annually by the Trustees; next renewal date is:

Name of Staff / Volunteer:

.....

. I confirm I have read and understood my role and responsibilities as set out in this policy.

Signed Dated

.....

ANNEX 1

The following notes have been extracted and adapted from the UK Government’s Care & Support Statutory Guidance (see: <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#safeguarding-1>)

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

1 SIX KEY PRINCIPLES UNDERPIN ALL ADULT SAFEGUARDING WORK:

Empowerment

People being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.

Prevention

It is better to take action before harm occurs.

I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.

Proportionality

The least intrusive response appropriate to the risk presented.

I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.

Protection

Support and representation for those in greatest need.

I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.

Partnership

Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.

Accountability

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

Accountability and transparency in delivering safeguarding.

I understand the role of everyone involved in my life and so do they.

Making safeguarding personal

In addition to these principles, it is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements. It is vital that all organisations recognise that adult safeguarding arrangements are there to protect individuals. We all have different preferences, histories, circumstances and life-styles, so it is unhelpful to prescribe a process that must be followed whenever a concern is raised.

2 WHAT CONSTITUTES ABUSE AND NEGLECT?

This section considers the different types and patterns of abuse and neglect and the different circumstances in which they may take place. This is not intended to be an exhaustive list but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.

Local authorities should not limit their view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered; although the criteria (listed below) will need to be met before the issue is considered as a safeguarding concern. Exploitation, in particular, is a common theme in the following list of the types of abuse and neglect.

Physical abuse including: assault, hitting, slapping, pushing, misuse of medication, restraint, inappropriate physical sanctions

Domestic violence including: psychological, physical, sexual, financial, emotional abuse, so called ‘honour’ based violence

The cross-government definition of domestic violence and abuse is: 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: psychological, sexual, financial, emotional.

A new offence of coercive and controlling behaviour in intimate and familial relationships was introduced into the Serious Crime Act 2015. The offence will impose a maximum 5 years imprisonment, a fine or both.

The offence closes a gap in the law around patterns of coercive and controlling behaviour during a relationship between intimate partners, former partners who still live together, or family members, sending a clear message that it is wrong to violate the trust of those closest

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

to you, providing better protection to victims experiencing continuous abuse and allowing for earlier identification, intervention and prevention. The offence criminalising coercive or controlling behaviour was commenced on 29 December 2015.

Sexual abuse including: rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure, sexual assault, sexual acts to which the adult has not consented or was pressured into consenting.

Psychological abuse including: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation, unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse including: theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, the misuse or misappropriation of property, possessions, or benefits.

Financial abuse is the main form of abuse investigated by the Office of the Public Guardian both amongst adults and children at risk. Financial recorded abuse can occur in isolation, but as research has shown, where there are other forms of abuse, there is likely to be financial abuse occurring. Although this is not always the case, everyone should also be aware of this possibility.

Potential indicators of financial abuse include:

- change in living conditions
 - lack of heating, clothing or food
 - inability to pay bills/unexplained shortage of money
 - unexplained withdrawals from an account
 - unexplained loss/misplacement of financial documents
 - the recent addition of authorised signers on a client or donor's signature card
 - sudden or unexpected changes in a will or other financial documents
- This is not an exhaustive list, nor do these examples prove that there is actual abuse occurring. However, they do indicate that a closer look and possible investigation may be needed.

Modern slavery encompasses:

- slavery

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

- human trafficking
- forced labour and domestic servitude.
- traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment

Discriminatory abuse including forms of:

- harassment
- slurs or similar treatment:
 - because of race
 - gender and gender identity
 - age
 - disability
 - sexual orientation
 - religion

Organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission including: ignoring medical, emotional or physical care needs; failure to provide access to appropriate health, care and support or educational services; the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect: This covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. An assessment should be made on a case by case basis. A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour. There may come a point when they are no longer able to do this, without external support.

3 RECOGNISING ABUSE:

Incidents of abuse may be one-off or multiple, and affect one person or more. Professionals and others should look beyond single incidents or individuals to identify patterns of harm, just as the CCG, as the regulator of service quality, does when it looks at the quality of care in health and care services. Repeated instances of poor care may be an indication of more serious problems and of what we now describe as organisational abuse. In order to see these patterns it is important that information is recorded and appropriately shared.

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

Patterns of abuse vary and include:

- **serial abuse**, in which the perpetrator seeks out and ‘grooms’ individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- **long-term abuse**, in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse ●
- **opportunistic abuse**, such as theft occurring because money or jewellery has been left lying around

Who abuses and neglects adults?

Abuse can happen anywhere, even in somebody’s own home. Most often abuse takes place by others who are in a position of trust and power. It can take place whether an adult lives alone or with others. Anyone can carry out abuse or neglect, including: ● partners;

- other family members;
- neighbours;
- friends;
- acquaintances;
- local residents;
- people who deliberately exploit adults they perceive as vulnerable to abuse;
- paid staff or professionals; and
- volunteers and strangers

What are the possible signs of abuse?

Abuse and neglect can be difficult to spot. You should be alert to the following possible signs of abuse and neglect:

- Depression, self-harm or suicide attempts
- Difficulty making friends
- Fear or anxiety
- The person looks dirty or is not dressed properly,
- The person never seems to have money,
- The person has an injury that is difficult to explain (such as bruises, finger marks, ‘non-accidental’ injury, neck, shoulders, chest and arms),
- The person has signs of a pressure ulcer,
- The person is experiencing insomnia
- The person seems frightened, or frightened of physical contact.
- Inappropriate sexual awareness or sexually explicit behaviour
- The person is withdrawn, changes in behaviour

You should ask the person if you are unsure about their well-being as there may be other explanations to the above presentation.

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

However, you should keep an open mind about what constitutes abuse or neglect as it can take many forms and the circumstances of the individual case should always be considered.

For more information on forms of abuse, please read section the Care and Support Statutory Guidance at:

<https://www.gov.uk/government/publications/mental-capacity-act-code-of-practice>

Area	Number Email	Out of hours/ emergency
Oxfordshire MASH	0345 050 7666 mash-children@oxfordshire.gov.uk	
Buckinghamshire MASH	01296 383 962 secure-cypfirstresponse@buckscc.gov.uk	
Milton Keynes MASH	01908 253 169 Or 253170 children@milton-keynes.gov.uk	01908 265 545
Slough MASH/Slough Children's Services Trust	01753 875 362	01344 786 543 EDT@bracknell-forest.gov.uk
Windsor and Maidenhead MASH/Windsor and Maidenhead Children's Services	01628 683 150 MASH@achievingforchildren.org.uk	01344 786 543
Bracknell forest Bracknell Forest Children's services	01344 352005 MASH@bracknell-forest.gov.uk	01344 786 543
Reading MASH	0118 937 3641 cscoa@brighterfuturesforchildren.org	
West Berkshire MASH	01635 503 090 child@westberks.gov.uk	01344 786543 edt@bracknell-forest.gov.uk
Wokingham MASH	0118 908 8002 triage@wokingham.gov.uk After 5pm or on weekends and bank holidays phone 01344 786 543	0118 908 800 riage@wokingham.gov.uk

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually

ANNEX 2: Thames Valley MASH / Children's Social Care contact details:**Thames Valley Adult Social Care contact details:**

Area	Number	Email Out of hours/ emergency
Oxfordshire	0345 050 7666	0800 833408
Buckinghamshire	0800 137 915	safeguardingadults@buckscc.gov.uk adultearlyhelpteam@buckscc.gov.uk
Slough	01753 475111	01344 786543
Windsor and Maidenhead	01628 683744	
Bracknell Forest	01344 351 500 / 01344 352000	adult.services@bracknell-forest.gov.uk
Reading	0118 937 3747	01344 786 543
West Berkshire	01635 503 050	edt@bracknell-forest.gov.uk 01344 786543

Sundial Centre for Education on Harmful Practices	Registered Charity No: 1161597
Vulnerable Adults Protection Policy	Reviewed: Oct 2024
Version 3	To be reviewed: Annually