



Safeguarding Policy

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Organisation Details

Name of place of the Organisation: Bay Volunteers (part of Hope Church Lancaster, registered charity)
Address: Queen Street, Lancaster, LA1 1RX
Tel No: 01524 841941 Email address: bayvolunteersmanager@hopelancaster.co.uk
Charity Number: 518178
Insurance Company: Church insurance (including public liability) with Congregational & General Insurance.

Bay Volunteers known as 'the Organisation' which operates as part of Hope Church Lancaster known as 'the Employer' hence forward, is committed to promoting the welfare and protection from harm of all its employees, volunteers and service users. Safeguarding is a priority for us and is everyone's role.

The following is a brief description of the regular type of activities that we undertake with vulnerable adults:

The Organisation is a community-led service which supports the needs of people and communities across the Lancaster District, especially those who are elderly, vulnerable, isolated and/or housebound. Our volunteers pick which tasks they would like to do, when they do them and how much they want to volunteer. The main tasks that we receive, which our volunteers take up, mainly include either: shopping for/with someone, collecting and delivering post/parcels, collecting and delivering prescriptions, a listening call/walk, patient transport and/or digital support. However, other tasks are sometimes undertaken with permission from the organisation for the referrer and volunteer, usually from the Manager, Matt Parker.

Some of our volunteers are 16-17 year olds as well as 18 year olds in full-time education and so there are risk assessments made in collaboration with the sixth form schools, academies and colleges that they come from to ensure their safety. The main parts of this are: the school and parents both give their permission for individual students to volunteer with the Organisation, students must do tasks with a partner from school (or in rare cases with a parent or guardian watching them), and students must never enter a service user's home.

Our Commitment

As an Organisation, we recognise the need to provide a safe and caring environment for vulnerable adults who receive support and the young people who volunteer. We acknowledge that vulnerable adults and young people can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to "all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status".

We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from "all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child."

All people have a right to be protected from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse. As an Organisation, we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to building constructive links with statutory and voluntary agencies involved in safeguarding.

The Organisation undertakes to:

- endorse and follow all national and local safeguarding legislation and procedures, in addition to the international conventions outlined above.
- provide safeguarding and reference checks for all its workers and volunteers who are working with vulnerable adults and will regularly review the operational guidelines attached.
- seek support from the Employer and their Safeguarding Coordinator(s) or other outside support to deal correctly with any safeguarding concerns in order to protect vulnerable adults.

Recognising and responding appropriately to an allegation or suspicion of abuse

Understanding abuse and neglect

Defining child abuse or abuse against a vulnerable adult is a difficult and complex issue. A person may abuse by inflicting harm, or failing to prevent harm. Young people and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or vulnerable adult.

In order to safeguard those in our places of worship and organisations we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

1. States Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.
2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

In order to safeguard those vulnerable adults in our organisation, whether they are employees, volunteers or service users, we adhere to the UN Universal Declaration of Human Rights with particular reference to Article 5 which states:

“No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.”

Detailed definitions, and signs and symptoms of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy.

- Definitions of abuse – see appendix
- Signs and symptoms of abuse – see appendix
- How to respond to a vulnerable adult wishing to disclose abuse – see appendix

Safeguarding awareness

The Organisation is committed to on-going safeguarding training and development opportunities for all workers and volunteers, developing a culture of awareness of safeguarding issues to help protect everyone. **All employees when successful in employment and volunteers who are approved to volunteer with us are informed of our commitment to Safeguarding.**

Responding to allegations of abuse

Under no circumstances should an employee or volunteer carry out their own investigation into an allegation or suspicion of abuse. Procedures should be followed as below.

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to the relevant the Bay Volunteers Manager, Matt Parker, telephone number:

07932109546 who is nominated to deal with an allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities. He may seek support from the Safeguarding Coordinator, Sue Murphy, from the Employer, if necessary.

- In the absence of the Bay Volunteers Manager, or if the suspicions in any way involve the Bay Volunteers Manager, then the report should be made to the Employer's Safeguarding Coordinator, Sue Murphy, telephone number: 07765890547. In their absence, it should be made to the Assistant Pastor, Jamie Haxby, telephone number: 07846642834. If the suspicions involve all of those mentioned above, then the report should be made in the first instance to THIRTYONE:EIGHT, PO Box 133, Swanley, Kent, BR8 7UQ. Telephone 0303 003 11 11 or email info@thirtyoneeight.com. Alternatively contact Social Services or the Police.
- Where the concern is regarding a child in need of protection, contact Children's Social Services or take advice from THIRTYONE:EIGHT as above.
- Where the concern is regarding an adult in need of protection, contact Adult Social Services or take advice from THIRTYONE:EIGHT as above.

The local Children's Social Services office telephone number (office hours) is 01524 66246. The out of hours emergency number is (0300) 123 6722 .

The local Adult Social Services office telephone number (office hours) is 01524 66246.

The out of hours emergency number is (0300) 123 6722.

- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place. Records of concerns should not be circulated electronically.
- Whilst allegations or suspicions of abuse will normally be reported to the Bay Volunteers Manager, the absence of the Bay Volunteers Manager or Safeguarding Coordinator of the Employer should not delay referral to Social Services, the Police or taking advice from THIRTYONE:EIGHT.
- Where required, the Bay Volunteers Manager, Safeguarding Coordinator or Assistant Pastor should then immediately inform the insurance company.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from THIRTYONE:EIGHT, although the Organisation hope that members of the Organisation will use this procedure. If, however, the individual with the concern feels that the Bay Volunteers Manager or Safeguarding Coordinator have not responded appropriately, or where they have a disagreement with the Bay Volunteers Manager or Safeguarding Coordinator as to the appropriateness of a referral, they are free to contact an outside agency direct. We hope by making this statement that the Organisation demonstrates its commitment to effective safeguarding and the protection of all young people and all those who are vulnerable.

The role of the Bay Volunteers Manager/Safeguarding Coordinator is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Where appropriate, the Bay Volunteers Manager/Safeguarding Coordinator should work with the support of the Assistant Pastor to clarify details of the allegation or suspicion.

If there is any doubt over how to proceed, THIRTYONE:EIGHT should be contacted immediately on 0303 003 1111.

Detailed procedures where there is a concern that a young person is in need of protection

Suspensions or allegations of physical injury, neglect or emotional abuse:

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Bay Volunteers Manager/Safeguarding Coordinator of the Employer will:

- Contact Children's Social Services (or THIRTYONE:EIGHT) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage the parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by THIRTYONE:EIGHT (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Suspicious or allegations of sexual abuse:

In the event of allegations or suspicions of sexual abuse, the Bay Volunteers Manager/Safeguarding Coordinator of the Employer will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by THIRTYONE:EIGHT if, for any reason they are unsure whether or not to contact Children's Social Services/Police. THIRTYONE:EIGHT will confirm its advice in writing for future reference.

Suspicious or allegations of abuse against a person who works with children:

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Bay Volunteers Manager/Safeguarding Coordinator of the Employer, in accordance with Local Safeguarding Children Board (LSCB) procedures will need to liaise with Children's Social Services in regards to the suspension of the worker, also making a referral to a Safeguarding Adviser (SA)/Local Authority Designated Officer (LADO).

Detailed procedures where there is a concern that an adult is in need of protection

Suspicious or allegations of physical or sexual abuse:

If a vulnerable adult has a physical injury or symptom of sexual abuse the Bay Volunteers Manager/Safeguarding Coordinator of the Employer will:

- Discuss any concerns with the individual themselves giving due regard to their autonomy, privacy and rights to lead an independent life.
- If the vulnerable adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.
- For advice contact the Adult Social Care Vulnerable Adults Team who have responsibility under Section 47 of the NHS and Community Care Act 1990 and government guidance, 'No Secrets', to investigate allegations of abuse. Alternatively THIRTYONE:EIGHT can be contacted for advice.

Prevention - Safer recruitment

The Organisation and Employer will ensure that all employees and volunteers be appointed, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- Those applying have completed an application form.
- Those short listed have been interviewed (only appropriate for an employee).
- Safeguarding has been discussed at interview (only appropriate for an employee).
- Written references have been obtained, and followed up where appropriate.
- An Enhanced Disclosure and Barring Service check has been completed (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information).
- Qualifications where relevant have been verified (only appropriate for an employee).

- A formal training and induction programme is provided for the successful applicant if required (only appropriate for an employee).
- The employee has completed a probationary period (only appropriate for an employee).
- The employee or volunteer has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Management of Workers and Volunteers – Codes of Conduct

As an Organisation, we are committed to supporting all employees and volunteers, ensuring they receive support and supervision. All employees and volunteers, including young people, have been issued with a link to the Safeguarding Policy and are directed the appropriate guidelines for completing tasks with vulnerable adults. All employees know what is expected with regards to working with and supporting young people, working within the guidelines created with the sixth form schools, academies and colleges to ensure appropriate behaviour at all times and in all circumstances. The Organisation undertakes to follow the principles found within the 'Abuse Of Trust' guidance issued by the Home Office and it is therefore unacceptable for those in a position of trust to engage in any behaviour which might allow a sexual relationship to develop for as long as the relationship of trust continues.

Pastoral Care

Supporting those affected by abuse

The Organisation is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with, are part of or are receiving support from the Organisation.

Practice Guidelines

As an organisation working with vulnerable adults and young people, we wish to operate and promote good working practice. This will enable employees and volunteers to carry out tasks and run activities safely, develop good relationships and minimise the risk of false accusation. This includes how employees and volunteers relate to young people who are volunteers, acting in an appropriate way as detailed in the risk assessments mentioned above.

The Organisation has specific good practice guidelines for every task that employees or volunteers may take up for them to follow. These will continually be updated and developed when necessary.

Good communication is essential in promoting safeguarding, both to those we wish to protect, to the young people who volunteer, to everyone involved in working with or volunteering with vulnerable adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Appendix

Appendix 1: Organisation Safeguarding Statement

The Organisation and Employer recognises the importance of its work with young people and vulnerable adults in need of protection and its responsibility to protect everyone entrusted to our care.

This organisation is committed to the safeguarding of young people and vulnerable adults, and ensuring their well-being.

Specifically:

- We recognise that we all have a responsibility to help prevent the physical, sexual, emotional abuse and neglect of young people (those under 18 years of age) and to report any such abuse that we discover or suspect.
- We believe every child should be valued, safe and happy. We want to make sure that children we have contact with know this and are empowered to tell us if they are suffering harm.
- All young people have the right to be treated with respect, to be listened to and to be protected from all forms of abuse.
- We recognise that we all have a responsibility to help prevent the physical, sexual, psychological, financial and discriminatory abuse and neglect of vulnerable adults and to report any such abuse that we discover or suspect.
- We recognise the personal dignity and rights of vulnerable adults and will ensure all our policies and procedures reflect this.
- We believe all adults should enjoy and have access to every aspect of the life of the place of worship/organisation unless they pose a risk to the safety of those we serve.
- We undertake to exercise proper care in the appointment and selection of all those who will work with young people and vulnerable adults.

We are committed to:

- Following the requirements for UK legislation in relation to safeguarding children and vulnerable adults and good practice recommendations.
- Respecting the rights of children as described in the UN Convention on the Rights of the Child.
- Implementing the requirements of legislation in regard to people with disabilities.
- Ensuring that workers and volunteers adhere to the agreed procedures of our safeguarding policy.
- Keeping up to date with national and local developments relating to safeguarding.
- Following any denominational (of the Employer) or organisational guidelines in relation to safeguarding young people and adults in need of protection.
- Supporting the Bay Volunteers Manager/Safeguarding Co-ordinator of the Employer in their work and in any action they may need to take in order to protect young people/vulnerable adults.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by the Employer/Organisation.
- Supporting parents and families.
- Nurturing, protecting and safeguarding of young people.
- Supporting, resourcing, monitoring and providing supervision to all those who undertake this work.
- Supporting all in the Organisation affected by abuse.
- Adopting and following the 'Safe and Secure' safeguarding standards developed by THIRTYONE:EIGHT.

We recognise:

- Children's Social Services (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a young person.
- Adult Social Care (or equivalent) has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a vulnerable adult.

- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Where working outside of the UK, concerns will be reported to the appropriate agencies in the country in which we operate, and their procedures followed, and in addition we will report concerns to our agency's headquarters.
- Safeguarding is everyone's responsibility.

We will review this statement and our policy and procedures annually.

If you have any concerns for a young person or vulnerable adult then speak to one of the following who have been approved as Safeguarding Coordinators for this organisation.

Matt Parker: Bay Volunteers Manager

Sue Murphy: Safeguarding Coordinator for Hope Church Lancaster

Jamie Haxby: Assistant Manager of Hope Church Lancaster

Appendix 2: Definitions of Abuse

Statutory Definitions of Abuse (Children)

Child Abuse has serious physical and psychosocial consequences which adversely affect health. It refers to any act or failure to act that violates the rights of the child, and that endangers his or her optimum health, survival and development. Awareness of cultural factors must remain high as they influence all aspects from the occurrence and definition through its treatment and successful prevention. Any intervention, to be successful whether for data gather, prevention or even increasing public awareness, must take into consideration the cultural environment in which it is to occur. Background or baseline conditions beyond the control of families or caretakers, such as poverty, inaccessible healthcare, inadequate nutrition, unavailability of education can be contributing factors to child abuse. Social upheaval and instability, conflict and war may also contribute to increases in child abuse and neglect.

General Definition

Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

Physical abuse

Physical abuse of a child is that which results in actual or potential physical harm from an interaction or lack of an interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust. There may be a single or repeated incidents.

Emotional abuse

Emotional abuse includes the failure to provide a developmentally appropriate, supportive environment, including the availability of a primary attachment figure, so that the child can develop a stable and full range of emotional and social competencies commensurate with her or his personal potentials and in the context of the society in which the child dwells. There may also be acts towards the child that cause or have a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. These acts must be reasonably within the control of the parent or person in a relationship of responsibility, trust or power. Acts include restriction of movement, patterns of belittling, denigrating, scapegoating, threatening, scaring, discriminating, ridiculing or other non-physical forms of hostile or rejecting treatment.

Neglect and Negligent treatment

Neglect is the failure to provide for the development of the child in all spheres: health, education, emotional development, nutrition, shelter, and safe living conditions, in the context of resources reasonably available to the family or caretakers and causes or has a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

Sexual Abuse

Child sexual abuse is the involvement of a child in sexual activity that he or she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared and cannot give consent, or that violate the laws or social taboos of society. Child sexual abuse is evidenced by this activity between a child and an adult or another child who by age or development is in a relationship of responsibility, trust or power, the activity being intended to gratify or satisfy the needs of the other person. This may include but is not limited to: - The inducement or coercion of a child to engage in any unlawful sexual activity. - The exploitative use of child in prostitution or other unlawful sexual practices. - The exploitative use of children in pornographic performances and materials.

Exploitation

Commercial or other exploitation of a child refers to use of the child in work or other activities for the benefit of others. This includes, but is not limited to, child labour and child prostitution. These activities are to the detriment of the child's physical or mental health, education, or spiritual, moral or social-emotional development

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

Children may be abused in a family or in an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults or another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance. The four definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children (2010)'.

Statutory Definitions of Abuse (Vulnerable Adults)

The following definition of abuse is laid down in 'No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse (Department of Health 2000):

'Abuse is a violation of an individual's human and civil rights by any other person or persons. In giving substance to that statement, however, consideration needs to be given to a number of factors:

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it'.

Physical Abuse

This is the infliction of pain or physical injury, which is either caused deliberately, or through lack of care.

Sexual Abuse

This is the involvement in sexual activities to which the person has not consented or does not truly

comprehend and so cannot give informed consent, or where the other party is in a position of trust, power or authority and uses this to override or overcome lack of consent.

Psychological or Emotional Abuse

These are acts or behaviour, which cause mental distress or anguish or negates the wishes of the vulnerable adult. It is also behaviour that has a harmful effect on the vulnerable adult's emotional health and development or any other form of mental cruelty.

Financial or Material Abuse

This is the inappropriate use, misappropriation, embezzlement or theft of money, property or possessions.

Neglect or Act of Omission

This is 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 to others. A vulnerable person may be suffering from neglect when their general well-being or development is impaired.

Discriminatory Abuse

This is the inappropriate treatment of a vulnerable adult because of their age, gender, race, religion, cultural background, sexuality, disability etc. Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. Discriminatory abuse links to all other forms of abuse.

Institutional Abuse

This is the mistreatment or abuse of a vulnerable adult by a regime or individuals within an institution (e.g. hospital or care home) or in the community. It can be through repeated acts of poor or inadequate care and neglect or poor professional practice.

Appendix 3: Signs of Abuse

Signs of Possible Abuse (young people)

The following signs could be indicators that abuse has taken place but should be considered in context of the young person's whole life.

Signs Suggesting Physical Abuse

- Any injuries not consistent with the explanation given for them
- Injuries that occur to the body in places which are not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Physical signs of neglect (see below)
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises, bites, burns, fractures etc that do not have an accidental explanation
- Cuts/scratches/substance abuse
- Changes in routine

Signs Suggesting Emotional Abuse

- Changes or regression in mood or behaviour, particularly where a young person withdraws or becomes clingy. Also depression/aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults

- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Signs Suggesting Abuse by Neglect

Obviously, a clear distinction needs to be made between young people in need of protection due to poverty, conflict or crisis and specific acts of maltreatment towards a young person or young people.

- Under nourishment, failure to grow
- Constant hunger, stealing or gorging food
- Untreated illnesses
- Inadequate care

Indicators of Possible Sexual Abuse

- Any allegations made by a young person concerning sexual abuse
- Young people with excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour, or who regularly engages in age-inappropriate sexual play
- Sexual activity through words, play or drawing
- Young person who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations.
- Eating disorders - anorexia, bulimia
- Bed wetting and soiling

Signs of Possible Abuse (vulnerable adults)

Physical

- A history of unexplained falls, fractures, bruises, burns, minor injuries
- Signs of under or over use of medication and/or medical problems unattended

Sexual

- Pregnancy in a woman who is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually implicit/explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosure or hints of sexual abuse
- Self-harming

Psychological

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
- Intimidated or subdued in the presence of the carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia

Financial or Material

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents
- Sudden inability to pay bills
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property

Neglect or Omission

- Malnutrition, weight loss and /or persistent hunger
- Poor physical condition, poor hygiene, varicose ulcers, pressure sores
- Being left in wet clothing or bedding and/or clothing in a poor condition
- Failure to access appropriate health, educational services or social care
- No callers or visitors

Discriminatory

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care

Institutional

- Lack of flexibility or choice over meals, bed times, visitors, phone calls etc
- Inadequate medical care and misuse of medication
- Inappropriate use of restraint
- Sensory deprivation e.g. denial of use of spectacles or hearing aids
- Missing documents and/or absence of individual care plans
- Public discussion of private matter
- Lack of opportunity for social, educational or recreational activity

Appendix 4: Effective Listening

Ensure the physical environment is welcoming, giving opportunity for the child or vulnerable adult to talk in private but making sure others are aware the conversation is taking place.

- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at them whilst they are speaking
- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be honest and don't make promises you can't keep regarding confidentiality
- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

Helpful responses

- You have done the right thing in telling
- I am glad you have told me
- I will try to help you
- I might need to tell someone else who can help you

Don't say

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- I am shocked, don't tell anyone else
- I promise I won't tell anyone