



# ***Leicestershire District and Borough Council's Adults in need of Safeguarding Guidelines***

January 2012

**These Safeguarding Guidelines should be read in conjunction with  
the  
Safeguarding Policy**

## **1. Recognising abuse**

A person may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm. (*harm – is defined as 'Physical or psychological injury or damage'*). An adult may be abused in a family; in an institutional or community setting; by those known to them, or, more rarely, by a stranger.

### **Recognising Abuse**

Recognising abuse is not easy, and it is not the responsibility of Council staff, elected members or volunteers to decide whether or not abuse of an adult has taken place or if they are at significant risk. However, we do have a responsibility to act if we have a concern. Every adult in need of safeguarding is unique and it is difficult to predict how their behavior will change as a result of the abuse they have been subjected to.

### **Factors that contribute to increased vulnerability**

Various factors contribute to this such as stereotyping, prejudice, discrimination, isolation and a powerlessness to protect themselves, or difficulties communicating that abuse has occurred. For example

An adult in need of safeguarding may:

- receive intimate personal care, possibly from a number of carers, which may increase the risk of exposure to abusive behavior
- have an impaired capacity to resist or avoid abuse

- have communication difficulties or lack of access to an appropriate vocabulary which may make it difficult to tell others what is happening
- not have someone to turn to, may lack the privacy they need to do this, or the person they turn to may not be receptive to the issues being communicated
- be inhibited about complaining because of a fear of losing services
- be especially vulnerable to bullying and intimidation
- be more vulnerable than other adults to abuse by their peers

## 2. Types of abuse and how to recognise potential signs of abuse

**Physical Abuse-** *'any act which causes physical harm to an adult in need of safeguarding'*

This includes hitting, slapping, pushing, kicking, rough handling or unnecessary physical force either deliberate or unintentional misuse of medication, attempted drowning or suffocation or subjecting to physical violence within the home (domestic violence, bullying and anti-social behaviour). NB. Street crime such as mugging and harassment should be reported to the police.

PHYSICAL ABUSE	
Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>• Unexplained bruising, marks or injuries on any part of the body</li> <li>• Bruises which reflect hand marks or fingertips (from slapping or pinching)</li> <li>• Cigarette burns</li> <li>• Bite marks</li> <li>• Broken bones</li> <li>• Scalds</li> <li>• vomiting, diarrhoea and dehydration</li> </ul>	<ul style="list-style-type: none"> <li>• Fear of carers/relatives being approached for an explanation</li> <li>• Aggressive behaviour or severe outbursts</li> <li>• Flinching when approached or touched</li> <li>• Reluctance to get changed, for example wearing long sleeves in hot weather</li> <li>• Depression</li> <li>• Withdrawn behaviour</li> <li>• Reluctance to allow admittance into the home</li> </ul>

**Psychological/Emotional Abuse** – Psychological abuse is any kind of abuse that is emotional rather than physical in nature. It can include anything from verbal abuse and constant criticism to more subtle tactics, such as repeated disapproval or humiliation.

For example; threatening, bullying, taunting, name calling or constantly shouting, at a person damaging self esteem.

PSYCHOLOGICAL/EMOTIONAL ABUSE	
Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>• Feelings of low self esteem</li> <li>• Depression</li> <li>• Increased alcohol or drug use</li> <li>• Self Harm</li> </ul>	<ul style="list-style-type: none"> <li>• Neurotic behaviour e.g. hair twisting, rocking</li> <li>• Isolates themselves from others</li> <li>• Fear of making mistakes/wanting to please</li> <li>• Self harm</li> <li>• Withdrawn</li> <li>• Overly compliant</li> <li>• Fear of carer being approached regarding their behaviour</li> </ul>

**Sexual Abuse**– ‘Sexual abuse involves forcing or enticing a person to take part in sexual activities they have not understood or consented to. Sexual abuse can occur between people of the same sex and within marriage or long-term relationships.

For example touching, intercourse, oral sex, masturbation or unwanted exposure to pornographic materials, forced marriage.

SEXUAL ABUSE	
Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>• Pain or itching in the genital/anal areas</li> <li>• Bruising or bleeding near genital/anal areas</li> <li>• Sexually transmitted disease</li> <li>• Vaginal discharge or infection</li> <li>• Stomach pains</li> <li>• Discomfort when walking or sitting down</li> <li>• Pregnancy</li> </ul>	<ul style="list-style-type: none"> <li>• Sudden or unexplained changes in behaviour e.g. becoming aggressive or withdrawn</li> <li>• Fear of being left with a specific person or group of people</li> <li>• Having nightmares</li> <li>• Incontinence</li> <li>• Saying they have secrets they cannot tell anyone about</li> <li>• Self harm or mutilation, sometimes leading to suicide attempts</li> <li>• Eating problems such as overeating or anorexia</li> </ul>

**Neglect**- ‘Neglect is the persistent failure to meet a person’s basic physical and/or psychological needs, likely to result in the serious impairment of the person’s health or well being’. This includes paying too little or no attention to a person; failure to take proper care of that person; ignoring or withholding medical or physical care needs; failure to provide access to appropriate health, social care or education services.

For example; denying basic needs of food, suitable clothing, and warmth, medical or physical care. Also, denied help and support from the people they rely on to provide these needs.

NEGLECT	
Signs	Behavioural Indicators
<ul style="list-style-type: none"> <li>• Constant hunger, sometimes stealing food from others</li> <li>• Constantly dirty or smelly</li> <li>• Loss of weight or being constantly underweight</li> <li>• Social Isolation</li> <li>• Inappropriate dress for the conditions</li> <li>• Physical illness e.g. body sores</li> </ul>	<ul style="list-style-type: none"> <li>• Complaining of being tired all the time</li> <li>• Not requesting medical assistance and/or failing to attend appointments</li> <li>• Having few friends</li> <li>• Mentioning they’re being left alone or unsupervised</li> </ul>

**Financial Abuse**- Financial abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. The victim may have been deliberately targeted because of their vulnerability, e.g. the perpetrator befriending the victim and then using their position of trust to gain financially from the victim – moving into their house to ‘care’ for them, becoming their appointee/attorney, being over charged for services or tricked into receiving goods or services that they do not want or need. Visiting, then eating the person’s food, or spending their rent money.

FINANCIAL	
Signs	Behaviour Indicators
<ul style="list-style-type: none"> <li>• No food in the home and hunger</li> <li>• Unkempt</li> </ul>	<ul style="list-style-type: none"> <li>Reluctance to discuss financial matters</li> <li>Asking for money</li> <li>Unable to participate in social activities</li> </ul>

<ul style="list-style-type: none"> <li>• Becoming thin</li> <li>• Insufficient funds to pay for things such as bills</li> <li>• Offering money for services</li> <li>• Property going missing</li> </ul>	Unable to give explanation of events or losses
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**Discriminatory Abuse-** Discriminatory abuse is any form of abuse based on discrimination because of a person’s race, culture, belief, gender, age, disability, sexual orientation etc. Discrimination may be a motivating factor in other forms of abuse. The person who is abusing may for example use inappropriate “nick names”, use derogatory language or terminology and/or bullying, have a lack of understanding of a person’s needs, enforce rules or procedures which undermine the individual’s well being

DISCRIMINATORY	
Signs	Behaviour Indicators
<ul style="list-style-type: none"> <li>• Withdrawn</li> <li>• Weight loss</li> <li>• Reject appropriate services</li> <li>• Low self esteem.</li> <li>• Could agree with the abuser just to have an easier life.</li> <li>• Being un co-operative, non confirming</li> <li>• Unexplained injuries and falls</li> </ul>	<ul style="list-style-type: none"> <li>• Fearful of person</li> <li>• Seeking ways of expressing faith and cultural needs – food, clothing</li> <li>• Changes in behaviour</li> <li>• Use of inappropriate language</li> </ul>

**Institutional Abuse-** Institutional abuse could be repeated incidents of poor professional practice or neglect, or inflexible services based on the needs of providers rather than the person receiving services. It refers to any care activity that is delivered in a way that suits the needs of the organisation and the staff rather than the needs of the service users, e.g. service users required to ‘fit in’ excessively to the routine of the service, being subject to misuse of medication, misuse of moving and handling techniques or abuse of civil rights.

INSTITUTIONAL	
Signs	Behavioral Indicators
<ul style="list-style-type: none"> <li>• Lack of personal clothing and possessions</li> <li>• No care plans</li> <li>• Frequent hospital admissions</li> <li>• Lack of procedures and guidelines for staff</li> <li>• No evidence of training programmes for staff</li> </ul>	<ul style="list-style-type: none"> <li>• Over compliance to routine</li> <li>• Lack of motivation</li> <li>• Fear of change</li> <li>•</li> </ul>

### 3. Promoting Good Practice

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

- Always put the welfare of the adult before any other agenda, i.e. winning, finishing a project.
- Provide a good role model of behaviour.
- Treat all adults equally with respect and dignity using positive constructive encouragement.
- Stay vigilant for the safety of all adults in need of safeguarding around you, not just the ones immediately in your care.

- If you have to physically touch an adult in need of safeguarding i.e. for restraint, assisting in and out of vehicles etc, then do so with consideration, never touch intimate areas and always tell the person what you are going to do.
- Always wear appropriate clothing when working with an adult. E.g. dress according to the duties to be undertaken in a manner befitting responsible care. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the Council must be worn at all times.
- Always have a register of adults in your charge, for example on outings from sheltered schemes.
- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to challenge unacceptable behaviour with an adult then do so in a positive constructive manner making sure that the client knows it is the behaviour and not the adult that is not welcome.
- Use appropriate language and explanations (it is not always what is said but how it is said that can be of concern and of great importance).
- Enhanced Criminal Records Bureau checks must be undertaken for all employees who will be working with adults in need of safeguarding.

### ***Practice that is not acceptable***

- Allowing inappropriate language of all parties to go unchallenged.
- Transporting an adult in need of safeguarding on your own. However if this required you must ensure you are accompanied by another member of staff and/or contact appropriate emergency service.
- Enclosing yourself in a room with an adult in need of safeguarding. If an adult is upset or needs first aid then take them to one side, or leave the door of the room open.
- Making sexually suggestive comments.
- Engaging in rough physical or sexually provocative actions.
- Allowing or engaging in inappropriate touching.
- Inviting or allowing an adult in need of safeguarding to stay in your home.
- Performing personal care for someone which they can do themselves or that you are not trained to or authorised to undertake.
- Sharing a room with an adult in need of safeguarding on residential based activities.
- Allowing allegations made by an adult in need of safeguarding to go unchallenged, unrecorded or un-acted upon.
- Giving home or mobile numbers to adult in need of safeguarding (unless there is a good reason to do so) or obtaining an adult in need of safeguarding mobile phone number.

In addition - It is against the law (Sexual Offences Act 2003) to form inappropriate relationships with an adult in need of safeguarding in your care, i.e. abusing your position of trust.

### **First Aid and Treatment of Injuries**

If the adult requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the adult, in language that they understand and their permission sought before any action is taken.
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The adult's carer's/parents must be informed of any injury and any action taken as soon as possible.
- A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

## **For Transporting Vulnerable Adults**

If it is necessary to provide transport or take an adult in need of safeguarding away from home the following good practice must be followed:

- You should only transport an adult in need of safeguarding where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of adults in need of safeguarding. These adults should be familiar with and agree to abide by the Council's Protecting adults in need of safeguarding Policy and Procedures
- Always plan and prepare a detailed programme of the journey and method of transport, give details of the route, anticipated length of the journey and ensure copies with contact details are available for other staff and parents/guardians
- Ensure all vehicles are correctly insured, drivers hold appropriate licenses, and all reasonable safety measures are taken, e.g. seatbelts are secured

## **Use of Contractors**

Harborough District Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the Council are vetted appropriately. Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into contact with adults in need of safeguarding should have their own equivalent Safeguarding Policy and Procedures, or failing this, comply with the terms of this policy.

It is the responsibility of the manager who is commissioning the services of the contractor to ensure that they follow HDC's procedure in terms of safeguarding considerations in each contract, which requires that they consult the Lead Designated Safeguarding Officer to ensure appropriate safeguarding considerations are been taken for the nature of the contract.

## **4. Use of the Internet and Other Technology including photography and mobile phones**

Computer technology, including chat rooms, internet scams (phishing), web cams, and mobile phones, are known to be used to perpetrate abuse. As service providers we must be vigilant

### **As an individual wishing to take photographs (employee/ member/volunteer)**

Due to the potential misuse of photographic and video/camera/mobile phone data the following procedures are to be implemented in permitting photography to take place or video/digital etc cameras to be used in certain situations.

There are a number of public buildings which may include swimming pools, sports centres and the like that have a clearly defined policy of not allowing the taking of photographs unless authorised in writing by Harborough District Council.

Always ensure that you are aware of the policy underpinning the taking of and use of material within the building/open spaces that you intend to take images within. Some operators exercise a no use policy particularly in swimming pools and changing areas. This should include Mobile phone usage.

In addition to any Policy operated at the premises or facility there are a number of requirements that are identified through this policy for your own and the safety of the public that as an employee of Harborough District Council you are required to ensure.

Photos taken by Harborough District Council will be kept and stored on file for up to 5 years

**Always ensure:**

- You obtain permission prior to using any media equipment or other device to take pictures whilst on their premises or facility checking out any in place policy
- Permission must be in written form, given by an authorised and designated person and they are aware of the reasons for the taking of the images and how they are to be used.
- Endeavour to take images of crowds that show general images only
- Where possible, gain consent for any close up shot
- Try to keep faces obscure and away from direct identification where at all possible. (Even if permission is given by the premises/facility operator that or parent or guardian may not be happy to consent for the photograph to be taken.)
- Cross-reference the photographs with a code and not names and addresses, and never keep stored images with names and addresses attached or together without permission.
- Make it clear who you are – show your security badge, why you are taking the photos and their use, how they will be stored, making it clear that the photos will not be used for any other business other than that of the promotion of the Council or by the use of any third party.
- Report any unauthorised taking of images to the facility/building operator or Designated Safeguarding Officer
- Report any suspected misuse of/stolen images to a Designated Safeguarding Officer immediately.
- Ensure CD's and portable files/photographs are kept within secured and lockable cabinets, preferable in a central designation, with a booking in and out system if on a central loaned system.
- Only use images of adults in suitable dress to reduce the risk of inappropriate use. (With sports such as swimming - the content of the photograph should focus on the activity not on the adult and should avoid full face and body shots. (So for example shots in a pool would be appropriate or if on poolside from the waist or shoulder up.)
- If unsure ask for guidance from a Designated Safeguarding Officer.
- You never, under any circumstances take lone photographs or images of either at the facility or at their home without written consent.

**As an operator of a facility/building or an event co-ordinator:-**

**You must always ensure that:-**

A policy is in place that covers and identifies the facility or building that replicates the requirements within this policy.

That signage is displayed in a clear and accessible place as to the requirement of visitors and users. Clearly state how some one needs to get permission to take images.

That you provide a sign for stating that under the facilities Safeguarding Policies and for the protection of data, all users must ask permission to take images on the premises.

The manager of the facility and/or event co-ordinator must make every effort to ensure staff remain vigilant to the event participants use of cameras and other photographic equipment during an event. Any concerns in relation to the misuse of cameras or other photographic equipment much be reported to the Designated Safeguarding Officer should as soon as is practical of the incident and of the outcome.

Ensure that all staff adhere with the policy requirements and are briefed on how to approach and enforce the policy for victors and users.

Ensure staff understand the authorisation procedures, which should be in writing and who can give authorisation to a person to take any images in site.

Ensure there is a visible list of areas where photographic and recording equipment including mobile phones is forbidden under all circumstances e.g.

All changing areas including:

- Swimming pool
- Sports facilities

- Team changing facilities
- Health suite
- Sauna areas
- Sunbed areas
- Fitness suite and gyms
- Toilet areas
- Crèche
- Play scheme facilities

**If spectators are intending to take photographs** or images at an event they should also be made aware of your expectations.

- Spectators should be asked to register at an event if they wish to use photographic equipment
- Participants and parents should be informed that if they have concerns they can report these to the organiser
- Concerns regarding inappropriate or intrusive photography should be reported to the event organiser or official and recorded in the same manner as any other protection concern.

### **Commissioning photography**

If you are commissioning professional photographers or inviting the press to an activity or event it is important to ensure they are clear about your expectations of them in relation to the safeguarding.

- Provide a clear brief about what is considered appropriate in terms of content and behaviour
- Instruct the photographer to report to the manager/event co-ordinator on arrival for the issue of identification which must be worn at all times
- Inform users, participants, parents/guardians/carers that a photographer will be in attendance at an event and ensure they consent to both the taking and publication of films or photographs.
- Do not allow unsupervised access or one to one photo sessions at events
- Do not approve/allow photo sessions outside the events or at the home unless written permission obtained by a parent/guardian approves.

### **Use of Chat rooms and Social networking sites.**

Social networking sites, chat rooms and instant messaging systems are increasingly been used by online predators

As a code of good practice it is considered inappropriate to build a relationship with an Adult or communicate on a one to one bases with an adult in need of Safeguarding through the following communication methods:-

- by text message
- through social networking sites
- by e-mail
- by instant messaging

### **Text Messages**

Text messages are NOT the preferred method of communication between Council service providers and Adults in need of Safeguarding. However where they are used, they should be group (bundled) messages and should always be copied into the Lead Designated Safeguarding Officer.

### **Emails**

Emails are a positive and simple method of communication. Group emails are preferred as part of a project or activity. However were there is a need to contact an adult who has been clearly identifies as an adult in need of safeguarding by a one to one email a copy must be sent to the Lead Designated Safeguarding Officer.



## **Social Networking**

Where social networking sites are being used as part of an authorised project or activity all members must be reminded to set their privacy settings and not accept requests from people unknown to them. Likewise staff must NOT accept friend requests from adults in need of safeguarding irrespective of their reason.

## **Instant Messaging Services**

MSN, Yahoo and other instant messaging systems should not be used by staff to communicate with adults in need of safeguarding. The Council's Whistle Blowing Policy is in place to help with the disclosure of information about a colleague who may be at risk of or is abusing this Policy. You must always notify the Designated Safeguarding Officer of any concerns.

Under certain circumstances some adults may well be able to give their consent to contact them using a variety of electronic mediums. If this is the case and no further permission is required by a carer/ or parent then email would be the accepted option.

# **5. Recruitment, Employment and Deployment**

## **Pre-recruitment**

If any form of advertising is used to recruit staff and volunteers for roles relating to vulnerable adults, it should reflect:

- The aims of Harborough District Council
- If appropriate the aims of the particular programme involved
- The responsibilities of the role
- The level of experience or qualifications required (e.g. experience of working with children is an advantage)
- The Council's open and positive stance on safeguarding
- The use of the Criminal Records Bureau in the recruitment and selection process (and any other statutory requirement for safeguarding checks introduced)

## **Pre-application Information**

The pre-application information e.g. application pack, sent to interested or potential applicants should contain:

- A job description including roles and responsibilities
- A person specification (e.g. stating qualifications or experience required)
- An application form

## **Applicant Information**

All applicants, whether for paid or voluntary, full or part-time positions, should complete an application which should elicit the following information:

- Name, address and National Insurance Number
- Eligibility to work in the UK
- Past career, relevant interests, any gaps in employment and reasons for leaving

- Relevant experience, educational qualifications, job specific qualifications and training
- Any criminal record
- The names of at least two people (not relatives) willing to provide written references that comment on the applicant's previous experience of, and suitability for, working with vulnerable adults where it is a requirement of the job

It should be made clear that effective measures are in place to ensure confidentiality of information under Data Protection legislation.

## **Checks and References**

Staff and volunteers recruited to work in services for vulnerable adults must be checked for any possible irregularities, which may give reason for concern. A minimum of two references must be taken up, and if available, at least one should be associated with former work with vulnerable adults. Written references will be followed up by letter or telephone. References should include the applicant's suitability to work with vulnerable adults where it is a requirement of the job.

In accordance with guidance from the Criminal Records Bureau, all posts that have direct contact with vulnerable adults will require an Enhanced Disclosure. These checks (and any other statutory requirement for safeguarding checks introduced) will be completed by the Human Resources Team. Checks may be carried out with the relevant organisations that maintain information about individuals who are deemed to be unsuitable to work with vulnerable adults.

If a CRB check highlights an unspent conviction a risk assessment will be carried out to assess the suitability of the applicant to work with vulnerable adults. This will be carried out by the line manager and the Council's HR Officer and the outcome verified by the Designated Safeguarding Officer. Prior to any employee becoming operationally active, the Council should be in receipt of a CRB form. It is essential that Officers recruiting new employees plan in advance to allow for the CRB process to be undertaken. In simple terms no CRB no start!

## **Interview**

Interviews are carried out in line with the Council's Recruitment and Selection procedures. The interview will include questions on how to deal with vulnerable adults safeguarding issues.

## **Induction and Training**

Checks are only part of the process to protect children from possible abuse. Appropriate training will enable individuals to recognise their responsibilities with regard to their own good practice and the reporting of suspected poor practice/concern of possible abuse. It is important that the recruitment and selection process is followed by relevant inductions and training in order to further protect children from possible abuse. The induction and training should include:

- An assessment of the training needs required
- Clarification, agreement and signing up to the Council's Code of Conduct for Employees
- The expectations, roles and responsibilities of the job are clarified
- As a minimum we will expect all staff to have undergone formal safeguarding training related to their job within 6 months of the employment with us. Refresher training will be required every 3 years.

### **Relevant Training Courses:**

- Age UK/MIND/Mencap/Mosaic – Training Programmes
- Leicestershire and Rutland Sport related training opportunities
- Safeguarding Adults Board related training opportunities
- District/Borough Council's in-house Safeguarding Training Programme

### **Other areas of training:**

- First Aid, e.g. St Johns First Aid Qualification / HSE First Aid at Work

### **Probation, Monitoring and Appraisal**

All newly appointed members of staff, new to Local Government, undergo an agreed period of probation on commencement of their role.

All members of staff will be monitored and their performance appraised. This will give an opportunity to evaluate progress, set new goals, identify training needs and address any issues of poor practice. Line Managers should be sensitive to any concerns about poor practice or abuse and act on them at an early stage. They should also offer appropriate support to those who report concerns/complaints.

It is the responsibility of Line Managers to monitor good practice and give appropriate feedback. This can be done in a number of ways:

- Direct observation of the activity or service
- Staff appraisals, mentoring and providing feedback on performance
- Beneficiary feedback on the activities or services

### **Rehabilitation of Offenders**

Harborough District Council is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability, offending background, gender reassignment, marital status or pregnancy, or any other protected characteristic. Having a criminal record will not necessarily bar someone from working with us. This will depend on the nature of the position, the nature of the offence, how long ago and at what age the offence was committed and any factors which may be relevant. Failure to declare a conviction, caution or pending police action, may disqualify the applicant from appointment or result in summary dismissal if the discrepancy comes to light.