

**LEISURE DIRECT**  
**Charity Number 1050948**

**SAFEGUARDING ADULTS AT RISK POLICY**

**PURPOSE**

All reputable organisations that provide services for people who are in some way vulnerable (for example children, physically disabled people and people with a learning disability) now need to demonstrate that they have a responsibility for their members or clients safety. Importantly, this responsibility does not just extend to when the person is accessing an organisations service – but extends to all aspects of their lives. This means that Leisure Direct has a responsibility to help members irrespective of where or when abuse may be happening.

**WHAT IS OUR SAFEGUARDING ADULTS AT RISK POLICY?**

Leisure Direct follows the Safeguarding Adults at Risk policy for Hertfordshire. This is the multi-agency policy, procedure and practice guidance for safeguarding adults from abuse in Hertfordshire and must be followed by **all** organisations and individuals working with adults at risk in Hertfordshire.

**WHAT IS ABUSE?**

- Abuse is where another person hurts, harms or causes distress to an adult at risk
- Abuse is a violation of an individual's human and civil rights by another person(s)
- Abuse may be a single act or repeated actions – directly or indirectly

Abuse and poor practice are the same thing from an Adult at Risks perspective.

**WHAT ARE THE TYPES OF ABUSE?**

There are 15 types of abuse with their definition and indicators listed overleaf.

## TYPES OF ABUSE AND THEIR INDICATORS

<b>Type of Abuse</b>	<b>Definition</b>	<b>Indicators</b>
Physical	Assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.	On body: symmetrical bruising; burns; marks; cuts. Behaviours: wincing in pain; uncomfortable movement; flinching; limping; fabricated illness; underweight. Change in behaviour – anger.
Sexual	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 to which the adult has not consented or was pressured into consenting to.	Physical: UTI's; bed wetting; for women intimate bruising; pregnancy, STI's; men – faecal incontinence.  Change in behaviour – change in dress or presentation; either overt sexual behaviour or withdrawing from people; suddenly not wanting to be around or touched by certain genders.
Psychological	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.	Change in behaviour: Anxious; nervous; fearful; not wanting to go out; low self-worth.
Financial or material	Theft, fraud, internet scamming, coercion in relation to financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.	Appearance: cold; unfed; unkempt  Debt: homeless or about to be evicted or concerned about bailiffs; gambling; new best friend. Not able to pay usual outgoings so cuts down on heating, lighting, food and other expenses.
Discriminatory	Forms of harassment, slurs or similar treatment; because of race, gender, gender identity, age, disability, sexual orientation or religion.	Name calling; segregation; not how intended but how perceived.
Neglect/Acts of Omission	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.	Unkempt or unwashed; malnutrition; soiled clothes or bed linen. Neglect is wilful – any of the above; isolated; under/over medicated; under/over weight; withholding medication Act of omission – individual fails to act when see something occurring.
Organisational	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.	In organisational setting: not responding to requests for toilet; food; drink etc. Treating someone either physically, verbally or psychologically in a demeaning or belittling way. Organisation does things at set times i.e. toilet; bed; meals – lack of freedom; autocratic management style

<b>Type of Abuse</b>	<b>Definition</b>	<b>Indicators</b>
Domestic Violence	Psychological, physical, sexual, financial, emotional abuse, so called 'honour' based violence.	Change in behaviour: physical symptoms as before. 1 in 3 women, 1 in 6 men defined as someone in same household i.e. family or spouse. Police can prosecute even if person doesn't consent.
Modern Slavery	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	Under or not paid; not seen or allowed to leave. 1746 cases in 2013 up 47% from 2012.
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.	Self-harm; hoarding; unkempt; drug & alcohol abuse; not medicating; not attending appointments.
FGM	Female Genital Mutilation (sometimes called Female Circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK.	Difficulty walking, sitting or standing, spend longer than normal in the bathroom or toilet, have unusual behaviour after an absence from school or college, be particularly reluctant to undergo normal medical examinations, may ask for help but may not be explicit about the problem due to embarrassment or fear.
Forced Marriage	A forced marriage is where one or both people do not or cannot consent to the marriage and pressure or abuse is used. In the UK it is recognised as a form of Domestic/Child Violence against male and female and a serious abuse of human rights.	Persistent absence from school/work, requests for extended leave, drop in performance, low motivation, decline in behaviour engagement, leaving work accompanied, surveillance by siblings/cousins at school, evidence of self-harm, depression social isolation, eating disorders or substance misuse. Evidence of family disputes, domestic abuse or running away from home. Unreasonable restrictions e.g. kept at home by parents and financial restrictions.
Radicalisation	An individual or group comes to adopt increasingly extreme political, social or religious ideals and aspirations that reject or undermine the status quo, contemporary ideas and expressions of freedom of choice.	Self-identification, Them and Us view. Changes in the way individuals interact with society, changes in an individuals' personality and expression of emotion, by association (with radical organisations).
Hate Crime	Crimes committed against someone because of their disability, gender identity, sexual orientation, race, religion or belief are hate crimes and should be reported to the police. Can include threatening behaviour, assault, robbery, damage to property, inciting others to commit hate crimes and harassment	Lack of confidence and self-esteem. Anxiety and unhappiness
Mate Crime	Exploitation, abuse or theft from any vulnerable person by those they consider to be their friends. Those that commit such abuse or theft are often referred to as 'fake friends'.	Withdrawal, subservient behaviour and a constant seeking of approval of so called 'friends'.

Type of Abuse	Definition	Indicators
Cyber Bullying	Takes place through mobile phones, emails, instant messaging, online gaming, social networking and much more. It can include: hurtful text messages, name calling on social networking pages, threats online. Being targeted online because of who you are or because someone thinks you are 'different'.	Stops using the computer or turns off the screen when someone comes near; appears nervous or jumpy when using a computer or mobile phone; is secretive about what they are doing on the computer; spends excessive amounts of time on the computer; becomes upset or angry when computer or phone privileges are limited or taken away.

## **PROCEDURE**

If you suspect a Leisure Direct member may be suffering from a form of abuse, by a change in their appearance and/or behaviour, record your observations on the Safeguarding Observation Form (LD002 Appendix 1) copies are kept in the pink folder in the activity bag. Return form to the Leisure Direct Organiser (Designated Person (DP)).

These observations will be recorded and may individually or collectively alert the DP to a Safeguarding issue.

If someone discusses a potential Safeguarding issue with you:

- Listen
- Be sympathetic
- Do NOT be judgemental
- Do not make any promises you might not be able to keep
- Make the immediate situation safe
- You may ask 'Is there anything else you want to tell me?'
- Do not ask any probing questions
- Record all details on the Safeguarding Adult Concern Form (LD002 Appendix 2)
- Read information back to ensure all details are correct.

### **Key Roles in Safeguarding**

Alerter – anyone reporting



Designated Person – Leisure Direct Organiser



Hertfordshire Safeguarding Adults Board (HSAB)



Investigation by HCC Health & Community Services and Hertfordshire Partnership NHS Foundation Trust (HPFT)

If you feel there is a danger to life, risk of injury or a crime is taking place and a Police response is also needed call 999. If there is no immediate risk to life or property but a police response is required as soon as practicable due to the seriousness of the incident and/or the potential for loss of evidence – contact 101.

The investigation team will liaise with the police in all other safeguarding adult matters.

The investigation team is responsible for the management of all safeguarding adults from abuse investigations. Allegations of possible or actual abuse should not be

investigated without an agreement with the investigation team, the provider and the police where relevant. This includes interviewing staff, the vulnerable adult, family/carers etc. Alleged abusers should **NOT** be informed of the allegations until a plan of action has been agreed with the investigating team and the police. Investigations can be planned by telephone when prompt action is required or at a safeguarding adults from abuse strategy meeting. At the meeting information is shared and actions agreed which will include an investigation and protection plan.

Safeguarding Adult Concern Form (LD002 Appendix 2) to be completed.