



Safeguarding Policy

January 2023

Policy	Procedures	Practice Guidance
---------------	-------------------	--------------------------

Contact details:

HEART FOR CHORLEY

Correspondence:

Designated Safeguarding Officer:

Name: Beverly Taylor
Email: chair@heartforchorley.org

Professional Adviser (Safeguarding):

Simon Bass, Charity Safeguarding Consultancy Limited. Telephone: 07761 486 764

Insurance Company: Public Liability

Charity Number:

Overview of the charity

General Statement

- Heart for Chorley is providing services to vulnerable people with a goal of reducing their vulnerabilities. This policy sets out the intent and purpose to always protect all beneficiaries under the guidance of Heart for Chorley policy and procedures.
- This policy is to help workers understand the scope of the role of Heart for Chorley in working with vulnerable adults. Any concerns over the safeguarding of

HEART FOR CHORLEY Safeguarding Policy

vulnerable persons such as vulnerable persons being misused, taken advantage of or abused, should consult the Safeguarding Policy.

- Whilst Heart for Chorley is not working directly with children or people under the age of 18, there is a possibility that, by working with vulnerable adults, some of those beneficiaries may be parents. Therefore, this policy covers working with children indirectly.
- Directly related policies: Lone/ Remote Workers Policy – Safeguarding Policy – Prevention of Harassment.

Policy	Procedures	Practice Guidance
---------------	-------------------	--------------------------



Safeguarding Policy

Purpose of a safeguarding policy

As a charity we recognise the need to provide a safe and caring environment for all including children, young people and adults at risk of harm. Children and vulnerable adults rely on adults to keep them safe, therefore in our charity those working with children or vulnerable adults, either directly or indirectly should be committed to safeguarding those in their care; this means providing a safe, stable, and nurturing environment where children and vulnerable adults can reach their full potential.

We recognise that there are adults in need of protection, care and support due to vulnerability, whether that is a permanent or temporary state. We are aware too that within our charity there are relationships of trust, which flourish best within healthy environments, where there is openness, transparency and accountability.

Safeguarding awareness

The charity trustees at HEART FOR CHORLEY are committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake appropriate safeguarding training on a regular basis.

HEART FOR CHORLEY Safeguarding Policy

All our staff will have undertaken Safeguarding Training provided by Charity Safeguarding Consultancy in March 2023, and will renew this training every 2 years, or more frequently, if appropriate e.g. if legislation changes.

Trustee Statement on Safeguarding

The Trustees HEART FOR CHORLEY are committed to:

- Establishing a loving environment, which is safe and caring, and where there is an informed vigilance about the dangers of abuse.
- Following the relevant legislation, statutory, and specialist guidelines in relation to safeguarding children and adults at risk.
- Ensuring that we keep up to date with national and local developments relating to safeguarding.
- Building constructive links with the relevant Statutory Authorities.
Taking all reasonable steps to ensure that as a charity, everyone works within the agreed procedures of our safeguarding policies.
- Supporting our Safeguarding Officer in their work and in any action, they may need to take in order to protect children and adults at risk.
- Following safer recruitment principles in the appointment and selection of all those who work with adults at risk, be they volunteer or paid staff.
- Supporting, supervising, resourcing and training all those who undertake work directly with adults at risk.
- Ensuring that the children and adults we have contact with know that they are valued and feel empowered to tell us if they are suffering harm.
- Reporting any abuse of children or adults at risk that we discover or suspect.
- Supporting all those in our charity who are affected by abuse.

Policy	Procedures	Practice guidance
---------------	-------------------	--------------------------

Safer Recruitment Procedures

All staff (paid workers and volunteers) are safely recruited in line with best practice. This includes completing an application form, being interviewed, references being obtained and for all staff who qualify for a Disclosure and Barring Service (DBS) criminal record check will be obtained at the appropriate level e.g. for those staff working in regulated activity with vulnerable adults will have a DBS disclosure check for at enhanced level including a barred list check. Additionally, all workers will be provided with an induction and will undertake a three-month probationary period before their position is made permanent.

Training

All staff (both paid staff and volunteers) will undertake safeguarding training as part of their induction, and will have refresher safeguarding training every two years, at Level 2. Those with designated safeguarding responsibility will have Level 3 safeguarding training, with refresher training every two years.

Actions to take when there is a suspicion or allegation of abuse

Where there is a suspicion or disclosure of abuse, then the Safeguarding Officer should be contacted immediately.

The safeguarding officer will action all concerns as follows:

Where the concern is about a child the Safeguarding Officer should contact Children's Social Services. Lancashire Children's Social Care office telephone number (office hours) is 0300 123 6720. Emergency Duty Team Number Social Care Out of Hours (8 pm to 8 am) 0300 123 6722

HEART FOR CHORLEY Safeguarding Policy

Lancashire has introduced a Multi-Agency Safeguarding Hub (MASH) for all referrals from police and other agencies. The Contact and Referral Team (CART) responds to all referrals to Children's Social Care.

Where a concern is about anyone working with children then the Designated Officer for the Local Authority (LADO) can be contacted on 01772 536 694

The Police Child Protection Team telephone number is 0845 053 00069

Where the safeguarding concern is about an adult then our Safeguarding Officer will contact:

Adult Social Care Services on 0300 123 6721

If they are unsure whether to report a matter to the statutory agencies then advice can be obtained from: Charity Safeguarding Consultancy Limited. Telephone: 07761 486 764

Advice can also be sought from the NSPCC Helpline on 0808 800 5000

Children will be directed to Childline's telephone number: 0800 1111

Under no circumstances should a worker carry out their own investigation into an allegation or suspicion of abuse.

The Safeguarding Officer may need to inform others depending upon the circumstances and / or nature of the concern, this could include the Chair of Trustees, the Charity Commission (should there be a serious incident), the insurance company.

HEART FOR CHORLEY Safeguarding Policy

Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

The role of the Safeguarding Officer and any Deputy Safeguarding Officer is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Where there is a concern about the Safeguarding Officer, in those circumstances the person with the concern should make a direct referral to the statutory agencies.

Policy	Procedures	Practice guidance
--------	------------	-------------------

Best practice guidance at HEART FOR CHORLEY

Codes of Conduct

The trustees at HEART FOR CHORLEY are committed to supporting all workers and ensuring they receive support and supervision. All workers will be issued with a code of conduct towards children, young people and adults.

Our code of conduct towards children, young people and adults have been drawn up in consultation with our Safeguarding Officer and leaders of all activities which all workers agree to follow. It is important there is a culture of dignity and respect towards those being cared for. This can be achieved by workers:

- Understanding our safeguarding policy and good working practice.
- Listening to adults.
- Listening to children and young people.
- Respecting boundaries and privacy of those being cared for.

Code of Safer Working Practice

All those working on behalf of the charity with vulnerable adults including when this work leads to contact with, or awareness of children and young people

Must:

- Treat all individuals with respect and dignity
- Ensure that their own language, tone of voice, and body language is respectful.
- Ensure that children, young people and adults know who they can talk to about a personal concern.
- Record and report any concerns about a child, young person or adult and/or the behaviour of another worker with their activity leader and/or Safeguarding Officer. Sign and date the record
- Obtain written consent for any photographs/videos to be taken, shown, displayed or stored
- Administer any First Aid with others around.

Must not:

- Invade an individual's privacy whilst washing and toileting.
- Be sexually suggestive about or to an individual.
- Scapegoat, ridicule or reject an individual or group.
- Permit abusive peer activities e.g. initiation ceremonies, ridiculing or bullying.
- Show favouritism to any one individual or group.
- Allow an individual to involve you in excessive attention seeking.
- Allow unknown adults access to children, young people and adults that may be vulnerable. (Visitors to the Charity's establishments should always be subject to risk assessment first and may need to be accompanied by an approved person.)
- Take photographs on personal phones or cameras as this means that images are stored on personal devices.

Acceptable Touch

Sympathetic attention, humour, encouragement and appropriate physical contact are needed by children and adults. Some physical contact with children and vulnerable adults is wholly appropriate. The following guidelines regarding touching are suggested:

Always ask permission.

- Be mindful of your body position.
- Keep everything public. A hug in the context of a group is very different from a hug behind closed doors.
- Avoid any physical contact that is or could be construed as sexual and/or abusive/offensive.
- Actions of greeting such as handshake, fist-bump, high five

Personal and Relationship Boundaries

For the purpose of protection, it should be assumed that each individual who accesses the services of Heart for Chorley is a vulnerable adult, whether it is in a residential setting or otherwise. Therefore, this policy must be strictly adhered to.

HEART FOR CHORLEY Safeguarding Policy

Levels of vulnerability may change and be periodically reassessed depending on the level of service accessed. The nature of the relationship between beneficiaries and Heart for Chorley workers should remain professional and not personal.

Nature of Relationships examples (this list is not exhaustive and is under review):

Professional – Under the terms of engaging with Heart for Chorley

- Coaching
- Advocating
- Supporting
- Training
- Drug/ Alcohol testing

Anyone in breach of this policy will invoke the disciplinary procedure.

All Heart for Chorley workers and beneficiaries should be aware that the professional work of the Charity includes the personal development of all individuals. Personal boundaries will be breached, and the understanding and assessment of these breaches will be focused on the helpful benefit of the beneficiaries and the protection of everybody's [potential] vulnerabilities.

The sharing of personal information and experience (often called 'testimony') will be done with caution and measured against Heart for Chorley policy and procedures for protection of all. Any doubt should result in caution and accountability with colleagues or management being sought.

If there is concern after the fact that personal boundaries may have been breached this should be expressed to colleagues or management for everybody's protection and accountability.

Self-Harm and Suicide

Higher levels of vulnerability such as a history of self-harming or suicidal thoughts/ attempts will require much closer monitoring and support but without undermining

personal boundaries. Support from relevant professional agencies for all vulnerable issues is vital for the protection of beneficiaries.

Admission to residential services may be declined when risk assessments show that vulnerabilities are outside the scope of the support programme offered or they are deemed as having a high probability of bringing unmanageable risk to the other residents, the house, the workers or the community. Coaching services will focus on encouraging the beneficiary to access the appropriate professional services.

Safer Recruitment

As trustees we will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form and a self-declaration form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A criminal records disclosure has been completed
- Qualifications where relevant have been verified
- An induction programme will be provided including undertaking safeguarding training.
- The applicant has completed a probationary period

HEART FOR CHORLEY Safeguarding Policy

Adoption of the HEART FOR CHORLEY policy

This policy was agreed by the trustees and will be reviewed annually on:

Signed by:

Position:

Signed by:

Position

Date:

Appendix 1

Statutory Definitions of Abuse (Children)

The definitions of abuse below operate in England based on the government guidance **'Working Together to Safeguard Children, London, July 2018'**

Abuse

A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults, or another child or children

Physical abuse

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.

Emotional abuse

The persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child participating in normal social interaction. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing children frequently to feel frightened or in danger, or the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse

Involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Neglect

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. Once a child is born, neglect may involve a parent or carer failing to:

- a. provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- b. protect a child from physical and emotional harm or danger
- c. ensure adequate supervision (including the use of inadequate care-givers)
- d. ensure access to appropriate medical care or treatment

It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child Sexual Exploitation

Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Extremism

Extremism goes beyond terrorism and includes people who target the vulnerable – including the young – by seeking to sow division between communities on the basis of race, faith or denomination; justify discrimination towards women and girls; persuade others that minorities are inferior; or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

Appendix 2

Statutory Definitions of Abuse (Adults)

The following information relates to the Safeguarding of Adults as defined in the Care Act 2014, Chapter 14. Safeguarding, this replaces the previous guidelines produced in 'No Secrets' (Department of Health 2000)

The legislation is relevant across England and Wales but on occasions applies only to local authorities in England.

The Safeguarding duties apply to an adult who:

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Organisations should always promote the adult's wellbeing in their safeguarding arrangements. People have complex lives and being safe is only one of the things they want for themselves. Professionals should work with the adult to establish what being safe means to them and how that can be best achieved. Professional and other staff should not be advocating 'safety' measures that do not take account of individual wellbeing, as defined in Section 1 of the Care Act. Care Act - <http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

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

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or 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 or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or material abuse – including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills,

HEART FOR CHORLEY Safeguarding Policy

property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Modern slavery – encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

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

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

Self-neglect – this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

Appendix 3

Reporting a 'Serious Incident' to the Charity Commission

Under Charity Commission regulations a Serious Incident occurs where a result has, or could, entail '...a significant loss of funds or a significant risk to the charity's property, work, beneficiaries or reputation. They should be reported as soon as possible.

As far as allegations of abuse are concerned Charity Commission guidance states:

'You should report this if any one or more of the following occur:

- There has been an incident where the beneficiaries of your charity have been or are being abused or mistreated while under the care of your charity or by someone connected with your charity such as a trustee, member of staff or volunteer
- There has been an incident where someone has been abused or mistreated and this is connected with the activities of the charity.
- Allegations have been made that such an incident may have happened regardless of when the alleged abuse or mistreatment took place
- You have grounds to suspect that such an incident may have occurred.'

The Charity Commission states that these are 'zero tolerance' issues which would always be investigated by them. Serious incidents also include not having adequate safeguarding policies in place and failure to carry out Disclosure checks on workers and trustees (where legally possible); in summary, anything that could affect the good reputation of the charity.

Those charities whose incomes exceed £25,000 must declare all Serious Incidents as part of their Annual Returns. Failure in the latter respect also signifies failure regarding the charity's legal obligations. Charities can make a report in the following ways:

- Writing to Charity Commission Direct, P O Box 1227, Liverpool L69 3UG
- Telephoning 0845 300 0218
- E-mailing RSI@charitycommission.gsi.gov.uk

The guidance and further information can be found on the charity Commission website: www.charitycommission.gov.uk

Appendix 4

Signs of Possible Abuse (Children)

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

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation
- Cuts/scratches/substance abuse

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

Neglect

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

The Lancashire Continuum of Need provides 4 levels to described family circumstances

LEVEL 1 Universal – thriving

LEVEL 2 Additional Support Needs – Just coping

LEVEL 3 Complex Support Needs – Struggling to Cope

LEVEL 4 Intensive Needs – Not Coping



Appendix 5

Signs of Possible Abuse (Adults)

Physical abuse

Cuts and bruises don't necessarily mean a child is being physically abused – all children have accidents, trips and falls. Physical abuse includes: Hitting, slapping and beating, shaking, pinching, throwing and pushing, kicking, burning, drowning and hair pulling, suffocating, poisoning and using inappropriate restraint

Indicators

- Any injuries not consistent with the explanation given for them
- Cuts, lacerations, puncture wounds, open wounds, welts
- Bruising and discolouration particularly in places not normally exposed to falls, rough games etc.
- Bruising around the eyes, burns, broken bones and skull fractures
- Any injury that has not received medical attention or been properly cared for
- Poor skin condition or poor skin hygiene
- Loss of hair, loss of weight and change of appetite
- Repeated or unexplained tummy pains
- Flinching at physical contact
- Wearing inappropriate clothes such as keeping fully covered, even in hot weather;
- Person appears frightened or subdued in the presence of a particular person

Sexual Abuse

Rape, sexual assault or sexual acts to which the person has not consented, could not consent or was pressurised into consenting, indecent assault, incest, being forced to touch another person in a sexual manner without consent. Indecent exposure, being forced to watch pornographic material or sexual acts.

Indicators

- Emotional distress
- Preoccupation with anything sexual and age-inappropriate knowledge of sexual behaviour
- Mood changes
- Expressions of feelings of guilt or shame
- Itching, soreness, bruises or lacerations, particularly around the genital areas
- Difficulty in walking or sitting, or unexplained vaginal or anal bleeding
- A child who is sexually provocative or seductive with adults
- Disturbed sleep patterns
- Torn, stained or bloody underclothing
- Significant changes in sexual behaviour or outlook
- Eating disorders
- Promiscuity or prostitution
- Comments such as "I've got a secret",

- Fear of certain places e.g. bedroom or bathroom

Emotional Abuse

Mocking, coercing, threatening or controlling behaviour, bullying, intimidation, harassment or humiliation, making someone feel worthless, a lack of love or affection or ignoring the person

Indicators

- Changes in mood, attitude and behaviour
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem
- Inappropriate relationships with peers or adults
- Bed-wetting or bed soiling that has no medical cause
- Has not attained significant developmental milestones
- Severe symptoms of depression, anxiety, fear, withdrawal or aggression

Neglect

Failing to provide access to appropriate health, social care or education services, failing to provide a warm, safe and comfortable environment, ignoring medical or physical care needs, including not providing adequate food or not clothing them sufficiently, leaving alone or unsupervised

Indicators

- Looking unkempt or dirty and has poor personal hygiene
- Inadequately supervised or left alone for unacceptable periods of time
- Malnourished, sudden or continuous weight loss, dehydrated, constant hunger, gorging on food
- Dressed inappropriately for the weather conditions
- Untreated medical conditions, pressure sores, rashes, lice on the person
- Depression
- Prolonged isolation or lack of stimulation
- Demonstrates severe lack of attachment to other adults

Financial Abuse

Theft, fraud or embezzlement of monies, benefits or goods, exploitation or profiteering, applying pressure in connection with wills, property or inheritance, or financial transactions.

Indicators

- Unexplained loss of money
- Missing personal belongings such as art, jewellery and silverware
- Deterioration in standard of living, not having money as usual to pay for shopping or regular outings
- Inability to pay bills, getting into debt
- Sudden changes in a person's finances
- Person unable to access their own money or check their own accounts
- Cheques being signed or cashed by other people without someone's consent
- Recent acquaintances expressing sudden or disproportionate interest in the person and their money

Discriminatory Abuse

Ageist, racist, sexist, or abuse based on a person's disability, abuse linked to a person's sexuality, harassment, slurs or similar treatment, withholding services without proper justification, or lack of disabled access to services and activities.

Indicators

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality

Institutional Abuse

The inability of an institution to safeguard people from emotional or even physical harm and neglect, having fixed rules and routines by which people are controlled, people prevented from doing things that are their rights, no access to personal possessions or personal allowance.

Indicators

- Being routinely referred to in a condescending fashion
- Disrespectful language and attitudes
- Being spoken to or treated like a child
- A person's privacy and dignity is routinely compromised
- No evidence of support services care plans that focus on the individual's needs

Appendix 6

Children's Safeguarding Assurance Partnership

Blackburn with Darwen - Blackpool - Lancashire

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

Concerns about a child should be reported on 0300 123 6720 or out of hours 0300 123 6722 (8pm - 8am)

Social Care Referrals

Lancashire The Customer Service Centre
Email address for referrals

0300 123 6720
cypreferrals@lancashire.gov.uk

Emergency Duty Team (Out of Hours)

0300 123 6721/3

Adult Social Care

Adult Social Care Services

Telephone: **0300 123 6721**

Abuse can be reported online using the following link to the Alert Form:

https://lancashire-self.achieveservice.com/service/Lancashire_Safeguarding_Adults_Public_Alert

Lancashire Police

Telephone: **0845 125 3545**