



Safeguarding Policy

Agreed on: 23rd February 2021

Review date: 23rd February 2022

Designated Safeguarding Officer: Gill Hearnshaw

Named Trustee: Ted Tuppen

Purpose

This policy sets out our approach to protecting anyone that we become aware of through our work from abuse and neglect and to safeguard their right to live in safety.

Scope

This policy applies to adults and children including beneficiaries of the charity, team members (staff, volunteers and external contractors) and anyone we meet or hear of through our work.

Introduction

LandWorks offers a full-time, comprehensive service with integrated support across a broad range of issues that impact the lives of those in prison, on probation or at risk of going to prison (trainees). Safeguarding is our highest priority at LandWorks, we aim to promote wellbeing and safety from harm, whilst recognising the complexity of individual's needs and wishes, understanding that being safe is only one of the things that they want for themselves.

Whilst trustees have the overall responsibility for safeguarding at LandWorks, induction and training practices ensure that all staff, volunteers, and outside agencies working on site understand our policies and procedures and the safeguarding responsibilities of their roles. Our safeguarding policies and procedures are available on our website, given to team members, reviewed regularly, and summarised on our notice boards. LandWorks recognises that any adult or child can be subject to abuse and all concerns raised will be taken seriously and responded to swiftly, in accordance with our safeguarding procedures. We also recognise our responsibility to record and report any safeguarding concerns or abuse occurring elsewhere, to other adults at risk or to children, that may come to light through our work.

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 experiences 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 Act, 2014)

Who does the Safeguarding Duty apply to?

The Safeguarding Duty applies to an adult at risk, defined as a person who:

- has care and support needs (whether they are being met or not and whether those needs are permanent or temporary e.g. mental health issues or alcohol abuse)
- is experiencing or is at risk of abuse
- as a result of those needs is unable to protect himself or herself against that abuse

How do we Safeguard?

At LandWorks we treat everyone with dignity and respect and have an open and inclusive work culture in which people feel comfortable and safe to discuss and address concerns and issues in their lives both past and present. This continues when trainees leave LandWorks; graduates can and do contact the team when they need support with challenges arising in their lives. We recognise that 'it could happen here' and are alert to the possibility of abuse taking place at LandWorks. We safeguard through practices following the six statutory principles of safeguarding.

Six Statutory Safeguarding principles

- **Empowerment**

Individuals are supported to express what outcomes they would like from the safeguarding process and are encouraged to make their own decisions, which directly inform what action is taken. Informed consent is gained where appropriate before information is shared or action taken.

- **Prevention**

It is better to take action before harm occurs.

Individuals are made aware of everyone's rights to live in safety, free from abuse and neglect. This is carried out through our registration interview, informal discussions, challenging views to the contrary, and taking individual's concerns seriously. Trainees are given the details of external support and emergency organisations to contact at registration. We display safeguarding information leaflets and posters to ensure that individuals can take charge of their own safety and wellbeing and seek help elsewhere should they choose to.

We use safer recruitment practices and ensure that our trustees, employees, and volunteers have undergone DBS checks and that references are provided.

- **Proportionality**

We take the least intrusive action in a proportionate response to the risk presented.

We work in the interest of individuals as they see them, in the interests of other adults or children we believe to be at risk, and in the public interest.

- **Protection**

If you see or hear it, say it.

We provide support and representation to those in the greatest need and help them to report abuse and neglect. Trustees, staff, and volunteers are aware of the different types of abuse and are trained to recognise the indicators of abuse and neglect. We know how to record and report concerns, and how to respond to a disclosure of abuse. There are clear

communication and recording procedures both in the case of disclosures or concerns about those at risk, and in the case of concerns about abuse being carried out at LandWorks.

- **Partnership**

Close partnerships with both HMP Channings Wood and Dorset, Devon and Cornwall probation services are central to our work. Trainees agree at registration that we will work in partnership and share information with their named officers to support them. We also work in partnership with local police, health services, drug and alcohol services, the job centre, and the citizens advice bureau.

- **Accountability**

We provide transparent safeguarding support and record our concerns, actions, and decisions accurately. We discuss and review decisions and outcomes with the individuals involved and provide data to our trustees for monitoring purposes.

All those working at LandWorks understand their duty to pass on concerns and that disciplinary action may be taken if safeguarding information is withheld.

We follow guidance from and are responsible for ensuring our safeguarding adults concerns are reported to Devon Safeguarding Adults Board (DSAB) and Torbay Safeguarding Adults Board (TSAB). In the case of concerns about children we ensure reporting to the Devon and Torbay Multi-Agency Safeguarding Hubs (MASH). Our referrals and information regarding trainees go initially to our partner agencies, who have lead responsibility. If, however, we do not believe that they have taken appropriate action, or in the case of other individuals we will make onward referrals of abuse or risks of abuse ourselves to either DSAB, TSAB, MASH and/or the police. In the case of graduates, we share information with probation if appropriate and the necessary consent is obtained, or with the police and safeguarding teams if the information sharing thresholds are met (see page 4&5).

Safeguarding can be an emotive and difficult subject, LandWorks recognises the burden this can put on staff and provides external 1:1 supervision from a qualified counsellor as required, alongside regular group supervision to discuss common themes.

Making Safeguarding Personal

At LandWorks we understand that safeguarding is something that is done *with* and not *to* a person. We aim to enhance the involvement, choice, and control of an individual in response to a safeguarding situation with regard to the following checklist:

- What are the adult's priorities?
- What outcomes do they want to achieve?
- Are they aware of the available options to keep themselves safe now and in the future?
- Who in the adult's network would they like to be involved in keeping them safer?
- What other agencies may be able to contribute to their safety?
- Has the adult been provided with the information in a way they can understand?
- Are the adult's rights to freedom of choice being respected?
- Do they require an advocate?
- Are the interventions supporting the adult's wellbeing?
- Are the interventions proportionate?

It is recognised that there will be situations when an individual makes choices perceived by professionals to be risky or dangerous.

Mental Capacity

The principle of self-determination is important, but consideration will also be given to whether an adult at risk has the mental capacity to make an informed decision, as set out in the Mental Capacity Act 2005. Capacity is assumed unless it is assessed and established that a person lacks capacity. A person is deemed to lack capacity in relation to a matter if at the material time s/he is unable to make a decision for him/herself in relation to the matter because of an impairment of, or disturbance in the functioning of, the mind or brain. It does not matter whether the impairment or disturbance is permanent or temporary. Examples of impairments and disturbances include dementia, learning disabilities, long term effects of brain damage, physical or mental conditions that cause confusion, drowsiness or loss of consciousness, delirium, confusion, symptoms of drug or alcohol abuse.

A person is considered to lack capacity to make a decision for her/himself if s/he is unable to:

- Understand the information relevant to the decision (made available in an appropriate form)
- Retain that information for long enough to make a decision
- Use or weigh that information as part of the decision-making process and understand the consequences of the decision being made
- Communicate that decision (by any means)

Safeguarding children

Although we do not work directly with children, it is recognised that many of our beneficiaries and team have families and children and that we may become aware children who are at risk of or experiencing abuse. We have a duty to record and report any concerns that come to light during our work and are aware that even a small, seemingly insignificant piece of information may be part of a bigger picture involving harm to a child. We report our concerns to probation or the prison and ask for details of the action taken by them in response. If we do not believe the action taken to be sufficient, or in the case of graduates or team members who are not under statutory supervision, we will escalate our concerns directly to the local MASH team. Child abuse may take the form of physical abuse, sexual abuse, emotional abuse, or neglect. We recognise that by witnessing domestic violence, a child has suffered emotional abuse, which is recognised as significant harm.

Information sharing

Sharing information, at the right time, with the right people is fundamental to good safeguarding practice and is key in preventing and protecting individuals from abuse. We do not promise secrecy when individuals share information with us.

Balancing the building of trusting relationships and an individual's right to confidentiality with protecting adults and children from harm can sometimes make decisions about whether to share information seem difficult. However, the statutory guidance and legislation are clear in stating that concerns over issues of confidentiality should not lead to a failure to take action to protect an individual from abuse. As a general guiding principle, we at LandWorks assume it is our responsibility to raise a safeguarding concern if we believe an adult at risk (or child) is suffering or likely to suffer abuse or neglect, and/or are a risk to themselves or another.

During our registration process we obtain consent from trainees to share information with the prison service and/or their probation officer and inform them how we will store and what we will do with their data. We encourage trainees to share safeguarding concerns with their probation officers themselves and otherwise share only what is helpful and necessary for the wellbeing and safety of the trainees and those around them, gaining further consent when appropriate. For information gained from both trainees, graduates or team members we follow the seven golden rules for information-sharing both within the team and with external agencies.

Seven golden rules for information sharing

1. **Remember that the General Data Protection Regulation (GDPR) is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
2. **Be open and honest** with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
3. **Seek advice** if you are in any doubt, without disclosing the identity of the person where possible.
4. **Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. You may still share information without consent if, in your judgement, that lack of consent can be overridden in the public interest. You will need to base your judgement on the facts of the case.
5. **Consider safety and wellbeing:** base your information-sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
6. **Necessary, proportionate, relevant, accurate, timely and secure:** ensure that the information you share is necessary for the purpose for which you are sharing it, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
7. **Keep a record** of your decision and the reasons for it – whether it is to share information or not. If you decide to share, then record what you have shared, with whom and for what purpose.

Sharing information without consent

If a person refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, their wishes will usually be respected. However, there are circumstances in which we would override such a decision, including:

- the person lacks the mental capacity to make that decision (see page 3)
- other people are, or may be, at risk, including children
- sharing the information could prevent a crime
- the alleged abuser has care and support needs and may also be at risk
- a serious crime has been committed
- staff are implicated
- the person has the mental capacity to make that decision, but they may be under duress or being coerced
- the risk is unreasonably high and meets the criteria for a multi-agency risk assessment conference referral
- a court order or other legal authority has requested the information.

Deciding not to share information related to a safeguarding concern.

If none of the above apply and the decision is not to share safeguarding information with other safeguarding partners, or not to intervene to safeguard the person we:

- support the person to weigh up the risks and benefits of different options
- ensure they are aware of the level of risk and possible outcomes
- offer support for them to build confidence and self-esteem if necessary, including counselling with our onsite counsellor
- agree on and record the level of risk the person is taking
- record the reasons for not intervening or sharing information
- regularly review the situation
- try to build trust and use gentle persuasion to enable the person to better protect themselves

Roles and responsibilities

Trustees

Trustees are accountable to the Charity Commission and have overall responsibility for ensuring that safeguarding at LandWorks is carried out effectively in accordance with the law and statutory guidance. Through regular review of policy and ensuring implementation of up-to-date procedures they take reasonable steps to protect beneficiaries, staff, and volunteers from harm. At LandWorks trustees ensure that safeguarding is central to our culture and promote a fair, open, and positive environment, ensuring all involved feel able to report concerns, confident that they will be heard and responded to.

Trustees are responsible for checking that people are suitable to act in their roles at LandWorks (see Recruitment Policy) including appointing a Safeguarding Officer. They know how to handle concerns in a timely and transparent manner (see Complaints, Disciplinary and Whistleblowing policies). Trustees ensure that our safeguarding, risk management and reporting systems are operating effectively with enough resources and that those working with adults at risk receive regular safeguarding training. They are responsible for monitoring our safeguarding practices through weekly Director reports, quarterly data analysis and discussions of safeguarding at quarterly trustee meetings.

The Charity Commission requires charities to report serious incidents to them including safeguarding risks or abuse involving the charities work.

In line with this, trustees will ensure that serious safeguarding risks and incidents are reported to the Commission. For example, but not limited to:

- incidents of abuse or mistreatment (alleged or actual) of beneficiaries of the charity, which have resulted in or risk significant harm to them and:
 - this happened while they were under the care of LandWorks
 - someone connected with LandWorks, for example a trustee, staff member or volunteer, was responsible for the abuse or mistreatment (alleged or actual)
- other incidents of abuse or mistreatment (alleged or actual) of people who come into contact with LandWorks through its work, which have resulted in or risk significant harm to them and are connected to LandWorks' activities
- breaches of procedures or policies at LandWorks, which have put people who come into contact with it through its work at significant risk of harm, including failure to carry out relevant vetting checks which would have identified that a person is disqualified in law from holding their position within LandWorks. This might be, for example, because they are disqualified under safeguarding legislation from working with adults at risk

This [infographic](#) from the Charity Commission outlines the 10 actions trustee boards need to take to ensure good safeguarding governance.

Director

The Director has day to day responsibility for the welfare of those at LandWorks. He is responsible for carrying out dynamic risk assessments for trainees (see Safeguarding Procedure) and ensuring that the team have the necessary information regarding potential risks both to and from trainees. The Director works in close partnership with probation and the prison to ensure that any safeguarding information or increased risk levels are recorded and shared between the services as appropriate.

Staff, volunteers, and trainees will usually report safeguarding concerns to the Director, who takes responsibility for recording and sharing information according to our policy and procedure in discussion with the Safeguarding Officer, either in a weekly meeting or sooner if necessary. He is responsible for providing a weekly log with a brief outline to trustees.

The Director monitors staff performance and behaviour through regular review and addresses any concerns in a timely manner, reporting any safeguarding concerns to trustees and the Safeguarding Officer. He ensures that individual and team supervision is accessible and regular to support the team in dealing with potentially difficult and emotive situations involving safeguarding concerns.

Safeguarding Officer

The Safeguarding Officer is responsible for ensuring that all staff and volunteers are provided with LandWorks Safeguarding Policy and Procedures, and that they complete Level 1 Safeguarding Adults training before working with trainees and every three years following that. The Safeguarding Officer will complete Level 2 Safeguarding Adults training and ensure that they remain up to date with current guidance and legislation regarding safeguarding.

The Safeguarding Officer is responsible for displaying relevant safeguarding information and forms so that they are readily accessible to staff, volunteers and trainees and staying up to date with local services for the purposes of signposting to relevant external agencies.

In discussion with the Director at weekly meetings, the Safeguarding Officer takes responsibility for ensuring that records of safeguarding concerns are complete and accurate. They are also responsible for reviewing the Director's data-sharing decisions and actions taken in response to concerns/disclosures and assessing whether they are appropriate and proportionate. The Safeguarding Officer has a responsibility to challenge these decisions if necessary and to escalate any concerns to the Chair of trustees.

As part of this process, the safeguarding officer has responsibility for ensuring review and monitoring of actions taken is carried out in a timely manner and for categorising the nature of concerns raised to provide quarterly data reports to the board of trustees regarding safeguarding at LandWorks.

Charity Manager

Responsible for ensuring that LandWorks policies are up to date and consistent with each other and for advising trustees on Charity Commission requirements and guidance, including on the reporting of serious incidents.

Ensuring that procedures are in place for appropriate DBS checks and reference requests for trustees, staff and volunteers working at LandWorks, in accordance with the recruitment policy and trustees' requirements.

Staff, Volunteers and External Agencies

Through building trusting relationships with trainees, the LandWorks team frequently become aware of safeguarding concerns and abuse both current and non-recent. The team are responsible for raising trainees' awareness of their right to live in safety, free from abuse or neglect.

The team have a duty and responsibility to accurately record and report any safeguarding and wellbeing concerns to the Director or Safeguarding Officer. This includes any concerns about abusive behaviour from other staff, volunteers, or external organisations. This duty overrides any concerns for confidentiality, requests for secrecy or concerns about the potential action that might be taken in response to the information. Failure to pass on safeguarding concerns is a disciplinary offence for employees.

Everyone working with trainees is required to read, understand, and implement the LandWorks Safeguarding Policy and Procedures and complete Level 1 Safeguarding Adults training.

If a concern involves the Director and/or Safeguarding Officer, or they believe that their concerns are not being taken seriously enough, staff, volunteers or external agencies should inform the Charity Manager or trustees directly.

Recruitment (See Recruitment and Selection policy and Recruitment of People with Criminal Records policy)

We have regard for safeguarding throughout our recruitment procedure and undertake appropriate DBS checks and request references in order to deter and prevent potential abusers from being recruited. However, a criminal record does not prevent recruitment by LandWorks and we actively encourage applications from those with relevant lived experience of the criminal justice system to join our team. We use values-based interview questions during recruitment and take up references before individuals begin working on site.

Safe working practices (See also Staff Handbook)

We ensure safeguarding is considered in our safe working practices, to protect both trainees and team members from abuse. One to one working and conversation is key to LandWorks' success, but we encourage staff to remain visible to others during 1:1 sessions, either through windows or by working outdoors.

When encountering trainees outside of the work environment, staff are encouraged to be friendly and polite but to avoid social situations involving alcohol and to maintain professional boundaries at all times.

Whistleblowing (See also Whistleblowing Policy)

If any team member has concerns or is told about allegations regarding abuse carried out by a LandWorks employee, volunteer, or trustee, they must inform either the Director or Safeguarding Officer without delay. If this is not possible or appropriate, they should contact the Charity Manager or the named Safeguarding Trustee. It is recognised that abuse can take place anywhere and that abuse within a service such as LandWorks does occur. As such, we will take allegations of abuse against staff seriously and look beyond a single incident to establish whether any patterns of harm exist or if abuse has occurred to more than one person.

Allegations against staff (See also Disciplinary Procedure)

Allegations against staff will be taken seriously and investigated internally, alongside any statutory enquiry, the outcome of internal investigations is likely to reflect the outcomes of external enquiries. The individual concerned may be suspended during an investigation. Any evidence of abuse will be shared with the police and any information about abuse of an adult at risk will be referred to the appropriate Local Authority Safeguarding Adults Board. Trustees will report any serious incidents to the Charity Commission.

Types of Abuse

This section considers the different types and patterns of abuse and neglect. It is an illustrative guide rather than an exhaustive list. The circumstances of an individual case should always be considered. For a Section 42 Safeguarding Enquiry to be raised by the Local Authority, the adult involved must be considered to be an adult at risk (see page 1).

Abuse may be one-off or multiple and affect one or more people.

Abuse may be recent or non-recent, consideration should be given as to whether another adult at risk or child may currently be at risk from the perpetrator of non-recent abuse.

Patterns of abuse include serial abuse, long-term abuse, and opportunistic abuse.

Physical Abuse including:

- Assault
- Hitting
- Slapping
- Pushing
- Misuse of medication
- Restraint
- Inappropriate physical sanctions

Domestic Abuse (between two people over 16 from the same family or who are/have been intimate partners, regardless of gender or sexuality) including:

- Psychological
- Physical
- Sexual
- Financial
- Emotional abuse
- So called 'honour' based violence
- Control and coercion
- Female Genital Mutilation (FGM)
- Forced Marriage (one or more party does not consent to the marriage)
- A child witnessing domestic abuse is considered to have been abused themselves

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
- 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 unjustifiable withdrawal of services or supportive networks

Financial or material abuse including:

- Theft
- Fraud
- Internet scamming
- Coercion in relation to financial affairs including wills, property, inheritance and transactions
- The misuse or misappropriation of property, possessions, or benefits

Discriminatory abuse including:

- Harassment
- Discriminatory jokes
- Slurs or discriminatory treatment because of:
 - Race
 - Gender or gender identity
 - Age
 - Disability
 - Sexual orientation
 - Religion or belief
 - Marriage and civil partnership
 - Pregnancy and maternity

Neglect and acts of omission including:

- Ignoring medical, emotional, or physical care needs
- Failure to provide access to appropriate health, care, support or educational services
- Withholding of the necessities of life such as medication, nutrition, and heating
- Failure to intervene in situations that are a danger to the person, especially when a person lacks the mental capacity to assess risk for themselves

Self-neglect

Remembering that accounts of an individual's wishes and choices should be taken if they are able to make them, to control their own behaviour and to understand the consequences of their actions.

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Sexual Exploitation

Where adults at risk (or a third person) receive something (food, accommodation, money, drugs, gifts, alcohol, cigarettes, affection) for performing, and/or others performing on them, sexual activities. It affects men and women and those that are being exploited may not perceive it as such. Sexual exploitation involves a distinct inequality in the relationship by virtue of age, gender, intellect, physical strength, or other resources.

Modern Slavery, which is defined by meeting one of the following conditions:

- Forced to work – through mental or physical threat
- Owned or controlled by an ‘employer’ usually through abuse or the threat of abuse
- Dehumanised, treated as a commodity or bought and sold as ‘property’
- Physically constrained or has restrictions placed on his/her freedom of movement

Organisational abuse (as a result of structure, policies, culture, processes or practices) including:

- Neglect
- Poor practice
- One off or on-going ill treatment

Mate crime

When vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. Sometimes ambiguous in nature but concerns should be reported to the police for investigation. This has been identified as an issue by a number of adult safeguarding Serious Case Reviews relating to people with a learning disability.

Radicalisation

The process by which a person comes to support terrorism and extremist ideologies associated with terrorist groups. Radicalisation is comparable to other forms of exploitation.

Factors that may influence risk of abuse:

Personal Characteristics of the adult at risk that may increase risk of abuse:

- Not having mental capacity to make decisions about their own safety including fluctuating mental capacity.
- Communication difficulties
- Physical or other forms of dependency
- Low self-esteem
- Experience of abuse as an adult or child
- Lack of knowledge or understanding about acceptable or unacceptable behaviour

Social/situational factors that may increase the risk of abuse:

- Being cared for in a care setting or by multiple people
- Not getting the right amount or right kind of care required
- Isolation and social exclusion
- Stigma and discrimination
- Lack of access to information and support
- Being the focus of anti-social behaviour
- Carer’s situation – stress/isolation/dependents/financial difficulties etc.

Indicators of abuse

This is not intended to be an exhaustive list, neither is the presence of these indicators necessarily evidence that abuse is taking place. Account needs to be taken of individual circumstances.

Physical abuse

- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment or frequent changes of GP

Domestic abuse

- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money

Sexual abuse

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching in the genital area
- Unusual difficulty in walking or sitting
- Foreign bodies in genital or rectal openings
- Infections, unexplained genital discharge, or sexually transmitted diseases
- Pregnancy in a woman who is unable to consent to sexual intercourse
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

Psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain

- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

Financial or material abuse

- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

Modern Slavery

- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory abuse

- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational abuse

- Lack of flexibility and choice for people using the service
- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors

- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

Neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

Self-neglect

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

Policy Framework

This policy should be read in conjunction with the following LandWorks Policy and Procedure documents:

- GDPR/data
- Whistleblowing
- Recruitment
- Recruitment of former offenders
- Staff Handbook
- Social Media
- Equality and Diversity
- Terms of engagement for staff and volunteers
- Disciplinary
- Complaints

Legal Framework and Guidance informing this policy:

- [Care Act 2014](#)
- [Mental Capacity Act 2005](#)
- [Charity Commission Safeguarding and Protecting people](#)
- [The Data Protection Act 2018/GDPR 2018](#)
- [Human Rights Act 1998](#)
- [The Crime and Disorder Act 1998](#)
- [Criminal Justice and Courts Act 2015](#)
- [Devon Multi-Agency Safeguarding Adult Procedures and Guidance \(DSAB 2018\)](#)
- [Torbay Multi-Agency Policy and Procedures for the Protection of At-Risk Adults from Abuse \(Jan 2020\)](#)
- [Public Interest Disclosure Act 1998 \(Whistleblowing\)](#)
- [Female Genital Mutilation Act \(2003\)](#)
- [The Anti-social Behaviour, Crime and Policing Act 2014](#)
- [How to report a serious incident in your charity - GOV.UK \(www.gov.uk\)](#)

Guidance and definitions also taken from the [Social Care Institute for Excellence website](#), which is a useful reference for further information if required.

Safeguarding contact details and Local Authority websites

If someone is in immediate danger call 999

For non-urgent police matters call 101 or email: 101@devonandcornwall.pnn.police.uk

Torbay Safeguarding Adults Board (TSAB)

Reporting concerns: Tel 01803 219700 or via the 'Contact Us' link on their website:

<https://www.torbayandsouthdevon.nhs.uk/services/safeguarding-adults/safeguarding-adults-board/>

Devon Safeguarding Adults Board (DSAB)

Reporting concerns: Tel: 0345 1551007 Email: csc.caredirect@devon.gov.uk

<https://www.devonsafeguardingadultspartnership.org.uk/>

Torbay MASH (Multi-Agency Safeguarding Hub) for Child Protection concerns

If you are worried about a child please call: [01803 208100](tel:01803208100) or email mash@torbay.gov.uk

Out of office hours please call [0300 4564 876](tel:03004564876).

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

Devon MASH (Multi-Agency Safeguarding Hub) for Child Protection concerns

If you are concerned that a child is being abused, please call: [0345 155 1071](tel:03451551071)

or email mashsecure@devon.gov.uk.

Professionals should complete the [MASH contact form](#).

<https://www.dcfp.org.uk/>

LandWorks Contact details:

Safeguarding Officer: Gill Hearnshaw gill@landworks.org.uk Tel: 07972 538324

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Charity Manager: Steve Bradford steve@landworks.org.uk Tel: 07949 111879

Chair of Trustees: Ted Tuppen Tedtuppen@mac.com Tel: 07990 550100