



SHARE KNOWSLEY

Supporting and Helping Asylum seekers and  
Refugees

# Vulnerable Adults Safeguarding Policy

Purpose of the policy: To inform SHARe Knowsley staff and Volunteers of their duties when working with vulnerable adults.

Policy applies to: All trustees, staff and volunteers within SHARe Knowsley who work with vulnerable adults.

Safeguarding Trustee Lead: Ann Henders

Safeguarding Officer: Margaret Roche

*Reviewed and Approved: January 2024*

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## Introduction

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SHARe Knowsley is a local charitable organisation supporting asylum seekers and refugees living in the Knowsley area. A key element of SHARe Knowsley's work is to assist clients to make appropriate decisions about different aspects of their lives and to enhance their independence and integration.

SHARe Knowsley recognises that an individual's health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that the clients we support have many additional needs being asylum seekers and refugees, which makes them vulnerable and at risk of abuse and exploitation. Many of our clients have experienced significant life changing experiences which may include, trauma, abuse, distress, violence and rape in their country of origin or on their journey to the UK. and unsurprisingly they often have mental health problems. Coming from minority ethnic groups and encountering a hostile immigration system and environment they also face many barriers, especially around communication.

SHARe Knowsley strives to be an effective advocate of the rights of refugees and asylum seekers and believes in its responsibilities to safeguard vulnerable adults, children and young people.

## Policy Statement

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SHARe Knowsley is committed to protecting all the children, young people and vulnerable adults and children that use our services as well as volunteers, staff members and donors. We are committed to undertaking all the appropriate steps to create and maintain a safe and positive environment that promotes and supports the wellbeing for all.

SHARe Knowsley recognises the personal dignity and rights of **all** vulnerable people to have their privacy respected, to be appropriately supported and to have the protection of the law. We strive to ensure that all children, young people, and vulnerable adults have the same protection regardless of immigration status, age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation.

SHARe Knowsley is committed to creating a culture of zero-tolerance of harm to adults and children which necessitates: the recognition of the additional needs of children and vulnerable adults with refugee or asylum status, minority ethnic groups and disabilities, the barriers they may face, especially around communication; the recognition of who may be at risk and the circumstances which may increase risk; knowing how abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns. This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

We believe that safeguarding is everybody's responsibility and that everyone working and volunteering for SHARe Knowsley has a responsibility to promote the welfare of all children, young people, and the adults



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we work with to keep them safe and to operate in a way that prioritises their safety and upholds their rights to live a life free from harm, abuse, exploitation and neglect.

We are committed to undertaking all the appropriate steps to maintain a safe environment that promotes and supports the wellbeing for all. We accept and recognise our responsibilities to develop awareness of the issues which cause vulnerable adults harm.

SHARe Knowsley will endeavour to safeguard all children, young people and vulnerable adults we work with by:

- Ensuring that safer recruitment practices and safeguarding policies and procedures set out a culture of vigilance and challenge and follow local authority and national guidance.
- Providing induction and regular training that enable all adults working in SHARe Knowsley to recognise signs of abuse and neglect; act in the interests of the client and maintain an attitude that 'it could happen here'.
- Providing effective management for staff and volunteers through supervision, support and training.
- Sharing information about protection and good practice with children and vulnerable adults, parents and carers, and volunteers.
- Working collaboratively with other agencies to promote early help for children, young people, vulnerable adults and their families before their needs escalate to a point where intervention would be needed via a statutory assessment.
- Challenging ourselves and others to ensure actions are completed in a timely way and press for reconsideration if the situation does not improve
- Ensuring all adults working with children and young people follow an agreed code of conduct that promotes safe working practices and makes responsibilities and expectations clear, including the understanding that anyone can make a safeguarding referral
- SHARe Knowsley is committed to creating and maintaining an open, listening culture where people feel able to share concerns without fear of retribution.
- We are committed to reviewing our policy and good practice annually.

This policy and related procedures are applicable to the trustees, manager, employees and volunteers of SHARe Knowsley. It sets out the roles and responsibilities of SHARe Knowsley in working together in promoting the clients' welfare and safeguarding them from abuse and neglect. Failure to comply with the policy and related procedures will be addressed without delay and may ultimately result in dismissal or exclusion from the organisation.

## Implementation of the Policy

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The Board of Trustees of SHARe Knowsley is ultimately accountable for ensuring that SHARe Knowsley abides in full with its legal and regulatory safeguarding obligations. It discharges that responsibility by:

- ensuring this policy is legally compliant and consistent with best safeguarding practice at all times



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- regarding safeguarding as a governance and risk management priority for the organisation,
- delegating operational responsibility for the implementation and periodic review of this policy to the Senior Management Team and Designated Safeguarding Officers of the charity. The Manager, Margaret Roche is the named safeguarding lead and Lindsay Kelly is the named trustee for Safeguarding. This role is also responsible for reviewing the effectiveness of this policy and procedure, including improving service delivery following incidents or client feedback.
- requiring the manager and deputy manager at SHARe Knowsley to complete training courses in safeguarding children and adults as well as Prevent training provided by HM government.

## Aims

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This policy exists to help SHARe Knowsley to address current risks to our clients, prevent and respond to concerns of abuse, harm, exploitation or neglect of children and young people using our services or when accessing other services.

The aims of Adult Safeguarding are to:

- Stop abuse or neglect wherever possible
- Prevent harm and reduce the risk of abuse or neglect to adults with care and/or support needs
- Safeguard adults in a way that supports them in making choices and having control about how they want to live
- Promote an approach that concentrates on improving life for the adults concerned
- Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide information and support in accessible ways to help adults understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult
- Address what has caused the abuse

In accordance with the Care Act 2014, we believe that staff and volunteers should work together in partnership with clients so that they are:

- Safe and able to protect themselves from abuse and neglect
- Treated fairly and with dignity and respect
- Protected when they need to be
- Easily able to get the support, protection and services that they need.

SHARe Knowsley upholds the Six Principles of Adult Safeguarding as set out in the Care Act 2014:

- Empowerment: people are supported and encouraged to make their own decisions and are provided with support and information and informed consent
- Prevention: it is better to take action before harm occurs. Strategies are developed to prevent abuse and neglect and that promote resilience and self determination
- Proportionality: the least intrusive response is made appropriate to the level of risk presented



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- Protection: Adults in need are offered support, advocacy and ways to protect themselves, and there is a coordinated response to adult safeguarding.
- Partnership: services offer local solutions through working closely within their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability: accountability and transparency in delivering safeguarding

These principles are critical to prevent abuse and neglect from occurring, while also ensuring the best possible level of care is given. By following the key safeguarding principles, we can be sure that we are doing the best we can to protect vulnerable people from harm. It is the responsibility of everyone to act if we have concerns about the safety of anyone.

## Legislation and Context

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SHARe Knowsley recognises that there is a legal framework within which they need to work to safeguard adults who have needs for care and support and for protecting those who are unable to take action to protect themselves and will act in accordance with the relevant safeguarding adult legislation and with local statutory safeguarding procedures.

Share Knowsley follows the The Care Act 2014 Definition of a vulnerable adult as a person aged 18 or above who:

- a) has needs for care and support, assistance, advice or counselling due to particular needs related to age, state of physical or mental health, including refugee status
- b) is experiencing, or is at risk of, abuse or neglect, and
- c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The practices and procedures within this policy are based on the relevant legislation and government guidance including:

- The Data Protection Act 2018
- General Data Protection Regulations 2018
- The Children and Vulnerable adults Act 1989
- Human Rights Act 1998 & the United Nations Convention on the Rights of the Child
- Protection of Children and vulnerable adults Act 1999
- Rehabilitation of Offenders Act 1974
- Mental Capacity Act 2005
- The Care Act 2014
- Sexual Offences Act 2003

SHARe Knowsley recognises that all adults have a right to independence, choice and self-determination including control over information about themselves. In the context of adult safeguarding these rights can be overridden in certain circumstances. It is always best practice to obtain consent for sharing information,



however, in some circumstances where that may not be possible, it may be in the person's best interest to share concerns.

Issues regarding children's safeguarding are addressed in a separate policy.

This policy should be read in conjunction with Safeguarding children and young people Policy, Code of Conduct, Whistleblowing Policy, Recruitment and Selection Policy, Lone Working Policy.

## Recruitment and vetting

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SHARe Knowsley considers the tasks and skills necessary for each role undertaken by volunteers and therefore, what kind of person is most suited to the post. The selection process in place has been designed to consider and measure all applicants against these key selection criteria.

Process:

- Application form
- References
- Interview
- Probationary period
- Ongoing supervision
- Appraisal meeting
- Regular quarterly volunteer meeting

All applicants are asked to sign a declaration stating that there is no reason why they would be considered unsuitable to work with children and vulnerable adults if this is appropriate to the position being applied for. This declaration states the requirements under the Rehabilitation of Offenders Act 1974 to disclose any relevant convictions. Offers of volunteering roles are, where appropriate, made subject to successful police checks. All information is treated in strict confidence and accordance with GDPR guidelines

Volunteers are asked to provide documentation to confirm their identity e.g. birth certificate, national insurance number, passport and photograph.

References are obtained from two non-family members and referees are specifically asked to comment on the applicant's suitability to work with vulnerable adults and children, if this is relevant to the role.

In accordance with DBS guidelines, volunteers who are working in an outreach capacity or 1:1 basis are required to have a current DBS check. In addition, substantial unsupervised access to clients is not allowed until DBS checks are received. All DBS checks are updated at least every three years.





## Training

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The manager (Safeguarding lead) and deputy manager are required to attend a safeguarding course for adults and another course for children at least annually. Both managers also attend Prevent training, as provided by HM Government.

Once recruited, all new members of staff and volunteers doing client facing work will receive initial safeguarding and protection from abuse training for vulnerable adults and children. Staff and volunteers will be trained to identify the different types of abuse, the procedures to be taken when an allegation of abuse is made or detected, and the potential impact on themselves and clients of being involved in abuse cases. Staff and volunteers are expected to attend relevant update training annually and may also attend other relevant training.

Staff and volunteers are kept well-informed by regular team meetings and quarterly update meetings for all volunteers. They receive supervision and support so that they are less likely to become involved in actions which can lead to harm or be misinterpreted and possibly lead to false allegations being made against them.

SHARe Knowsley ensures that volunteers are clear about their roles and the limits that apply to them through training. They are made aware of the organisation's Safeguarding Policy and their obligations to other policies such as Health and Safety.

All appointments are subject to a three-month trial period during which time the staff/volunteer is supervised and particular attention is given to their approach to working with our service users.

SHARe Knowsley holds regular volunteer and staff meetings and all staff have the opportunity to meet on a one-to-one basis, giving both volunteers and SHARe Knowsley the opportunity to address training needs, voice any concerns and agree any action points. All meetings are regarded as confidential and as such, enable the Manager and volunteers to share any concerns they may have regarding another colleague's behaviour, with a designated person.

It is the intention of the organisation that all staff, volunteers and as many trustees as practical, will have access to further training opportunities in addition to the initial and annual training we provide as a minimum.

## Code of conduct and good practice

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SHARe Knowsley has strict safeguarding principles and these are made known to all adults, young people, children, staff and volunteers. These principles include the right of everyone to be listened to, that they have the right to be valued and respected as individuals, that adults have the right to be involved in decision making processes as appropriate and that they have the right to praise and encouragement. All concerned, including volunteers, service users, their children and visitors are given clear guidelines on what is expected, and what is not acceptable with respect to their behaviour. SHARe Knowsley operates a



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discipline policy that is positive and non-violent. It will not tolerate bullying in any form, neither will it tolerate prejudice or oppressive behaviour.

All staff and volunteers should behave in a professional and appropriate manner. Professional integrity will guard against allegations of misconduct and abuse and create a positive climate for all our service users. All staff and volunteers working with clients are given training and clear guidelines regarding good practice when working with children and vulnerable adults and young people and SHARe Knowsley takes every precaution to ensure that these guidelines are adhered to. All trustees, staff and volunteers are given our volunteer handbook during their training, which they must sign for, to confirm that they have read and understood the policies.

The following are examples of good practice:

Wherever possible work in an open environment (e.g., avoiding private or unobserved situations and encouraging open communication with no secrets). There may be occasions when a confidential interview, one-to-one meeting is necessary and, in such circumstances, the interview should be conducted in a room with an open door or visual access. Where this is not possible, the member of staff should try to ensure that there is another adult nearby. At times, home visits may be necessary. In these cases, staff should follow the recommendations outlined in the lone worker policy. Never make gratuitous physical contact with a participant.

All service users should be treated equally, and with respect and dignity. SHARe Knowsley will take positive action to eliminate discrimination against any person or group of people. Staff should ensure that an environment that protects service users from discrimination on any grounds is promoted. Any discriminating comments and behaviour should be challenged and everyone reminded of SHARe Knowsley's policies to promote positive attitudes towards differences.

Be sensitive to cultural and religious differences but always maintain an attitude of promoting fair and equal access. At times this may mean providing a different space for specific groups eg women or ensuring female staff deal with female service users.

Although nominally drop-ins are for adults, SHARe Knowsley recognizes that at times children use the drop-ins, either accompanied by parents and carers or potentially as age disputed unaccompanied minors and that we also come across children in our work with families. We follow the policies outlined in the child safeguarding policy to ensure the safety and protection of children.

## Types of Abuse

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Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.



There are different types and patterns of abuse and neglect and different circumstances in which they may take place. The Care Act 2014 defines the following ten areas of abuse. These are not exhaustive but are a guide to behaviour that may lead to a safeguarding enquiry. The list includes:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

The guidance also emphasises that organisations should not limit their view of what constitutes abuse or neglect. The specific circumstances of an individual case should always be considered.

## Possible Indicators of Abuse

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The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time. Evidence of any one indicator from the list should not be taken on its own as proof that abuse is occurring. However, it should alert practitioners to make further assessments and to consider other associated factors. Possible indicators of abuse include:

- Expressing hunger, lack of funds or homelessness
- Presenting with low mood, feelings of hopelessness and lack of interest
- Incoherent speech and/ or confusion
- Unexplained injuries, bruises or burns
- Isolation
- Showing signs of distress: angry, tearful, subdued, aggressive
- Not feeling able to carry on “I can’t do this anymore”
- Missing personal possessions
- Poor physical condition, lack of personal hygiene, always wearing the same clothes
- Presenting as fearful of another person
- Lack of money immediately after receiving wage or benefits
- Addiction

**See Appendix 1 for further information on Types and Signs of Abuse**

## Procedures - Dealing with safeguarding concerns regarding the abuse or neglect of vulnerable adults.

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We aim to follow the Care Act 2014 guidance for good practice which states that safeguarding should be:

- Person led
- Engages the person all the way through the process and addresses their needs
- Is outcome-focused
- Is based upon a community approach from all partners and providers

### Alertness and Recognition

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It is often difficult to recognise abuse and/or exploitation. Staff and volunteers should be alert to changes in a client's disposition or demeanor. Staff and volunteers may see abuse occur, or may also overhear indications of abuse or exploitation, or be informed directly.

All staff and volunteers who work with SHARe Knowsley clients receive appropriate training, of the various ways in which somebody may become aware of the actual or likely occurrence of abuse, and of the action that should be taken

### Disclosure of Abuse

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**Respond:** When a client discloses abuse, it is important that the person disclosing the information is treated sympathetically. The worker will need to outline the steps that they will take with or on behalf of the client and try to gain consent to share information as necessary. Inform them of their responsibility to share this information with their manager. The worker must not investigate or ask leading questions. Ask the client to tell, explain and describe what has happened.

**Record & Report:** A record of the conversation should be made in agreement with the client. Any abuse must be reported to the Designated Officer via a safeguarding/cause for concern report form (Appendices 3 and/or 4). Whatever the source of the information or suspicion, this must be recorded on the client's file. This includes anonymous information or information from people who do not want to be identified.

**Refer:** All safeguarding issues should be reported within 24 hours. Discuss with the designated safeguarding officer whether to refer externally to social services, or the police, emergency services.

Many clients will have experienced abuse in the past and may wish for no action to be taken, or indeed action may not be possible or practical. If a person refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, their wishes should be respected. Then we will continue to work with the client and seek the most appropriate support. However, there are a number of circumstances where a practitioner can reasonably override such a decision, including:

- the person lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the **Mental Capacity Act**



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

## Suspicious of Abuse

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Staff who suspect abuse, neglect, exploitation or have any concerns should share this with the manager on duty at the earliest opportunity and with the Designated Safeguarding Officer who will oversee allegations of abuse. Allegations or concerns must be recorded in a way which gives precise details of the injuries or allegation using the Safeguarding/Cause for Concern sheet (Appendices 3 and/or 4). Additional information can be gathered from other volunteers, carers, service users, adults or children who may have concerns.

The Designated Safeguarding Officer will oversee the log of cases and outcomes and will also ensure clients are informed of actions taken or explain if and why no action has been taken.

When a suspicion or allegation is made, staff should not undertake an investigation.

Safeguarding referrals may be made to the Knowsley MASH team, using their online referral form and by phone and if they have asylum seeker status to the Home Office and SERCO Safeguarding teams.

### **KMBC Multi Agency Safeguarding Hub (MASH) contact details**

Telephone: **0151 443 2600** (24 hours/7 days a week).

**Online referral:** Where possible, it is good practice to also complete an online referral form to the MASH team. The online safeguarding referral form for adults can be found at:

<https://forms.knowsley.gov.uk/AdultSafeguarding> (be advised that submitted forms are only monitored from 9am to 5pm excluding Bank Holidays.)

**Home Office Safeguarding contact details:** [AsylumSafeguarding@homeoffice.gov.uk](mailto:AsylumSafeguarding@homeoffice.gov.uk)

**SERCO Safeguarding contact details:** [aasc.safeguarding@serco.com](mailto:aasc.safeguarding@serco.com)

SHARe Knowsley will always work proactively with other agencies on safeguarding, including local safeguarding partnerships. This will be around particular incidents, possibly taking the lead in response to incidents, but also to promote awareness of abuse with clients as well as staff and volunteers.

Any immediate action that should be taken to protect a person who is in imminent danger of serious injury/abuse should be agreed. If immediate action needs to be taken then the police will be called. If



there is knowledge concerning a threat to life, suicide or indications of serious injury, then the emergency services will be immediately contacted.

The trustee board are kept informed of any safeguarding issues.

### **Our procedure is clearly outlined in Appendix 2**

#### **Allegations Against a Staff Member**

Any allegation against a member of staff must be reported to the designated officers – Manager and Trustee Safeguarding lead. An allegation of abuse/exploitation by a member of staff or volunteer must be treated as an alleged act of Gross Misconduct under the SHARe Knowsley's Disciplinary Procedures. The Designated Officers (Manager and Trustee) must be made aware of the situation as soon as possible.

Abuse of service users is an act of gross misconduct and may also be a criminal offence.

All staff have a responsibility to report staff actions which are abusive/exploitative of clients or which are unethical. SHARe Knowsley promotes ways to encourage the reporting of concerns, including letting clients know how to report concerns to outside organisations such as the Police or other statutory bodies.

Risk assessments for activities address the potential for staff to benefit personally (such as financially) from abuse, and these are regularly reviewed.

#### **Allegations Against a Client**

If the alleged abuser is a client, a risk assessment will be carried out and possible safeguarding measures introduced. Such clients will still be supported through the process rather than automatically excluded from the service, other than in exceptional circumstances where the risk to others is too great. Social services or the police may need to be informed.

#### **Actions when Suspected Abuse or Exploitation is Taking Place Off-Site**

Staff may become suspicious that a person receiving a service is being abused/exploited and this is not connected to the activities carried out by SHARe Knowsley. Staff should use opportunities with the client to discover what the circumstances are and if there is abuse and exploitation. The manager must be kept informed. If there is evidence of abuse/exploitation and the client is vulnerable to the extent that they are unable to prevent it, or are unable to make an informed choice about consenting to it, then the details should be reported to Social Services/Adult Safeguarding or Protection Services and any other relevant agencies. If a crime has been committed staff should report this to the Police. Such disclosures should be logged on the client's file.

#### **Self-Neglect**

Staff may become suspicious or have evidence that a client is neglecting themselves.

In these circumstances staff should collect evidence to substantiate the suspicion and where possible address this through case work with the client. If there is neglect which is severely harmful to the health of the client and/or to others, and if the plan to remedy this situation is not effective, then a referral should be considered to Social Services and/or the police.



## **Suicidal ideation**

In these circumstances staff should stay calm and talk to the client to gather as much information as possible about their feelings and thoughts. Depending on their circumstances will depend on what support is available. See if you can get their consent for help from the community mental health services or another appropriate support service, friends or family. If you are concerned there is a high risk then dial 999 and call the emergency services.

## **Domestic Abuse**

In cases of domestic violence and honour-based violence it is important to involve Social Services as soon as possible. Honour based violence is always considered high risk.

In initial accommodation for asylum seeking women there is a mechanism that allows the Home Office to fund specialist refuge accommodation for people at risk of abuse who are eligible for asylum support. The following steps should be taken in order to request refuge accommodation for such cases:

Encourage the woman to contact the 24hr National Domestic Violence helpline to obtain specialist advice on the options available to her. The helpline can advise on the availability of refuge accommodation.

Should the woman want to access refuge accommodation, contact one of the following to request Home Office funding for a refuge place.

- Migrant Help – via their helpline
- Accommodation provider – SERCO
- The Home Office Asylum Safeguarding Hub

The Home Office will then authorise the funding and contact the relevant refuge provider confirming the placement and payment rates.

Living in a home where domestic abuse happens can have a serious impact on a child or young person's mental and physical wellbeing, as well as their behaviour. Parents who suffer domestic abuse don't always realise how it affects their child. They might think that because their child doesn't see what's happening that they're not affected. Domestic abuse can have a very serious impact on a child's behaviour and wellbeing, even if they're not directly harmed themselves. Children witnessing domestic abuse is recognised as 'significant harm' in law.

## **Hate Crime**

If a member of staff witnesses or is told about a hate crime or incident, they should report it to the manager or deputy manager in the first instance. If neither is available, they should use the Stop Hate UK Hate Crime App for Merseyside to report the crime or incident. They should include as much detail as possible, including date, time, location, what happened and any information that may help identify the person carrying out the crime or incident. The member of staff should let the manager or deputy manager know that this has been done so that they can inform local police that a report has been made.



If the client is in danger or has been physically attacked, robbed etc, the member of staff should call 999 for the police.

**Stop Hate UK** is an organisation dealing with Hate Crime and can be contacted on 0800138 1625. Merseyside police can be contacted on 101 or dial 999 in an emergency.

Prevent against radicalisation: <http://www.ltai.info/>

### **Safeguarding Children**

If a staff member obtains information about alleged physical or sexual abuse of a child who is under 18 years of age, please follow the procedure set out in the Safeguarding Children and Young People Policy. Children can be affected by adult abuse of another adult in their presence, which may result in concerns being reported to Social Services

## Useful Contacts

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### **National Support**

Forced Marriage Unit 0207008015, [fmfco.gov.uk](mailto:fmfco.gov.uk)

Child Helpline: 0800 1111 [www.childline.org.uk](http://www.childline.org.uk)

Karma Nirvana Helpline (Honour Based Abuse): 0800 5999 247

NSPCC:080 8800 5000

Iranian/Kurdish Women's Right Organisation: 0207 9206460



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## Local Contacts

Merseyside Forced Marriage & HBV Protocol: [www.liverpoolsb.org](http://www.liverpoolsb.org)

Savera Liverpool (DAS for BAMER Communities): 07716 266 484

<https://www.saverauk.co.uk/>

Amadudu (BME Refugee): 0151 734 0083

LDAS 0151 263-7474

ABC DVP: 0151 482 2484

WHISC (Women's Health Information & Support Centre): 0151 707 1826

Knowsley Domestic Violence Support Service: 0151 548 3333

### For further advice or reading:

Safeguarding adults: Ann Craft Trust <https://www.anncrafttrust.org/>

Gender based violence: <https://www.unhcr.org/uk/sexual-and-gender-basedviolence.html>

Domestic abuse: [www.savelives.org.uk](http://www.savelives.org.uk)

Samaritans [www.samaritans.org](http://www.samaritans.org) tel: 116 123

## APPENDIX 1 Types & Signs of Abuse

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### Physical abuse

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The use of force which results in pain or injury. The non-accidental infliction of physical force that results in bodily injury, pain or impairment.



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Types of physical abuse:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of & forced medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Possible signs of physical abuse

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

## Domestic violence or abuse

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Types of domestic violence or abuse

Domestic violence and abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honour'-based violence, female genital mutilation and forced marriage.

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this document relating to:

- psychological
- physical
- sexual
- financial
- emotional.

Controlling behaviour is: a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain,



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depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

Coercive behaviour is: an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten their victim.”\*

\*This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.

Women in Initial Accommodation: In July 2019, the Home Office published their revised Domestic Abuse Guidance setting out how the Home Office, accommodation providers and Migrant Help should respond to reports of people seeking asylum at risk of domestic abuse.

The new guidance contains a number of safeguards to improve the protection available to victims of abuse including:

- the presumption is that the victim should be believed, at this stage corroborating evidence is not required
- the person and their children must immediately be offered safe alternative accommodation and if that offer is accepted, transferred without delay
- some victims may wish to remain in their current accommodation and, in these cases, consideration must be given to relocating the perpetrator
- there is no need for accommodation providers to obtain prior Home Office consent to transfer the victim and their children to alternative accommodation, but a report to the Home Office must be made without delay
- the victim must be referred to a specialist organisation for assessment and supported by a domestic violence specialist worker

Possible signs 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

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money



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- preventing the person from escaping abuse
- regulating everyday behaviour.

## Sexual abuse

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Sexual abuse is the direct or indirect involvement of the adult at risk in sexual activity or relationships, which they:

- Do not want or have not consented to
- Cannot understand and lack the mental capacity to be able to give consent to
- Have been coerced into because the other person is in a position of trust, power or authority (for example a care worker)

### 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 signs 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



## Psychological or emotional abuse

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Emotional abuse includes actions or behaviours that have a harmful effect on the emotional, health and/or development of an adult who is at risk. For example, threats, deprivation of contact, shouting, ignoring, cruelty, bullying, humiliation, coercion, negating the right of the adult at risk to make choices and undermining self-esteem.

### Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

### Possible signs of psychological or emotional abuse

- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

## Financial or material abuse

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Financial abuse is the use of a person's property, assets, income, funds or any resources without their informed consent or authorisation. Financial abuse is a crime.

### 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 – eg. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

#### Possible signs of financial or material abuse

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

## Modern slavery

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Slavery is an umbrella term for activities involved when one person obtains or holds another person in compelled service.

#### Types of modern slavery



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- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to
- Possible signs of modern slavery

#### Signs of physical or emotional abuse

- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers
- GOV.UK has more information on identifying and reporting modern slavery:  
<https://www.gov.uk/government/collections/modern-slavery>

## Discriminatory abuse

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Discriminatory abuse occurs when values, beliefs or culture result in a misuse of power that denies opportunity to some groups or individuals. It can be a feature of any form of abuse of an adult at risk, but can also be motivated because of age, gender, sexuality, disability, religion, class, culture, language, and race or ethnic origin.

It can result from situations that exploit a person's vulnerability by treating the person in a way that excludes them from opportunities they should have as equal citizens, for example education, health, justice and access to services and protection.

#### 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)
- 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 signs 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

## Organisational or institutional abuse

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Institutional abuse is the mistreatment, abuse or neglect of an adult at risk by a regime or individuals. It can take place within settings and services that adults at risk live in or use, and it violates the person's dignity, resulting in a lack of respect for their human rights.

Institutional abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practice. It can take the form of an organisation failing to respond to or address examples of poor practice brought to their attention.

It can take place in various places, for example day care, care homes, hostels, supported housing, hospitals, supported housing and detention centres. It can be difficult to identify the difference between a poor service and institutional abuse.

### Types of organisational or institutional 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 signs of organisational or institutional abuse

- Lack of flexibility and choice for people using the service





- Inadequate staffing levels
- People being hungry or dehydrated
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

## Neglect and acts of omission

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Neglect and acts of omission – the failure of any person, who has responsibility for the charge, care or custody of an adult at risk, to provide the amount and type of care that a reasonable person would be expected to provide. Neglect can be intentional or unintentional.

### Types of neglect and acts of omission

- 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 signs of neglect and acts of omission

- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication



- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

## Self-neglect

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Self neglect is a behavioral condition in which an individual neglects to attend to their basic needs such as personal hygiene, appropriate clothing, feeding or tending appropriately to any medical conditions they have.

### Types of self-neglect

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

### Signs of self-neglect

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

## Self-harm and suicide ideation

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People who self-harm must be considered under the Adult Safeguarding Policy.

Due to trauma and distress in adults, depression and low self-esteem, and as these factors increase, they can lead to suicide ideation, where a person may be presenting as high risk. These may not always be verbalized but show signs in their behavior.

## Family and friends as carers

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Family or friends as carers may be involved in situations which require a safeguarding response, for example:

- A carer may witness or speak up about abuse or neglect.
- A carer may experience intentional or unintentional harm from the adult they are trying to support, or from professionals and organisations they are in contact with.



- A carer may intentionally, or unintentionally, harm or neglect the adult they support on their own or with others.

Any safeguarding concerns regarding a person with a carer, or the carer themselves, must include consideration of the wellbeing of both of them. In these situations the aim of any safeguarding response will be to support the carer to provide support and help to make changes in order to decrease the risk of further harm to the person they are caring for.

## Radicalisation to Terrorism

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Vulnerable adults are also at risk of being drawn into extremist activity.

The Government through its PREVENT programme has highlighted how some adults may be vulnerable to exploitation and radicalisation and involvement in terrorism.

Indicators of radicalisation

- Being in contact with extremist recruiters.
- Articulating support for violent extremist causes or leaders.
- Accessing violent extremist websites, especially those with a social networking element.
- Possessing violent extremist literature.
- Using extremist narratives to explain personal disadvantage.
- Justifying the use of violence to solve societal issues.
- Joining extremist organisations.
- Significant changes to appearance and/or behaviour.

Signs of radicalisation

Vulnerable individuals becoming withdrawn and stop participating in their usual activities they may express feelings of:

- anger
- grievance
- injustice
- or go missing from their home, school or care setting
- a new group of friends who have an extremist ideology
- using language that supports 'us and them' thinking
- or possessing or searching for extremist literature online

## Some useful Do's and Don'ts:

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**Do**

- ✓ Act on any concerns, suspicions or doubts.
- ✓ In an emergency, if there is actual or immediate risk of abuse, call 999.
- ✓ Try to ensure the immediate safety of those concerned – but not at the risk of your own safety.



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- ✓ Provide first aid if necessary and someone is available with appropriate skills.
- ✓ Listen and clarify what the concern is / what has happened.
- ✓ Provide reassurance and comfort; offer a cup of tea.
- ✓ Assure the person that the matter will be taken seriously.
- ✓ Ask the person what they want done.
- ✓ Explain what you will need to do and who you may need to inform others
- ✓ Try to gain consent to share information as necessary.
- ✓ Consider the person's mental capacity to consent and seek assistance if you are uncertain.
- ✓ Actively preserve any evidence.
- ✓ Respect privacy as far as possible.
- ✓ Arrange support for the alleged victim.
- ✓ Contact the local authority children's services if a child is, or may also be, at risk.
- ✓ Report all your concerns to a manager in line with organisational and local multi-agency procedures.
- ✓ Make an accurate record of what has occurred (or what has been disclosed/alleged) and what action has been taken.

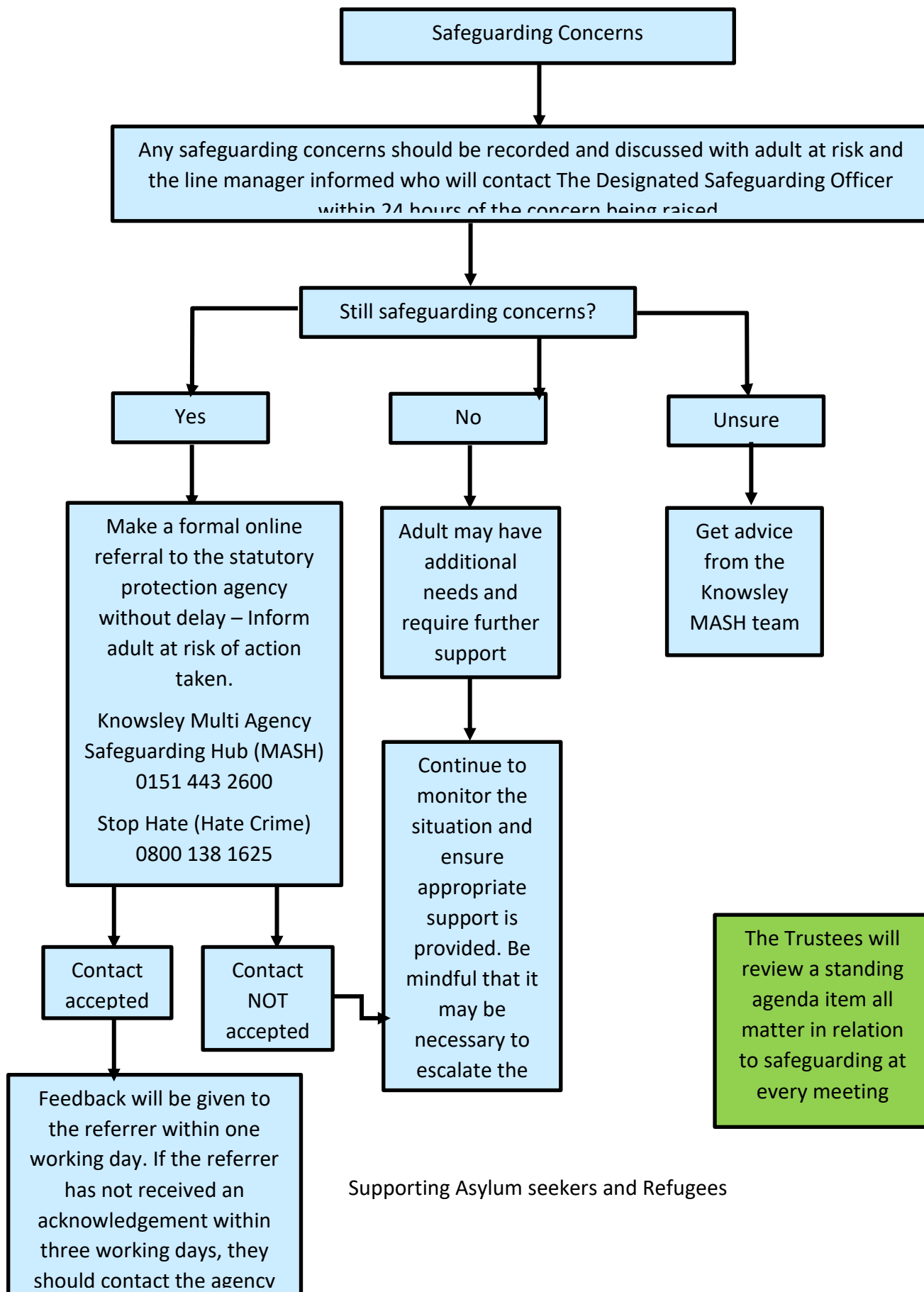
## Don't

- Ignore.
- Promise confidentiality – explain how and why the information might need to be shared.
- Rush the person.
- Probe or question – just record the facts and seek clarification where necessary.
- Contaminate or disturb any evidence.
- Interview witnesses – but do record any information volunteered by them.
- Panic or show shock /disbelief.
- Be judgemental.
- Jump to conclusions.
- Approach the alleged abuser (unless they also have care and support needs and are in your care or they are a member of your staff).
- Gossip, only inform others on a need to know basis.
- Put management or organisational interests before safety.



## APPENDIX 2 – Safeguarding Concerns Flowchart

What do to if you have safeguarding concerns about an Adult



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## APPENDIX 3 – Safeguarding Report Form



### SHARe Knowsley Safeguarding Reporting Form

Your details – the person completing the form	
Name	
Position	
Telephone	
Email	

Details of the person affected	
Name	
D.O.B (Age)	
Address	
Telephone	
Email	
Port Reference	

<b>Date(s) of Incident(s)</b>	
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<b>Date Reported</b>	
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Details of the incident or concern (please describe in detail using only the facts)

Other present or potential witnesses	
Name	
Address	
Telephone	



Email	
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<b>Additional relevant information (please detail anything else that you believe to be helpful or important)</b>

<b>3. Actions Taken: please state clearly any immediate/proposed action taken</b>

<b>4. What agencies, if any have been notified/involved?</b>				
NHS/GP		Pharmacy		Partner Agency (specify)
Police/Fire		Social Services		Other (specify)

<b>Please give details (including dates)</b>

I have completed this form and provided information that is factual and does not contain my own views or opinions on the matter.

<b>Name</b>	
<b>Signature</b>	
<b>Date Completed</b>	

<b>Name Of Client (if applicable)</b>	
<b>Signature</b>	



<b>Date Completed</b>	
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## APPENDIX 4 – Cause for Concern Form

### Cause for Concern Form



#### Use this form to report any accident, incident, near miss or concern

The Cause for Concern Form has been devised for the use of all SHARe Knowsley members. Contracted professionals and their staff may also use this form where required. Please ensure all forms are forwarded within 24 hours or earlier of incidents.

1. Details of person completing the form			
Name:		Signature:	
Role		Contact Number:	
Date of Completing Form:			

2. Cause for Concern Description: Please clearly state your cause for concern, including the involvement of other organisations. Be as factual as you can.

Details of the person affected	
Name	
Address	
Telephone	
Email	



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Port Reference	
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