

# CAP Safeguarding Handbook

## Introduction

This handbook should be read in conjunction with the [CAP Safeguarding Policy](#)

The CAP Safeguarding Policy explains CAP's commitment to safeguarding and introduces the key areas where CAP aims to respond to safeguarding and support our clients, members, staff, volunteers and their families.

The aim of this handbook is to make available a range of practical information, advice and procedures which may assist staff and volunteers in implementing CAP's Safeguarding Policy and supporting the safeguarding, nurture and care of CAP clients, members, staff, volunteers and their families.

The handbook is split into 4 parts

Part 1 details **facts and information about safeguarding including definitions**. These link clearly to the information shared in the CAP safeguarding training.

Part 2 covers the **safeguarding procedures** to be followed. It tells you how to respond and what action to take.

Part 3 covers the **legislation and guidance** that may impact on safeguarding and the vulnerable clients we support.

Part 4 provides for **advice and signposting** for a range of issues that may affect or impact on our clients and their families. For each section on an area of potential abuse the handbook outlines some types of that abuse and some key indicators of that abuse as well as some national organisations that may be able to support clients and families in that area of concern. Later sections on non-abuse issues identify organisations that may be able to support and advise clients in specialist areas. At CAP we are debt and poverty specialists. We do have a range of broader knowledge but there are many organisations out there with specialist knowledge and experience in other fields. We need to not only signpost clients to these, but support them in accessing specialist input where possible. We have tried to include the main national organisations including ones covering all 4 nations of the UK, but there may also be appropriate local organisations and charities that our debt centre and group services coaches and managers, our partner churches and our befrienders and volunteers are aware of.

There are bookmark links from all the areas in the contents to take you to that section.

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## PART 1 - Facts and definitions

### Myths and Facts

Sometimes the area of safeguarding seems blurred by what is fact and what is myth.

#### Abuse v Safeguarding

Everyone can suffer abuse. All adults and children can potentially suffer physical, sexual or emotional harm.

All who suffer abuse/harm or are at risk of abuse/harm require protection from this.

Children and some adults (adults who are entitled to some kind of social care) may need support with protection themselves - this is where safeguarding legislation and procedures come in.

Most adults are deemed able to protect themselves. There are laws, rights and services they can access to protect themselves from abuse (for example, legal advice, police involvement, court orders, national legislation, statutory bodies with policies and guidance, voluntary organisations that can all be accessed to ensure people's rights and maintained and they are protected from harm).

However, many adults may have difficulties in accessing the necessary support and advice due to barriers such as mental health, communication, physical disabilities, learning difficulties, addiction, domestic abuse, psychological abuse as well as those produced by poverty and debt. These adults may not meet the criteria of safeguarding but they still require support from CAP either in accessing services or to protect themselves.

#### Some of the Myths

There are many myths surrounding abuse and safeguarding. Here are just a few but look online for others and the real facts.

Myth: a lot of abuse is perpetrated by 'creepy' strangers or by 'bad' workers.

Not true: Over 90% of child abuse victims are abused by a parent and similarly about 90% of elder abuse is by a family member or friend/neighbour.

Myth: If the abuse was that bad the victim would leave or report it

Not true: There are many barriers which make it difficult to report abuse or leave and perpetrators often target victims where these barriers exist. Victims are often isolated and made to feel that they are to blame.

Myth: abuse only occurs on poor families.

Not true: Whilst the rate of abuse is influenced by poverty and social deprivation, abuse can occur in all families and households.

Myth: It is only abuse if you are physically (or sexually) hurt.

Not true: All abuse involves some level of emotional abuse and emotional/psychological abuse are stand alone categories.

Myth: Social Workers want to remove children from parents

Not true: most social services cases involve supporting families to remain together safely whilst the child's needs are met.

Myth: only the police and social services are responsible for addressing abuse

Not true: Everyone is responsible for safeguarding. Most organisations have a safeguarding policy and anyone can refer a concern to the police or local authorities.

### **Facts about Safeguarding**

- Nearly a quarter of young people experienced sexual abuse (contact and non contact) as a child by an adult or peer.
- One in five adults have experienced some type of abuse as a child
- Nearly one third of all women will experience domestic abuse in their lifetimes.
- Almost 10% of older people report being abused.
- 1-2% of people over 65 years of age experience financial abuse
- Local Authorities have a duty to investigate all allegations of abuse, even just suspicions.
- You can report allegations or suspicions to the Local Authority, police or NSPCC openly or anonymously.

## Definitions

### **Safeguarding**

Safeguarding is the protection of children and adults at risk from abuse, harm or neglect.

### **Children**

Anyone aged under 18 years of age

### **Adult at risk**

Anyone aged 18 years or over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

### **Abuse**

This occurs when there is a violation of an individual's human or civil rights by another person(s). It can include single or multiple acts of physical, sexual and emotional/psychological harm but can also include acts of neglect or failure to act.



## Types of Abuse

Children and adults are at risk from physical, sexual and emotional (sometimes referred to as psychological abuse), neglect and domestic abuse

Adults are also at risk from financial abuse, discriminatory abuse, institutional abuse, modern slavery (or human trafficking) and self neglect.

### Physical

Children: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

Adults: This relates to any form of malpractice involving an individual's physical wellbeing including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

### Sexual

Children: Sexual abuse includes all types of sexual activity and may or may not include a high level of violence. It can involve contact or non contact, in person or online. It occurs even if the child is unaware. It includes child sexual exploitation.

Adults: This includes rape and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting to.

### Emotional

Children: Persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone as well.

Adults: The term psychological rather than emotional is generally used. It includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable withdrawal of services or supportive networks.

### Neglect

Children: The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

Adults: Ignoring or failing to provide for basic care needs including medication, nutrition and heating. It includes physical, care, health and educational needs.

### Domestic Abuse

Adults: Any incident of threatening behaviour, violence or abuse between adults who are or have been in a relationship together or between family members regardless of gender or sexuality. It includes emotional/psychological abuse, forced marriages and 'honour crimes'.

Children: previously children were deemed to be indirectly at risk from domestic abuse. The Domestic Abuse Act 2021 recognised that children were now seen as direct victims of domestic abuse.

### **Financial Abuse**

Adults: This includes theft, fraud, exploitation, coercion in relation to an adult's financial affairs or arrangements and the misuse of property, possessions and benefits.

### **Discriminatory Abuse**

Adults: This can occur where someone is discriminated against on the grounds of race, gender, gender identity, age, disability, sexual orientation, religion. It can occur when people's individual attributes, beliefs and views are ignored.

Children: Although discriminatory abuse is deemed to be a risk to adults only, clearly children can be discriminated against. However this would be dealt with under the areas of emotional abuse or neglect. Schools and other organisations promote anti-bullying to tackle some discrimination of children.

### **Institutional Abuse**

Adults: This can include neglect, poor care and ill treatment. It can occur when a service, agency or care home puts their own needs ahead of service users.

### **Modern Slavery**

Adults: Also referred to as Human Trafficking. This can include Illegal exploitation of people for commercial gain, criminal exploitation, domestic servitude, forced labour, sexual exploitation, forced marriage, illegal adoption and forced begging.

Children: Although children can be the victims of modern slavery, this would be dealt with under physical, sexual and emotional abuse and/or neglect.

### **Self Neglect**

Adults: Includes neglecting to care for one's own health, personal hygiene and surroundings. It may include refusal of care services. The individual's capacity to care for themselves and make decisions is important here as is whether it impacts on other family members.

### **Spiritual Abuse**

Whilst Spiritual Abuse is not a statutory recognized category of abuse it is an area that is an acknowledged concern with faiths and awareness of it is important given the nature, ethos and setting of CAP's work and ministry. It can be defined as coercion and control of one individual by another in a spiritual context.

## PART 2 - Safeguarding Procedures

### Recognising and Identifying Abuse

#### Disclosures

The majority of safeguarding concerns are likely to be received via disclosure by a victim or a relative, friend or associate of the victim (including CAP workers and other professionals). Disclosures could also be made by a perpetrator or by a relative, friend or associate of a perpetrator.

A disclosure is simply when someone tells you of some abuse or harm that has occurred to them or someone else or when they think someone will be at risk of abuse or harm.

There are some key do's and don'ts for good practice when receiving a disclosure.

DO	DON'T
Do listen, listen, listen	Don't interrupt
Use open questions - "Can you tell me more about that?"	Avoid closed or leading questions
Reflect back to confirm using their words	Don't judge
Be patient - move at their pace	Don't offer opinions
Reassure - 'you have done the right thing in sharing this'	Don't show shock
Explain what you will do	Don't make promises - especially to keep secrets

#### Other Indicators of Abuse/Harm

There may be other ways in which safeguarding concerns are identified such as physical signs and behavioural or mood indicators.

Some general things to consider are:-

- Physical signs such as unusual or unexplained injuries or marks, weight loss, excessive tiredness, attendance at school or work.
- Patterns of incidents and behaviour can be important not just significant one off events.
- Changes in behaviour or emotions
- Relationships between individuals and family members, carers or significant others

More specific signs and symptoms relevant to individual areas of abuse are included later in this handbook but some good further guidance on signs and symptoms of abuse can be accessed at these websites:-

Children

<https://www.childwelfare.gov/pubPDFs/signs.pdf>

<https://www.nspcc.org.uk/what-is-child-abuse/spotting-signs-child-abuse/>

Adults

<https://www.helpguide.org/articles/abuse/elder-abuse-and-neglect.htm>

<https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/abuse-and-neglect-vulnerable-adults/>

## Responding to Safeguarding Concerns - General Advice

### Recognise

- Keep an open mind.
- Focus on facts
- Look holistically
- Consider context
- Think about the do's and don'ts of disclosure

### Your Response

- Reflect back using the discloser's own words to confirm your understanding
- Reassure the person making the disclosure as appropriate
- Record the facts as soon as possible
- Explain what you will do next
- Refer on to the appropriate safeguarding person

## Responding to Safeguarding Concerns - CAP

### Head Office

Follow the general advice detailed on the previous page.

IF YOU BELIEVE THAT THERE MAY BE A SAFEGUARDING CONCERN OR IF YOU ARE UNSURE THEN CONTACT A CAP SAFEGUARDING COORDINATOR IMMEDIATELY.

### Safeguarding Coordinators

CAP has a group of trained Safeguarding Coordinators who are able to offer advice and will decide on the course of action to be taken. We have Level 1 Safeguarding Coordinators supported by more experienced Senior Safeguarding Coordinators.

If you have a safeguarding concern or query then you **MUST** contact a [Safeguarding Coordinator](#) or a [Senior Safeguarding Coordinator](#) as soon as possible to discuss this. You should not discuss your concerns with anyone else including colleagues or a manager.

You may have a Safeguarding Coordinator in your team or in a linked team who you prefer to contact. However, you can contact any Safeguarding Coordinator or Senior Safeguarding Coordinator on the list.

Information about safeguarding in CAP as well as a full list of Safeguarding Coordinators can be accessed via a link on the online staff handbook:-

[Staff Handbook - Safeguarding](#)

Up to date lists of Safeguarding Coordinators and Senior Safeguarding Coordinators with their contact details is also available via these links:-

[Safeguarding Coordinators](#)

[Senior Safeguarding Coordinators](#)

The Safeguarding Coordinators may ask you to obtain some further details or they may contact the client or person making the disclosure themselves. The Safeguarding Coordinator will decide how to proceed and will themselves obtain further advice if needed from a more experienced Coordinator or Safeguarding Lead. They should explain what action they plan to take. You should not undertake any other tasks in relation to the possible safeguarding concern unless asked to do so by a safeguarding coordinator.

### Recording - CPOMS

It is important that information is recording concisely, accurately and factually. Therefore please write down your concerns factually and then share these verbally or directly with a Safeguarding Coordinator.

CPOMS - We use the cloud based CPOMS system to record safeguarding concerns. Most staff in debt operations and all debt centre managers and coaches have access to log incidents on CPOMS about clients or their households. Other members of

staff can report concerns to safeguarding coordinators who will then log the incident. Training has been provided around thresholds and how to access and record on CPOMS.

HOPE - details of safeguarding concerns are not recorded on HOPE however a key issue case note should be added to indicate that an incident or concern has been logged. You should use the wording: '**CPOMS SAFEGUARDING.**' on the key issue case note. This will identify any future staff that a possible concern was previously raised without giving confidential details.

### **Reading and Alerting - CPOMS**

Safeguarding Coordinators have access to all CPOMS records and can check previous incidents when discussing concerns with debt advisors and debt centres. The Safeguarding lead will alert any relevant person to a new incident (usually the allocated debt centre manager or coach) so that they can read the incident or action. These appear in the alerted persons dashboard but then do not remain there once they have been read.

### **Quality Assurance**

The completion of a CPOMS incident will generate an alert with CAP's Safeguarding Lead. The Safeguarding Lead will check the recording and create a client record on CPOMS if it is a first incident.

The Safeguarding Lead will add an action to each incident confirming it has been read and offering a brief assessment and action points. The Safeguarding lead will then alert the referrer of the incident, the named Safeguarding Coordinator on the incident and the allocated debt centre worker (assuming they weren't the referrer) to that CPOMS action.

The Safeguarding Lead can also set reviews on CPOMS to ensure actions are completed and review safeguarding case progress.

(Note - Safeguarding Coordinators can also set CPOMS reviews which will alert them directly to ensure tasks are completed although they may prefer to rely on the Debt ops Safeguarding Workflow systems to achieve this).

### **Updates and New Incidents**

Any updates to an existing incident should be added as an action to the existing thread. This can be done if a 'requires action' alert is issued or via logging a new incident which the Safeguarding Lead will convert to an action on the thread.

If a new incident or concern arises (even if it is very similar to previous incidents) then this should be logged as a new incident to the existing client record on CPOMS.

### **Decision Making and Referrals**

Safeguarding Coordinators are able to make a decision on whether they believe an incident is a safeguarding one and what action may be needed in respect of a concern. The Safeguarding Coordinator will discuss with the member of staff who

raised the concern or any other appropriate member of staff who should complete the agreed actions.

Safeguarding Coordinators may contact either more senior Safeguarding Coordinators or the Safeguarding Lead for advice having received a concern. The Safeguarding Coordinators will then agree a plan of action and who should complete which tasks.

If the concerns indicate that a referral to a statutory agency (e.g. Police, Children's Social Care or Adult Social Care) is needed then Safeguarding Coordinators should always contact a more senior Safeguarding Coordinator or the Safeguarding Lead to discuss this.

There should however be no significant delay in any CAP employee contacting the police or other emergency services if they believe that a person is at immediate risk of significant harm in terms of their health and welfare.

### Frontline Services

Debt Centre Managers and Coaches and Life Skills and Job Club Leaders should contact their CAP designated church safeguarding officer if they have any safeguarding concerns. They should ensure they know who their designated church safeguarding officer is and have the contact details for that person. If there is one partner church involved in the Debt Centre, Life Skills or Job Club then the safeguarding officer for CAP is likely to be that church's safeguarding officer, however, where there are a group of churches supporting a Debt Centre/Life Skills/Job Club then the CAP safeguarding officer may be from a different church from where the CAP service is based.

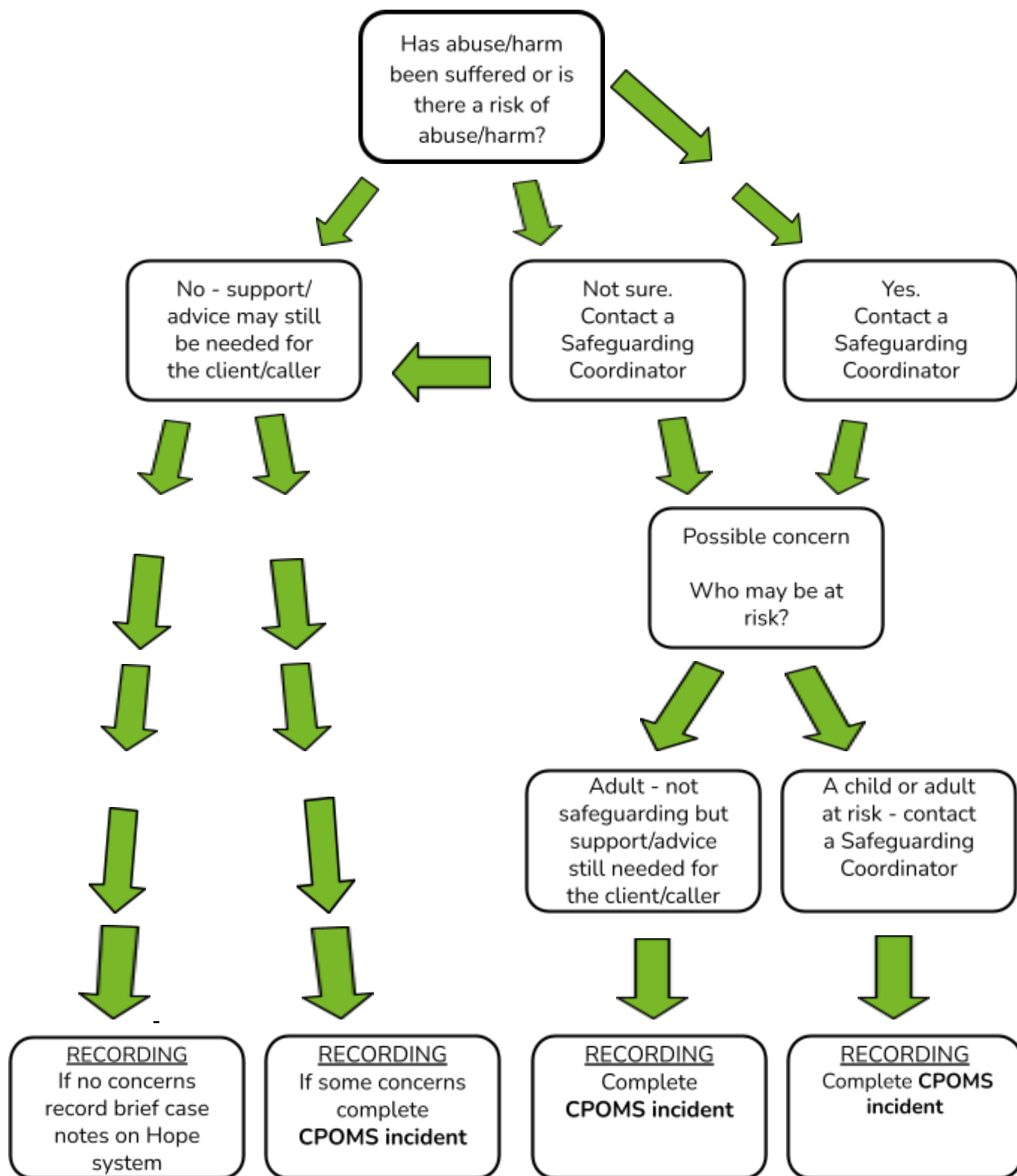
If a frontline employee is unaware of their partner church's safeguarding officer then they should speak to the church leader responsible for the CAP provision and identify who the safeguarding officer is. If they are unable to identify a church safeguarding officer they should contact CAP's Safeguarding Lead (currently [markclayton@capuk.org](mailto:markclayton@capuk.org)) to notify him of this.

If there is a possible safeguarding concern identified by a Debt Centre/Life Skills/Job Club manager/coach and they cannot make contact with their partner church's safeguarding officer for whatever reason then they should contact CAP Head Office and ask to speak to a safeguarding coordinator.

If a CAP befriender or volunteer within frontline services has a safeguarding concern, they should follow the same process - make contact with their partner church's safeguarding officer.



## Reporting and Recording Safeguarding and Other Concerns



## PART 3 - Legislation and guidance

### Local Authority Responsibilities

#### Introduction

Social Care was previously generally referred to as Social Services especially for children's services. Social Care is separated into Children's services and Adults' services.

In England local authorities could be two tier where there are county councils and more localised district councils or single tier where there are unitary authorities, metropolitan districts or London boroughs. Where there is a single tier that local authority is responsible for Social Care services for both adults and children. In two tier areas the county council is responsible for this.

In Scotland there are 32 local authorities (councils) responsible for Social Care provision in their areas.

In Wales there are 22 unitary authorities which could be county or borough councils that are responsible for Social Care services.

In Northern Ireland there are 11 district councils but these do not have responsibility for education or Social Care services. Social Care provision is linked to health provision in Northern Ireland. There are 5 Health and Social Care Trusts that are responsible for delivering Social Care in Northern Ireland.

#### Children's Social Care.

Local Authority Children's Social Care are responsible for providing services to protect and support children with the greatest needs. These will include children with disabilities, children in need of protection from harm and children who may need alternative care via fostering or residential services.

Local Authorities have a duty to investigate allegations of harm or abuse to, complete assessments and provide services to children in need to ensure their needs including the need for safety and appropriate care are met.

It is Children's Social Care agencies who we would report safeguarding concerns to unless an emergency response was needed via the police.

#### Adult Social Care

Local Authority Adult Social Care are responsible for providing services to all adults in need including those with disabilities and those in need of services to help support independence as well as services for older people and those affected by illness (working with health agencies). They are responsible for assessing needs and identifying services to meet those needs although there may be costs involved (i.e. services are not 'free for all'). They are also responsible for safeguarding and are the agencies to which we would report safeguarding concerns unless an emergency response was required from the police.

#### Safeguarding Boards

All local authorities must have a Children's Safeguarding Board and an Adult Safeguarding Board. These are multi agency bodies which includes representation from local authority social care, education, health, probation, youth offending teams and CAFCASS for children and local authority social care, clinical commissioning groups and the police for adults.

Safeguarding boards must ensure that local safeguarding arrangements are in place and adhered to.

## Legislation and Legal Contexts

### Children's Safeguarding Legislation

The [Children Act 1989](#) provides the legislative framework for child protection in England. This set out the core principle of the welfare of the child being paramount and led to the notion of Working Together Effectively. The [Children Act 2004](#) strengthened the legislation and focused on partnership between agencies. These two pieces of legislation were amended by the [Children and Social Work Act 2017](#).

### Children's Safeguarding Guidance

The main body of guidance is incorporated in [Working together to safeguard children \(2018\)](#).

### Children and Family Law

Family courts deal with both private and public applications. Parents or other relatives may make applications in respect of the paternity and custody of children including residence and contact applications.

Local Authorities can apply for Care Orders which would initially be temporary whilst a court assesses and rules on what is best for a child. Indeed Family Courts deal with all initial matters of child abuse or neglect where it has reached that threshold.

A court can direct the local authority to complete a Section 37 report if it has any concerns. Here the local authority would have to explain to the court whether there was a need for an application for a Care Order and if not then why.

THIS IS IMPORTANT FOR CAP IN TERMS OF SAFEGUARDING AS WHERE WE KNOW THAT A FAMILY COURT IS INVOLVED IN PRIVATE OR PUBLIC APPLICATIONS IT IS REASONABLE TO ASSUME THAT THE COURT WILL NOT MAKE ANY ORDERS WITHOUT TAKING INTO ACCOUNT THE CHILD'S BEST INTERESTS AND WELFARE.

A Family Court also hears applications involving divorce, adoption and guardianship and can make protection orders against domestic abuse.

### Adult Safeguarding Legislation

The [Care Act 2014](#) is the primary piece of legislation in England. This legislation introduced new responsibilities for local authorities and placed the area of adult safeguarding on a more statutory footing.

In Scotland [Bookmark](#) The Public Bodies (Joint Working) (Scotland) Act 2014 sets the framework for integrating adult health and social care support.

In Wales the Social Services and Wellbeing Act (Wales) 2014 covers similar areas.

Northern Ireland has The Health and Social Care Reform Act (NI) 2009 but has recent updates including The Health and Social Care Act (Northern Ireland) 2022.

There are a range of criminal laws which are there to assist in the protection of all adults (and children in some cases) such as the [Sexual Offences Act 2003](#) and the [Domestic Violence, Crime and Victims Act 2004](#)

There is also legislation covering the capacity of adults and their protection such as the [Mental Capacity Act 2005](#).

Other specific legislation may be referred to and signposted in the subsequent themed pages.

### **Adult Safeguarding Guidance**

The [Care Act 2014](#) and the similar Acts for the other nations (see above) includes the majority of relevant guidance as well as the legislative elements.

Other specific guidance may be referred to and signposted in the subsequent themed pages.

## Mental Capacity Legislation

This is a significant area of interest for CAP as a number of our debt clients may be considered vulnerable and have queries raised about their mental capacity. In addition the increasing diagnosis of dementia related illnesses especially amongst older clients raises the issue of mental capacity. Alice McKillop has produced detailed information and guidance for CAP on mental capacity [https://docs.google.com/document/d/16uv\\_wb6yZeZ78EY4XBS2WHHWk58YnSN8PjQ9zBSsW6k/edit](https://docs.google.com/document/d/16uv_wb6yZeZ78EY4XBS2WHHWk58YnSN8PjQ9zBSsW6k/edit)

### Lasting Power of Attorney

A client's relative, friend or representative may apply for a [Lasting Power of Attorney](#) (LPA). This can cover either health and welfare or property and financial affairs with this latter one the most common and the one most likely to impact on CAP's work. A person has to agree to the making of a LPO on themselves so they must do this whilst they still have the mental capacity to do so. The attorney does not need to make use of the powers until necessary (i.e. until the person has lost the mental capacity to make decisions).

Alice McKillop has produced detailed information and guidance for CAP on LPAs [https://docs.google.com/document/d/11\\_m3o8sqQF8fdtYiyKqle-6Ri2aaKy0QB0\\_CkUxN9sY/edit](https://docs.google.com/document/d/11_m3o8sqQF8fdtYiyKqle-6Ri2aaKy0QB0_CkUxN9sY/edit)

### Deputy

If there are concerns that a person (CAP client) has lost their mental capacity or that it has deteriorated to the extent that their judgment is affected then they can no longer consent to an LPA. In these circumstances someone could apply to be a [deputy](#). Any adult can apply to act as a deputy in someone's best interests. A representative from a Local Authority can apply if there is no relative or friend who could or is willing to apply. The application is made to the Court of Protection and they will decide on any application. This process can take much longer than LPA applications as the Court of Protection will need to be assured that the applicant will act in the person's best interests as the person who the deputy will support cannot consent.

Alice McKillop has produced some detailed information and guidance for CAP on deputies

[https://docs.google.com/document/d/11\\_m3o8sqQF8fdtYiyKqle-6Ri2aaKy0QB0\\_CkUxN9sY/edit](https://docs.google.com/document/d/11_m3o8sqQF8fdtYiyKqle-6Ri2aaKy0QB0_CkUxN9sY/edit)

### Difficulties

Given that a person has to have the mental capacity to consent to an LPA they may be unlikely to consent since they can manage their own affairs and may be concerned about someone else controlling these. If their mental capacity is significantly affected in a sudden incident, for example, heart attack/stroke or other serious illness or via an accident or injury then they will no longer be able to consent to an LPA and the deputy application is the only route. Alternatively the loss of mental capacity may be slow and gradual. Again a person may prefer to not consent to an LPA application until their mental capacity is so impaired that they are no longer deemed able to consent. There will be a period of time when it may be unclear if someone's mental capacity has deteriorated to the extent of crossing this

threshold between being able to consent and not. Legal and health advice may be needed at this point to advise on mental capacity.

### **Third Party Authority**

When identifying whether Third Party Authority (TPA) is appropriate CAP employees should be mindful of mental capacity to agree to this and whether the TPA will act in the client's best interests. Where communication is a barrier CAP should consider appropriate aids such as translation service for non-English speakers or sign language (e.g. BSL and Makaton) for clients who may benefit from this. CAP should be vigilant that a TPA is always acting in a client's best interests and that communication with clients is direct whenever possible to ensure consent.

## Online Safety

### Issues

There are a range of issues and concerns for both adults and young people. These include:-

- Cyber bullying - this can occur for adults and children and may go unnoticed
- Inappropriate use of social media and trolling - link to cyber bullying
- Sexting and sharing personal images - this could be linked to domestic abuse and emotional abuse and be focused on people who are vulnerable and less confident.
- Accessing and sharing of sexual and indecent images including child pornography
- Protection of data from scams and phishing - this may be particularly pertinent to CAP given it's debt work

Online abuse can have higher risks due to some of its 'hidden' nature and difficulties in tracking it.

### Legislation and Guidance

There are a range of government acts which have responded to and developed legislation over the years. A useful site that provides a list of these with links to details of each piece of legislation can be found at

<https://www.safecic.co.uk/freebies/2-uncategorised/647-key-legislation-relevant-to-esafety>

### Good Practice -CAP employees

- *Data Protection*: CAP provides training and guidance in terms of [data protection](#).
- *Sharing information*: No information about clients or members of staff/volunteers should be shared unless it is appropriate and necessary to do so.
- *Sharing information*: Do not share any information even when deemed appropriate and necessary without checking the veracity of the person or organisation requesting the information (for example, insist on returning phone calls through a switchboard where possible, only use company or work email addresses)
- *Client Personal information*: be vigilant in terms of sharing clients' personal information
- *Staff personnel information* -do not share your own or colleagues personal information with clients including addresses and non-work email addresses or phone numbers.
- *Social media friends*: CAP staff should avoid having clients as friends on social media platforms
- *Social media posts*: CAP staff should not post information on social media platforms that may portray CAP or it's work negatively

### Further Information

The UK Council For Internet Safety works to ensure online safety.

<https://www.gov.uk/government/organisations/uk-council-for-internet-safety>



In terms of safety for children and young people the [NSPCC](#) provide useful information. The [Thinkuknow](#) website is a useful resource for education of children and young people.

[AgeUK](#) provides information to help older people remain safe online.

## PART 4 - Advice and signposting

### Advice and Signposting

#### Range of Issues/Concerns

At CAP we will engage with a range of clients and households many of whom will be under a range of pressures not just debt and poverty ones. Sometimes these issues will be safeguarding ones but often they are likely to be a person or a family in crisis or struggling with one or a number of issues. These may be related to safeguarding, for example, Domestic Abuse, Discrimination or Human Trafficking or may be other social, health or welfare issues such as mental health, addictions and sexual assaults.

#### Duty of Care

Whether the concern meets safeguarding or not we have a duty of care to support our clients and their families/households. The following pages are designed to help CAP employees and volunteers in identifying concerns and offering advice and support.

#### Signposting

There are many organisations both public and private, statutory and voluntary including many charities who are experienced and knowledgeable in specific welfare and support areas. They are the ones best placed to support people with specific issues and concerns. What CAP can do is signpost people to agencies and organisations best placed to assist them.

#### Supporting Clients/Use of Befrienders

Some clients may find it hard to contact other agencies for a variety of reasons, so, as well as making clients aware of these organisations and services, we may wish to consider if they require help in actioning and contact. It may be that where a befriender is involved they could help a client access support from some of these organisations. A safeguarding handbook containing similar identification and signposting information will be made available to all partner churches and CAP centres.

## Child Abuse/Children at Risk

### Indicators

Outside of direct disclosure or observation of an incident, these are some of the main indicators of child abuse. None of these indicators in themselves mean that a child has suffered or is suffering abuse but they are things to consider when assessing whether there may be a safeguarding concern

- Unexplained injuries and bruises/marks
- Unusual injuries and bruises/marks
- Repeating hospital attendance or health concerns
- Weight loss or weight gain
- Mood swings and changes in personality
- Changes in behaviour
- Becoming withdrawn
- Being anxious
- Poor social skills and lack of friends
- Sexualised behaviour
- Age inappropriate knowledge (i.e. inappropriate knowledge of adult issues)
- Over familiarity with adults especially strangers
- Overly attached
- Detachment
- Lack of safety awareness
- Stealing food/comfort eating
- Absconding/running away
- Covering body with clothes (wary of revealing and parts of body)

Relevant Support Organisations - Child Abuse/Child and Family Support

 <p><b>NSPCC</b> <b>HELPLINE</b> <b>0808 800 5000</b> <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a></p>	 <p><b>ChildLine</b> <b>0800 1111</b></p>
<p>The NSPCC is a national charity offering a range of free services including helplines, support for families and therapeutic service. They offer urgent response services as well as longer term support.</p>	<p>Childline is a service now run by the NSPCC focusing on counselling for all children and young people. They focus on being available to talk to anyone under 19 years old.</p>
<p><a href="https://www.nspcc.org.uk/0808%20800%205000">https://www.nspcc.org.uk/ 0808 800 5000</a></p>	<p><a href="https://www.childline.org.uk/0800%201111">https://www.childline.org.uk/ 0800 1111</a></p>
 <p><b>Believe in children</b> <b>Barnardo's</b></p>	 <p><i>Action for Children</i></p>
<p>Barnardo's is a charity offering support and services to children, young people and families. Their work focuses on services to prevent harm or respond to children and families where harm has occurred.</p>	<p>Action for Children (formerly NCH) is a charity providing support for children and families in a range of areas.</p>
<p><a href="https://www.barnardos.org.uk/">https://www.barnardos.org.uk/</a></p>	<p><a href="https://www.actionforchildren.org.uk/">https://www.actionforchildren.org.uk/</a></p>

## Relevant Support Organisations - Child Sexual Abuse

	
<p>The Lucy Faithfull Foundation is the only UK-wide charity dedicated solely to tackling child sexual abuse. As well as working to prevent and stop abuse LFF works with victims and other family members</p>	<p>Mosac supports the non-abusing parents and carers of children who have been sexually abused including counselling and emotional support.</p>
<p><a href="https://www.lucyfaithfull.org.uk/about.htm">https://www.lucyfaithfull.org.uk/about.h tm</a> Helpline: 0808 1000 900</p>	<p><a href="https://mosac.org.uk/">https://mosac.org.uk/</a> Helpline: 0800 980 1958</p>

## Children's Mental Health

### Indicators

Warning signs that a child may have a mental health disorder include:

- Persistent sadness — two or more weeks
- Withdrawing from or avoiding social interactions
- Hurting oneself or talking about hurting oneself
- Talking about death or suicide
- Outbursts or extreme irritability
- Out-of-control behavior that can be harmful
- Drastic changes in mood, behavior or personality
- Changes in eating habits
- Loss of weight
- Difficulty sleeping
- Frequent headaches or stomach aches
- Difficulty concentrating
- Changes in academic performance
- Avoiding or missing school

Parents and carers should be encouraged to seek medical advice from their child's GP where they are concerned but some other areas of support are shown on the next page.

## Relevant Support Organisations - Children's Mental Health

	
<p>The NHS provides mental health services for children and young people (now CYPMHS but previously known as CAMHS). Local services vary and might be accessible via self referral as well as via health or education agencies</p>	<p>Young Minds is a charity offering advice and support to young people in terms of their mental health. It also has a parental helpline</p>
<p><a href="https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/children-and-young-peoples-mental-health-services-cypmhs/">https://www.nhs.uk/using-the-nhs/nhs-services/mental-health-services/children-and-young-peoples-mental-health-services-cypmhs/</a></p>	<p><a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a> 0808 802 5544</p>
	
<p>Place2Be is a national charity Providing support for children and young people especially via school/education.</p>	
<p><a href="https://www.place2be.org.uk/">https://www.place2be.org.uk/</a></p>	

## Disabled Children/Children with Disabilities

### Increased Risk

Disabled Children are often particularly vulnerable in terms of safeguarding as they may have barriers to communication which means disclosure of abuse is difficult. There may also be barriers to them accessing support and services. So extra vigilance of their well being and safety is required.

Disabled children may:-

- Have fewer outside contacts than other children;
- Receive intimate care possible from a number of carers, which may increase the risk of exposure to abusive behaviour and make it more difficult to set and maintain physical boundaries;
- Have an impaired capacity to resist or avoid abuse;
- Have communication difficulties that may make it difficult to tell others what is happening;
- Be inhibited about complaining for fear of losing services;
- Be especially vulnerable to bullying and intimidation;
- Be more vulnerable than other children to abuse by their peers.




In addition to the **indicators** listed on page 24 consider:-

- Force feeding;
- Unjustified or excessive physical restraint;
- Rough handling;
- Extreme behaviour modification including the deprivation liquid, medication, food or clothing;
- Misuse of medication, sedation, heavy tranquillisation;
- Invasive procedures against the child's will;
- Deliberate failure to follow medically recommended regimes;
- Non compliance with programmes or regimes;
- Failure to address ill-fitting equipment e.g. callipers, sleep boards which may cause injury or pain, inappropriate splinting;
- Misappropriation/misuse of a child's finances.

You need to be extra vigilant in terms of observing changes in behaviour, mood and presentation of disabled children.



Relevant Support Organisations - Disabled Children/Children with Disabilities

	
<p>The Ann Craft Trust is a national charity that focuses on supporting the safeguarding of children and adults with disabilities</p>	<p>Scope is a charity covering England and Wales which offers practical information and emotional support. It focuses on equality for people with disabilities. It has a 7 day a week helpline and a range of online support and advice.</p>
<p><a href="https://www.anncrafttrust.org/">https://www.anncrafttrust.org/</a></p>	<p><a href="https://www.scope.org.uk/">https://www.scope.org.uk/</a> Helpline: 0808 800 3333</p>
	
<p>The Family Fund is a UK charity providing grants for low income families raising disabled or seriously ill children. It covers all parts of the UK.</p>	<p>KIDS is a national charity, founded in 1970, that provides a wide range of services to disabled children, young people and their families in England.</p>
<p><a href="https://www.familyfund.org.uk/">https://www.familyfund.org.uk/</a> 01904 550055</p>	<p><a href="https://www.kids.org.uk/">https://www.kids.org.uk/</a></p>

## Bullying

### Indicators

<b>Emotional and behavioural signs of bullying</b> <ul style="list-style-type: none"> <li>• Changes in sleep patterns</li> <li>• Changes in eating patterns</li> <li>• Frequent tears or anger</li> <li>• Mood swings</li> <li>• Feels ill in the morning</li> <li>• Becomes withdrawn or starts stammering</li> <li>• Becomes aggressive and unreasonable</li> <li>• Refuses to talk about what is wrong</li> <li>• Begins to target siblings</li> <li>• Continually 'loses' money or starts stealing</li> </ul>	<b>School signs of bullying</b> <ul style="list-style-type: none"> <li>• Doesn't want to go to school</li> <li>• Changes their route to school or are frightened of walking to school</li> <li>• Doesn't want to go to school on the bus/tram/train</li> <li>• School grades begin to fall</li> </ul>
<b>Physical signs of bullying</b> <ul style="list-style-type: none"> <li>• Has unexplained bruises, cuts and scratches</li> <li>• Comes home with missing or damaged belongings or clothes</li> <li>• Comes home hungry</li> </ul>	<b>Other signs of bullying</b> <ul style="list-style-type: none"> <li>• Often alone or excluded from friendship groups at school</li> <li>• A frequent target for teasing, mimicking or ridicule at school</li> <li>• Unable to speak up in class and appears insecure or frightened</li> </ul>

## Relevant Support Organisations - Bullying (children)

	
<p>Kidscape is a charity focused on advising and supporting children and young people with bullying related issues. It also offers support to parents and carers.</p>	<p>BullyingUK is part of the family lives charity which offers advice and support for children and parents. (The familylives website may be of use generally for families: <a href="https://www.familylives.org.uk">https://www.familylives.org.uk</a>)</p>
<p><a href="https://www.kidscape.org.uk/">https://www.kidscape.org.uk/</a></p>	<p><a href="https://www.bullying.co.uk/">https://www.bullying.co.uk/</a></p>

## Adult Sexual Abuse

### Types of sexual abuse:

- rape, attempted rape or sexual assault
- inappropriate touch anywhere
- non-consensual masturbation of either or both persons
- non-consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- any sexual activity that the person lacks the capacity to consent to
- inappropriate looking, sexual teasing or innuendo or sexual harassment
- sexual photography or forced use of pornography or witnessing of sexual acts
- indecent exposure.





### Possible indicators of 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.

### Support and Advice

All adults are at risk of suffering sexual assaults. Where this has occurred we need to be sensitive and supportive, encouraging people to contact the police and seeking medical support where appropriate. If we believe an adult at risk (this might be an adult who is in care, receiving some care package and has their ability to self protect limited or some way) may have suffered sexual abuse then we need to support them in reporting this. However, there will be adults we interact with who suffer such harm and whilst don't come under safeguarding procedures, they do require specialist support. There may be adult survivors of child sexual abuse, adults who have suffered rape or serious sexual assaults including within an abusive relationship. Some organisations who are well placed to support adults are given on the next page.

## Relevant Support Organisations -Sexual Abuse/Sexual Assault/Rape

	
<p>Rape crisis is an umbrella body for a network of rape crisis centres. There are separate links below in order for England &amp; Wales, Scotland and Northern Ireland</p>	<p>Lifecentre is a faith based charity founded on Christian values that offers a national helpline for survivors of rape and sexual abuse for all genders.</p>
<p><a href="https://rapecrisis.org.uk/">https://rapecrisis.org.uk/</a>  <a href="https://www.rapecrisscotland.org.uk/">https://www.rapecrisscotland.org.uk/</a>  <a href="https://rapecrisisni.org.uk/">https://rapecrisisni.org.uk/</a></p>	<p><a href="https://lifecentre.uk.com/">https://lifecentre.uk.com/</a>  01243 786349</p>
	
<p>The Survivors Trust is an umbrella agency for organisations who provide a range of specialist services to victims survivors of sexual violence including counselling, support, helplines and advocacy.</p>	<p>SurvivorsUK is a London based charity offering counselling and group services to male survivors in the South East but also has a national helpline and database of services throughout the UK</p>
<p><a href="https://www.thesurvivorstrust.org/">https://www.thesurvivorstrust.org/</a></p>	<p><a href="https://www.survivorsuk.org/">https://www.survivorsuk.org/</a>  02035983898</p>

## Domestic Abuse

### Types of domestic violence or abuse:

Domestic violence or abuse can include or be characterised by:-

- psychological abuse
- physical abuse
- sexual abuse
- financial abuse
- emotional abuse
- controlling behaviour
- coercive behaviour
- threatening behaviour
- 'honour' based violence
- forced marriage
- female genital mutilation
- any combination of the above - domestic abuse often includes a range of coercive, controlling or threatening behaviour.

### Possible indicators of domestic violence or 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 or bank cards and accounts

## Relevant Support Organisations - Domestic Abuse

 <p><b>Refuge</b></p> <p>For women and children. Against domestic violence.</p>	<p><b>women's aid</b></p> <p>until women &amp; children are safe</p>
<p>Refuge provides a 24 hour freephone national domestic abuse helpline as well as a range of support and services for women. But it also provides a helpline and support for men</p>	<p>Women's Aid is an umbrella organisation for a network of services. There are links for each country within the UK below.</p>
<p><a href="https://www.refuge.org.uk/">https://www.refuge.org.uk/</a></p> <p>Helpline: 0808 2000 247(women) Helpline: 0808 801 0327 (men)</p>	<p><a href="https://www.womensaid.org.uk/">https://www.womensaid.org.uk/</a> <a href="http://www.scottishwomensaid.co.uk/">http://www.scottishwomensaid.co.uk/</a> <a href="https://www.welshwomensaid.org.uk/">https://www.welshwomensaid.org.uk/</a> <a href="https://www.womensaidni.org/">https://www.womensaidni.org/</a></p>
 <p><b>STAYING PUT</b></p> <p>Domestic &amp; Sexual Abuse Support Services</p>	<p><b>Respect</b></p>
<p>Staying Put is a domestic violence/abuse charity based in the North of England working across West and South Yorkshire. They support women, men and children who are survivors of domestic abuse and sexual violence.</p>	<p>Respect focuses its work with male victims, children and perpetrators.</p>
<p><a href="https://www.stayingput.uk.net/">https://www.stayingput.uk.net/</a> 0808 2800 999</p>	<p><a href="https://www.respect.uk.net/">https://www.respect.uk.net/</a> 0808 8024040 (women and men) <a href="https://mensadvice.org.uk/">https://mensadvice.org.uk/</a> 0808 8010327 (men)</p>

## Modern Day Slavery/Human Trafficking

### Types of modern slavery/human trafficking:

- forced labour
- sexual exploitation, such as escort work, prostitution and pornography
- criminal exploitation
- domestic servitude
- forced begging
- forced benefit fraud
- forced marriage
- illegal abortion
- organ removal
- debt bondage – being forced to work to pay off debts that realistically they never will be able to.

### Possible indicators of modern slavery/human trafficking:

- Restricted freedom
  - unable to attend appointments
  - eating/moving in groups
  - not allowed to use public transport
  - physical abuse/control
  - under control/direction of others
  - lack of personal documents (e.g.ID)
- Behaviour
  - other people acting or speaking for them
  - wary of authorities/people in authority
  - not speaking and lack of eye contact
- Working conditions
  - lack of contracts
  - long or inflexible hours
  - no days off
  - lack of equipment/appropriate clothing (e.g. inappropriate shoes in a car wash)
  - arriving at work in a group
  - transported together to work (in a group)
  - living at workplace
- Accommodation
  - over crowded
  - lack of knowledge of address
  - poor accommodation
  - not knowing the people they live with
  - not wanting to talk about where they live
  - lack of rental agreement
  - living at workplace
- Finances
  - lack of payment
  - under minimum wage or just getting minimum wage
  - lack of wage slips
  - no bank account



- receive wages but with deductions or repayment for rent/work costs
- having to pay for a job
- claiming but not receiving benefits

### Relevant Support Organisations - Modern Slavery/Human Trafficking

	
<p>This is a free independent and confidential service providing information and advice to potential victims, the public, businesses and statutory agencies. It is available 24/7 and probably your first port of call.</p>	<p>Hope for Justice is an international organisation with a UK section who support the police and other agencies to identify and rescue victims of modern slavery. They support them in rebuilding their lives.</p>
<p><a href="https://www.modernslaveryhelpline.org">https://www.modernslaveryhelpline.org</a> 08000 121 700</p>	<p><a href="https://hopeforjustice.org/">https://hopeforjustice.org/</a> 0300 008 8000</p>
	
<p>SOHTIS works to raise awareness of human trafficking, support survivors and work with partner agencies in Scotland.</p>	<p>Flourish is a charity offering long term support to survivors of human trafficking and modern slavery in Northern Ireland.</p>
<p><a href="https://sohtis.org/">https://sohtis.org/</a> 07749 208972</p>	<p><a href="https://flourishni.org/">https://flourishni.org/</a> 028 9009 8828</p>

## Financial Abuse/Material Abuse




### Types of financial or material abuse:

- theft of money or possessions
- fraud, scamming
- preventing a person from accessing their own money, benefits or assets
- employees taking a loan from a person using the service
- undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- arranging less care than is needed to save money to maximise inheritance
- denying assistance to manage/monitor financial affairs
- denying assistance to access benefits
- misuse of personal allowance in a care home
- misuse of benefits or direct payments in a family home
- someone moving into a person's home and living rent free without agreement or under duress
- false representation, using another person's bank account, cards or documents
- exploitation of a person's money or assets, e.g. unauthorised use of a car
- misuse of a power of attorney, deputy, appointeeship or other legal authority
- rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship.

### Possible indicators of financial or material abuse:

- missing personal possessions
- unexplained lack of money or inability to maintain lifestyle
- unexplained withdrawal of funds from accounts and unusual payments
- 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
- lack of access to bank and credit cards or monet
- lack of access to bank accounts or knowledge finances
- lack of documents including bank statements, wage slips, benefit letters and bills.

## Relevant Support Organisations - Financial Abuse/Material Abuse

 <b>the Money Advice Service</b>	 <b>SFE SOLICITORS FOR THE ELDERLY</b>
<p>The money Advice Service is a government website with information and advice on a range of money and finance related matters</p>	<p>Solicitors for the Elderly is a UK wide organisation supporting members with advice and information to aid the support of older and more vulnerable adults. They offer advice and support on a range of issues including financial abuse</p>
<p><a href="https://www.moneyadviceservice.org.uk/en/articles/protecting-against-financial-abuse">https://www.moneyadviceservice.org.uk/en/articles/protecting-against-financial-abuse</a></p>	<p><a href="https://sfe.legal/how-to-tackle-financial-abuse-of-the-elderly/">https://sfe.legal/how-to-tackle-financial-abuse-of-the-elderly/</a></p>
	
<p>Financial abuse is often part of a wider domestic abuse situation. The domestic abuse helpline and agencies will be a good source of advice (see page 34)</p>	<p>Older people often experience financial or material abuse and can be at higher risk due to their physical and mental capacities. Organisations supporting the elderly will be a good source of advice (see page 56)</p>
<p><a href="https://www.refuge.org.uk/">https://www.refuge.org.uk/</a> Helpline: 0808 2000 247(women) Helpline: 0808 801 0327 (men)</p>	<p>Age UK helpline: 0800 678 1174 Action on Elder Abuse helpline: 0808 808 8141</p>

## Discriminatory Abuse

### Types of discriminatory abuse:

- unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010 - [www.equalityhumanrights.com/privateand-public-sector-guidance/guidance-all/protected-characteristics](http://www.equalityhumanrights.com/privateand-public-sector-guidance/guidance-all/protected-characteristics))
- verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- harassment or deliberate exclusion on the grounds of a protected characteristic
- denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- substandard service provision relating to a protected characteristic.

### Possible indicators of 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.

## Relevant Support Organisations - Discrimination

	
<p>The Helpline advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales.</p>	<p>Equally Ours (formally the Equality and Diversity Forum) focuses on policy influencing but have valuable information.</p>
<p><a href="http://www.equalityadvisoryservice.com/">http://www.equalityadvisoryservice.com/</a> Helpline: 0808 800 0082</p>	<p><a href="https://www.equallyours.org.uk/">https://www.equallyours.org.uk/</a> 020 303 31454</p>
<p>For advice and support relating to specific forms of discrimination contact organisations involved in those field.</p>	
<p>A useful general link for a website with advice and links for all areas of discrimination and hate crime is <a href="https://www.report-it.org.uk/organisations_that_can_help">https://www.report-it.org.uk/organisations_that_can_help</a></p>	

## Neglect and Institutional or Organisational Abuse

Neglect and institutional or organisational abuse are both areas of concern for adults who are in care home establishments or receiving care packages within the community. The types of abuse and indicators are detailed below for both of these areas of concern.

### Types of neglect:

- failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- providing care in a way that the person dislikes
- failure to administer medication as prescribed
- refusal of access to visitors
- not taking account of individuals' cultural, religious or ethnic needs
- not taking account of educational, social and recreational needs
- ignoring or isolating the person
- preventing the person from making their own decisions
- preventing access to glasses, hearing aids, dentures, etc
- failure to ensure privacy and dignity

### Possible indicators of neglect:-

- 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.

### Types of institutional or organisational abuse:

- discouraging visits or the involvement of relatives or friends
- run-down or overcrowded establishment
- authoritarian management or rigid regimes
- lack of leadership and supervision
- insufficient staff or high turnover resulting in poor quality care
- abusive and disrespectful attitudes towards people using the service
- inappropriate use of restraints
- lack of respect for dignity and privacy
- failure to manage residents with abusive behaviour
- not providing adequate food and drink, or assistance with eating
- not offering choice or promoting independence
- misuse of medication
- failure to provide care with dentures, spectacles or hearing aids
- not taking account of individuals' cultural, religious or ethnic needs
- failure to respond to abuse appropriately
- interference with personal correspondence or communication
- failure to respond to complaints.

**Possible indicators of institutional or 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.

## Relevant Support Organisations - Neglect and Institutional/Organisational Abuse

	
<p>The Care Quality Commission is an independent organisation that monitors, inspects and regulates care provision for adults.</p> <p>If you have concerns for someone's care then contact the local authority covering that provider or report to the CQC directly.</p>	<p>Hourglass is a UK charity focused on the abuse and neglect of older people many of whom may be abused within the care they are receiving in a residential setting or at home/in the community. It has separate offices and staff for England, Wales, Scotland and Northern Ireland.</p>
<p><a href="https://www.cqc.org.uk/">https://www.cqc.org.uk/</a> 03000 616161</p>	<p><a href="https://wearehourglass.org/">https://wearehourglass.org/</a> Helpline: 0808 808 8141</p>
	
<p>Action on Elder Abuse is a specialist organisation that operates across the four nations of the United Kingdom. It focuses exclusively on the issue of elder abuse and has a helpline which provides information, advice and support to victims and others who are concerned about abuse.</p>	
<p><a href="https://www.thenationalcareline.org/">https://www.thenationalcareline.org/</a> Helpline: 0808 808 8141</p>	



## Adult Mental Health




### Introduction

- The most common entry into accessing mental health service is via a GP or hospital referral.
- In an emergency call 999 and ask for an ambulance.
- Encourage those experiencing mental health issues to contact their GP.
- Some services require a GP referral.
- However some services can be accessed via self-referral (Talking Therapies, Mindsmatter).
- Local NHS resources can be identified via <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>
- The Every Mind Matters initiatives also provide comprehensive information - see <https://www.nhs.uk/oneyou/every-mind-matters/>
- There are many other organisations and charities offering support, advice and services for mental health - some are local and regional and some are focused more on specific issues or areas of expertise.
- On the next few pages are some national organisations for England, Wales, Scotland and Northern Ireland.

## Adult Mental Health - England and Wales

	
<p>The NHS whether that is accessed via your local GP, a hospital or community practitioners is a main provider of mental health services</p>	<p>Mind is a charity that provides advice and support to anyone experiencing a mental health problem in England and Wales. They have a comprehensive online information and support section. They have a network of local Mind services</p>
<p><a href="https://www.nhs.uk/conditions/stress-anxiety-depression/">https://www.nhs.uk/conditions/stress-anxiety-depression/</a></p>	<p><a href="https://www.mind.org.uk/">https://www.mind.org.uk/</a> 0300 123 3393</p>
	
<p>Sane is a charity supporting people and families with mental health in the UK. It operates an out of hours helpline (Saneline) in the evenings which is a recommended first port of call in a crisis</p>	<p>Rethink is a charity provider of mental health services in England. Services include a network of local support groups.</p>
<p><a href="http://www.sane.org.uk/">http://www.sane.org.uk/</a> Saneline: 0300 304 7000</p>	<p><a href="https://www.rethink.org/">https://www.rethink.org/</a></p>

## Adult Mental Health - Scotland

	 <p>for Scotland's mental health</p>
<p>As well as using the NHS link from the England and Wales table (see previous page) NHS inform has details of advice and services for mental health in Scotland</p>	<p>SAMH is a Scottish charity offering person centred support and services across a range of areas. There is a network of local/community SAMH services.</p>
<p><a href="https://www.nhsinform.scot/">https://www.nhsinform.scot/</a></p>	<p><a href="https://www.samh.org.uk/">https://www.samh.org.uk/</a> 0344 800 0550 0141 530 1000</p>
	
<p>Breathing Space is a free, confidential, phone service for anyone in Scotland over the age of 16 experiencing low mood, depression or anxiety. It is a first stop service with some late night and 24 hour access.</p>	<p>Support in mind Scotland has a particular expertise in understanding schizophrenia and psychosis and the impact that this has on families but offer a range of groups and services across Scotland.</p>
<p><a href="https://breathingspace.scot/">https://breathingspace.scot/</a> Helpline: 0800 83 85 87</p>	<p><a href="https://www.supportinmindscotland.org.uk/">https://www.supportinmindscotland.org.uk/</a></p>

## Adult Mental Health - Northern Ireland

 <p><b>HSC</b> Northern Health and Social Care Trust</p>	
<p>Mental health services are provided by the Health and Social Care body. There are 6 health trusts in Northern Ireland. Contact with your GP is recommended as a first port of call.</p>	<p>MindWise is a charity in Northern Ireland providing 30 key services to people affected by mental health and their families and carers. They offer longer term support rather than emergency/urgent responses</p>
<p><a href="http://online.hscni.net/">http://online.hscni.net/</a></p>	<p><a href="https://www.mindwisenv.org/">https://www.mindwisenv.org/</a></p>
	
<p>Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair.</p>	<p>Inspire is a charity providing support and services to people living with mental ill health, intellectual disability, autism and addictions. The mental health services including many practical schemes.</p>
<p><a href="https://www.lifelinehelpline.info/">https://www.lifelinehelpline.info/</a> Helpline: 0808 808 8000</p>	<p><a href="https://www.inspirewellbeing.org/">https://www.inspirewellbeing.org/</a> 028 9032 8474</p>

	
<p>Action Mental Health is a charity providing a network of support services including counselling, training and support. It offers a focus on work training and placements via its New Horizons services.</p>	<p>Aware is a charity focusing on depression. It offers access to local support groups and delivers mental health and well-being programmes.</p>
<p><a href="https://www.amh.org.uk/">https://www.amh.org.uk/</a> 028 9182 8494</p>	<p><a href="https://www.aware-ni.org/">https://www.aware-ni.org/</a> 028 9035 7820 (office) 07548530931 or 07340488254 (temp support lines)</p>

## Suicide/Self Harm

### Relevant Support Organisations - Suicide/Self Harm

	 <b>PAPYRUS</b> PREVENTION OF YOUNG SUICIDE
<p>Probably the best known, the Samaritans provide a 24/7 helpline service for any issue you want to call about. They have particular experience in supporting people with suicidal and self harm thoughts and feelings.</p>	<p>PAPYRUS is a national charity offering support to children and young people struggling with thoughts of suicide. They have a helpline called HOPELINEUK</p>
<p><a href="https://www.samaritans.org/">https://www.samaritans.org/</a>          Freephone: 116 123</p>	<p><a href="https://www.papyrus-uk.org/">https://www.papyrus-uk.org/</a>          HOPELINEUK: 0800 068 4141</p>
	
<p>Shout 85258 is a free, confidential, 24/7 text messaging support service for anyone who is struggling to cope including suicidal thoughts.</p>	<p>Lifeline is the Northern Ireland crisis response helpline service for people who are experiencing distress or despair including suicidal thoughts.</p>
<p><a href="https://giveusashout.org/">https://giveusashout.org/</a>          Text SHOUT to 85258</p>	<p><a href="https://www.lifelinehelpline.info/">https://www.lifelinehelpline.info/</a>          Helpline: 0808 808 8000</p>

## Disabled Adults

### Relevant Support Organisations - Disabled Adults

	
<p>Disability Rights UK provides a range of advice and support both online and via their helplines. A good starting point to identify both your rights and the support and services that may be available.</p>	<p>Scope is a charity covering England and Wales which offers practical information and emotional support. It focuses on equality for people with disabilities. It has a 7 day a week helpline and a range of online support and advice.</p>
<p><a href="https://www.disabilityrightsuk.org/">https://www.disabilityrightsuk.org/</a> Welfare Rights: 0808 800 3333 Personal Budgets: 0330 995 4040 Disabled Students: 0330 995 0414 Equality Advice: 0808 800 0082</p>	<p><a href="https://www.scope.org.uk/">https://www.scope.org.uk/</a> Helpline: 0808 800 3333</p>
	
<p>Remploy works across England, Wales and Scotland to prepare, engage and support disabled people in training and employment.</p>	<p>The Ann Craft Trust is a national charity that focuses on supporting the safeguarding of children and adults with disabilities</p>
<p><a href="https://www.remploy.co.uk/">https://www.remploy.co.uk/</a> 0300 456 8110</p>	<p><a href="https://www.anncrafttrust.org/">https://www.anncrafttrust.org/</a></p>

## Learning Disabilities

### Relevant Support Organisations - Learning Disabilities

	
<p>Mencap is a leading national charity to support people with a learning disability. It has a national helpline. It has a network of local teams across England, Northern Ireland and Wales.</p>	<p>Livability is a Christian charity which provides a wide range of care, education, vocation and rehabilitation services. Based on Christian ethos and working with churches and community projects in England and Wales</p>
<p><a href="https://www.mencap.org.uk/">https://www.mencap.org.uk/</a> Helpline: 0808 808 1111</p>	<p><a href="https://www.livability.org.uk/">https://www.livability.org.uk/</a> 020 7452 2121</p>
	
<p>Enable is a Scottish charity providing personalised support for people with learning disabilities and their families</p>	<p>The National Autism Society provides advice, guidance, help and support to children and adults with autism and their families. It has central offices in England, Northern Ireland, Scotland and Wales</p>
<p><a href="https://www.enable.org.uk/">https://www.enable.org.uk/</a> 0300 0200 101</p>	<p><a href="https://www.autism.org.uk/">https://www.autism.org.uk/</a> Autism Helpline: 0808 800 4104</p>



## Older People/Elderly

### Relevant Support Organisations - Older People/Elderly

	
<p>Age UK is a charity offering a range of support and services including an advice line, a befriending service and day centres and social activities in your local area.</p>	<p>Reengage is a charity providing local social activities for older people but is currently offering a telephone befriender service</p>
<p><a href="https://www.ageuk.org.uk/">https://www.ageuk.org.uk/</a>  Advice line: 0800 678 1602  Age UK advice line: 0800 169 2081  Age Scotland helpline: 0800 12 44 222  Age Wales advice line: 0300 303 44 98  Age NI advice line: 0808 808 7575</p>	<p><a href="https://www.reengage.org.uk/">https://www.reengage.org.uk/</a>  Freephone: 0800 716543</p>
	
<p>Silver Line operates a 7 day a week telephone helpline matching older people up with volunteers for ongoing telephone friendship. It also offers general advice and information as well as support if you are suffering harm or abuse.</p>	<p>Action on Elder Abuse is a specialist organisation that operates across the four nations of the United Kingdom. It focuses exclusively on the issue of elder abuse and has a helpline which provides information, advice and support to victims and others who are concerned about abuse.</p>
<p><a href="https://www.thesilverline.org.uk/">https://www.thesilverline.org.uk/</a>  Helpline: 0800 4 70 80 90</p>	<p><a href="https://www.thenationalcareline.org/">https://www.thenationalcareline.org/</a>  Helpline: 0808 808 8141</p>

## Dementia

### Relevant Support Organisations - Dementia

	
<p>Dementia UK provides specialist dementia support for families through our Admiral Nurse service. They also offer a range of advice and guidance and have a freephone helpline.</p>	<p>The Alzheimer's Society provides support and services to those affected by dementia across the UK.</p>
<p><a href="https://www.dementiauk.org/">https://www.dementiauk.org/</a> Helpline: 0800 888 6678</p>	<p><a href="https://www.alzheimers.org.uk/">https://www.alzheimers.org.uk/</a> Dementia Helpline: 0300 222 1122 Support line: 0333 150 3456</p>
	
<p>Alzheimer Scotland provides support and information in Scotland. It provides regional services via 21 Dementia Resource Centres and operates a 24 hour freephone helpline</p>	
<p><a href="https://www.alzscot.org/">https://www.alzscot.org/</a> Freephone helpline: 0808 808 3000</p>	

## Addictions

### Relevant Support Organisations

	
<p>AA is concerned solely with the personal recovery and continued sobriety of individual alcoholics who turn to it for help. It doesn't offer any other treatment or advocacy services.</p>	<p>Turning Point offers longer term support including detox and rehab services. It also has support services around mental health and learning disabilities</p>
<p><a href="https://www.alcoholics-anonymous.org.uk/">https://www.alcoholics-anonymous.org.uk/</a> Helpline: 0800 9177650</p>	<p><a href="https://www.turning-point.co.uk/services/drug-and-alcohol-support.html">https://www.turning-point.co.uk/services/drug-and-alcohol-support.html</a></p>
	
<p>SFAD is a national charity that supports anyone concerned about someone else's alcohol or drug use in Scotland. They offer information, support and advice to families, friends and colleagues who are concerned about someone's alcohol or drug use.</p>	<p>Addiction NI is a charity supporting people with alcohol and drug misuse across Northern Ireland. It provides counselling, peer support, individual programmes and an alcohol helpline for the over 50s.</p>
<p><a href="https://www.sfad.org.uk/">https://www.sfad.org.uk/</a> Helpline: 08080 101011</p>	<p><a href="https://www.addictionni.com/">https://www.addictionni.com/</a> Helpline: 0808 801 0750</p>

## Homelessness - UK

### Introduction

Homeless people should be supported in contacting their local authority/council for emergency accommodation. Local authority housing departments are the first port of call and they have a responsibility/duty to assess people's housing needs and to devise personalised housing plans for the homeless.

### Legislation

[The Housing Act 1996 part vii](#) deals with homelessness. [Shelter Legal](#) also provides useful details of legislation and guidance.

### Charities

There are other charities that also specialise in support for homeless people both in terms of emergency accommodation and longer-term training and support services. Signposting varies for different parts of the UK so are covered in separate sections on the next few pages.

## Homelessness - UK and England

### Relevant Support Organisations - Homelessness (UK and England)

	
<p>Shelter is a national charity providing online and face to face support and services with housing issues. They operate a helpline every day.</p>	<p>Centrepoint is a charity providing accommodation and support for homeless young people itself in London, Manchester, Yorkshire and the North East and with throughout UK via local partnerships.</p>
<p><a href="https://england.shelter.org.uk/">https://england.shelter.org.uk/</a> Helpline: 0808 800 4444</p>	<p><a href="https://centrepoint.org.uk/">https://centrepoint.org.uk/</a> Helpline: 0808 800 0661</p>
	
<p>Crisis is a national charity providing support to homeless people to empower and enable them to obtain accommodation and then to support them with training and life skills.</p>	<p>The Salvation Army runs a range of emergency and longer term accommodation solutions for homeless people. They also provide some advice, outreach and support services.</p>
<p><a href="https://www.crisis.org.uk/">https://www.crisis.org.uk/</a> 0300 636 1967</p>	<p><a href="https://www.salvationarmy.org.uk/homelessness">https://www.salvationarmy.org.uk/homelessness</a></p>

In addition to the above organisations and charities there are others focusing on Northern Ireland, Scotland and Wales.



## Homelessness - Northern Ireland

### Relevant Support Organisations - Homelessness (Northern Ireland)

	
<p>Shelter NI focuses on campaigning for the homelessness but will be a good source of where to get support, advice and services.</p> <p>The SLATE and GABLE projects offer some regional support services and can be located via the Shelter NI website.</p>	<p>Simon Community is a charity offering specialist support services throughout Northern Ireland including homelessness prevention, accommodation services, health, well-being and practice development and young people's support services. It has a 24/7 free helpline</p>
<p><a href="https://shelterni.org/">https://shelterni.org/</a> 028 9024 7752</p>	<p><a href="https://www.simoncommunity.org/">https://www.simoncommunity.org/</a> Free helpline: 0800 171 2222</p>
	
<p>The Welcome Organisation provides a range of crisis support services across Belfast including crisis accommodation, drop-ins and street outreach.</p>	<p>Homeplus NI is a charity set up to support homeless people across Belfast but also now supports those with addictions, refugees and asylum seekers in need.</p>
<p><a href="https://www.homelessbelfast.org/">https://www.homelessbelfast.org/</a> 028 9024 0424</p>	<p><a href="http://homeplusni.com/">http://homeplusni.com/</a> 028 90 311 836</p>




## Homelessness - Scotland

### Relevant Support Organisations - Homelessness (Scotland)

	
<p>Shelter Scotland provide housing advice for anyone who needs it both online and via their emergency helpline</p>	<p>Crisis in Scotland provide direct support for homeless people in Scotland.</p>
<p><a href="http://scotland.shelter.org.uk/">http://scotland.shelter.org.uk/</a> Helpline: 0808 800 4444</p>	<p><a href="https://www.crisis.org.uk/about-us/scotland/">https://www.crisis.org.uk/about-us/scotland/</a> 0131 209 7700</p>
	
<p>The Simon Community Scotland offer support to provide or find emergency shelter for homeless people or rough sleepers as well as longer term solutions to help people address their homelessness and underlying reasons for this.</p>	<p>Four Square is an Edinburgh based charity supporting people who are homeless or at risk of becoming homeless. It runs a range of projects.</p>
<p><a href="https://www.simonscotland.org/">https://www.simonscotland.org/</a> Glasgow helpline: 0800 027 7466 Edinburgh helpline: 0808 178 2323</p>	<p><a href="https://www.foursquare.org.uk/">https://www.foursquare.org.uk/</a> 0131 557 7900</p>

## Homelessness - Wales

### Relevant Support Organisations - Homelessness (Wales)

	
<p>Shelter Cymru offer support and advice to homeless people in Wales accessed online or via their helpline.</p>	<p>Crisis in Wales provide one to one support for homeless people in South Wales.</p>
<p><a href="https://sheltercymru.org.uk/">https://sheltercymru.org.uk/</a> Helpline: 08000 495 495</p>	<p><a href="https://www.crisis.org.uk/about-us/wales/">https://www.crisis.org.uk/about-us/wales/</a> 01792 674 900</p>
	
<p>The Wallich is a leading homeless charity in Wales with projects that focus on getting people of the streets via advice and referrals, keeping them off the streets via support accommodation and longer term support via learning and employment opportunities.</p>	<p>Llamau is a charity in Wales focusing in particular on young people including care leavers and those involved with the criminal justice system and women who have suffered domestic abuse.</p>
<p><a href="https://thewallich.com/">https://thewallich.com/</a> 029 2066 8464</p>	<p><a href="https://www.llamau.org.uk/">https://www.llamau.org.uk/</a> 029 2023 9585</p>



## General Support

### Relevant Support Organisations

	
<p>SupportLine provides a confidential helpline for children, young people and adults to call on any issues. They have a detailed website about the areas that people may need to support in.</p>	<p>Premier Lifeline: the National Christian Helpline is a confidential telephone helpline offering a listening ear, emotional and spiritual support from a Christian perspective, prayer and signposting.</p>
<p><a href="https://www.supportline.org.uk/">https://www.supportline.org.uk/</a> Helpline: 01708 765200</p>	<p><a href="http://www.premierlifeline.org.uk/">http://www.premierlifeline.org.uk/</a> Helpline: 0300 111 0101</p>
	
<p>Family Action works to tackle a wide range of issues that families face by supporting them and offering services. They also have a helpline for immediate support and advice.</p>	<p>Safe Families works with a number of local authorities often through local churches to provide respite and support for families in need.</p>
<p><a href="https://www.family-action.org.uk/">https://www.family-action.org.uk/</a> FamilyLine: 0808 802 6666</p>	<p><a href="https://safefamilies.uk/about-us/">https://safefamilies.uk/about-us/</a> Tel: 0333 4141488</p>

	
<p>Spurgeons is a UK wide faith based charity supporting disadvantaged children and families via a range of projects and services, These include a unique prison based service.</p>	
<p><a href="https://spurgeons.org/about-us/">https://spurgeons.org/about-us/</a></p>	

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