



**ACCESSIBLE
BOATING
THAMES**

Safeguarding Adults Policy

Accessible Boating Thames (ABT) (the operating name for Rivertime Accessible Boating, Charity Number 1181307) exists to provide a range of accessible boating opportunities on the River Thames. It aims to provide the opportunity for disabled and disadvantaged adults, children and young people to develop a long-term involvement with the river and accessible water sports by providing a safe, supportive and stimulating environment on a regular basis.

The nature of this provision is such that it can only be delivered safely in an environment that is properly regulated and appropriately supervised. To that end, ABT works in partnership with the Bisham Abbey Sailing & Navigation School (BASNS). The Director of BASNS, Peter May, is the technical advisor to the ABT Board of Trustees and he, or one of his qualified instructors, will be present at any ABT activity. BASNS is a registered RYA 'Sailability' Centre and BASNS personnel are appropriately trained in accessibility issues.

ABT have therefore adopted the BASNS Safeguarding Adults Policy which, itself, draws upon the expertise and professional knowledge of the Royal Yachting Association (RYA).

The continued applicability of this policy to the work of ABT will be reviewed in March 2020

Bisham Abbey Sailing & Navigation School

Safeguarding Adults Policy

Updated March 2019

INDEX

1. Definitions & Key Contacts	pg. 3
2. Introduction	pg. 4
3. Useful Contacts	pg. 5
4. RYA Policy Statement	pg. 6
5. BASNS Policy & Procedures	pg. 7
6. Good Practice Guidelines	pg. 8
7. Handling Concerns, Reports & Allegations	pg. 10

APPENDIX

A. Self Declaration Form	pg. 15
B. Quick Guide for Staff	pg. 16
C. Referral Form	pg. 17
D. What Is Abuse?	Pg. 18

1. Definitions

BASNS – Bisham Abbey Sailing and Navigation School Limited

Staff – All staff, including but not limited to paid instructors, volunteers, assistants and support staff.

RYA – Royal Yachting Association

Adult at Risk - The term 'Adult at Risk' as defined by the Care Act 2014¹ applies to people aged 18 or over who are in need of care or support, regardless of whether they are receiving them, and because of those needs are unable to protect themselves against abuse or neglect. There are also adults who are at risk due to a specific circumstance they may find themselves in, for example: domestic abuse, forced marriage, sexual or commercial or financial exploitation. Adults at risk may include individuals who are vulnerable as a consequence of their role as a carer.

Key Contacts

BASNS designated person
BASNS Welfare Officer is Peter May, tel. 01628 474960, e-mail pm@BishamAbbeySailing.co.uk
RYA designated person
The RYA's Safeguarding and Equality Manager is Jackie Reid, tel. 023 8060 4104, e-mail safeguarding@rya.org.uk

2. Introduction

These guidelines have been produced by the RYA to help BASNS to enable children and young people to enjoy the sports of sailing, motor cruising and powerboating in all their forms, in a safe environment.

Safeguarding children

Please refer to our separate guidance on Safeguarding and Child Protection.

RYA requirements

These guidelines have been produced by the RYA to help BASNS to enable all adults, especially those who could be defined as 'at risk' or 'vulnerable', to enjoy the sports of sailing, windsurfing and power boating in all their forms, in a safe environment.

This policy aims:

- to safeguard adults, both on and off the water
- to assure adults at risk, and their carers where relevant, that they are safe when taking part in activities at your organisation
- to raise awareness amongst all of your members, volunteers or employees so that they know what to do if they are concerned about an adult, whether the concern relates to their welfare at your site, or to something happening outside that environment that the individual discloses to someone they trust in your organisation
- to protect volunteers and staff by giving them some practical, common sense guidelines to avoid placing themselves in situations where they are open to allegations which could seriously damage their lives and careers
- to protect the organisation, by showing that you have taken 'all reasonable steps' to provide a safe environment.

3. Useful Contacts

Social Care Services

RBWM Physical Disabilities & Older People Team – 01628 683744

RBWM Learning Difficulties Team – 01628 670117

RBWM Emergency Duty Team (out of hours) – 01344 786543

Buckinghamshire Adult Social Care – 01296 383204

Buckinghamshire Adult Social Care Out of Hours Team – 0800 999 7677

Royal Yachting Association

Jackie Reid, Safeguarding and Equality Manager

RYA House, Ensign Way

Hamble

Southampton

SO31 4YA

Tel: 023 8060 4104

E-mail: safeguarding@rya.org.uk

Website: www.rya.org.uk/go/safeguarding

Ann Craft Trust

They provide a range of resources and training.

Tel: 0115 951 5400

Website: <http://www.anncrafttrust.org/safeguarding-adults-sport-activity/>

Action on Elder Abuse helpline

Tel: 0808 808 8141

Website: www.elderabuse.org.uk

Dementia UK

Tel: 0800 888 6678

Website: www.dementiauk.org

Mencap Direct

Tel: 0808 808 1111

E-mail: help@mencap.org.uk

Website: www.mencap.org.uk

MIND – mental health charity

Tel: 0300 123 3393

Text: 86463

E-mail: info@mind.org.uk

Website: www.mind.org.uk

National Autistic Society

Tel: 0808 800 4104

Website: www.autism.org.uk

Victim Support

Tel: 0808 168 9111

www.victimsupport.org.uk

UK Coaching

Provide training on coaching people with disabilities

Website: www.ukcoaching.org

4. RYA Policy Statement

RYA Safeguarding Adults Policy Statement

This policy refers to anyone who may be defined as an 'Adult at Risk'. An 'Adult at Risk' is a person aged 18 or over who is in need of care or support, and who because of those needs is unable to safeguard themselves at all times. They may have a physical, sensory or learning disability, mental illness or other health or social care need which causes them to be dependent on others for care and assistance, and/or they may have difficulty communicating their needs and wishes. The policy applies to all RYA employees, contractors and volunteers.

The RYA is committed to safeguarding adults at risk taking part in its activities from physical, sexual, psychological, emotional or financial harm or neglect. We recognise that everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity, marriage or civil partnership or social status, has a right to protection from discrimination and abuse.

The RYA takes all reasonable steps to ensure that, by providing staff and volunteers with appropriate procedures and training, it offers a safe environment to adults at risk participating in RYA events and activities. All participants will be treated with dignity and respect.

We encourage RYA recognised training centres, affiliated clubs and class associations and Sailability groups, especially those working with adults at risk, to adopt and implement similar policies and procedures and provide them with relevant information and support.

The RYA seeks to:

- create a safe and welcoming environment, both on and off the water, where participants can have fun and develop their skills and confidence
- run RYA-organised training and events to the highest possible safety standards
- treat all participants with respect and celebrate their achievements.

The RYA:

- recognises that safeguarding adults who may be at risk of abuse is the responsibility of everyone, not just those who work directly with them
- carefully recruits and selects all RYA employees, contractors and volunteers in roles involving close contact with adults at risk and provides them with appropriate information or training
- responds swiftly and appropriately to all complaints and concerns about poor practice or suspected or actual abuse
- regularly reviews safeguarding procedures and practices in the light of experience or to take account of legislative, social or technological changes
- communicates changes and shares good practice with clubs, class associations, training centres and Sailability groups.

This policy will be reviewed by the RYA Safeguarding Steering Group annually and by the RYA Board at least every four years.

The RYA Safeguarding and Equality Manager should be notified of all relevant concerns, allegations or complaints.

5. BASNS Safeguarding Policy and Procedures

Policy Statement

BASNS is committed to safeguarding adults at risk taking part in its activities from physical, sexual, psychological, emotional or financial harm or neglect. We recognise that everyone, irrespective of age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity, marriage or civil partnership or social status, has a right to protection from discrimination and abuse.

BASNS takes all reasonable steps to ensure that, by providing staff and volunteers with appropriate procedures and training, it offers a safe environment for all participants. Everyone will be treated with dignity and respect. All members and volunteers should be aware of the policy.

Welfare Officer

The Welfare Officer is:

Peter May

Managing Director

pm@BishamAbbeysailing.co.uk

01628 474960

Staff and Volunteers

All new staff whose role brings them into regular contact with young people will be asked to provide references. The Welfare Officer and those regularly instructing, coaching or supervising young people will also be asked to apply for an Enhanced Criminal Records Disclosure, with Barred List check if appropriate.

Good Practice

All members of staff should follow the good practice guidelines (Appendix B) and agree to abide by the Code of Conduct (attached). Staff working with young people should be aware of the guidance on recognising abuse (*see Appendix B*).

Staff are requested not to enter the showers and changing rooms. If this is unavoidable it is advised that they are accompanied by another adult.

The Club will seek written consent from individuals or carers before taking photos or video at an event or training session or publishing such images. Spectators should be prepared to identify themselves if requested and state their purpose for photography/filming. If BASNS publishes images, no identifying information other than names will be included. Any concerns about inappropriate or intrusive photography or the inappropriate use of images should be reported to the Welfare Officer.

Concerns

Anyone who is concerned about a participant's welfare, either outside the sport or within, should inform the Welfare Officer immediately, in strict confidence. The Welfare Officer will follow the attached procedures (*see Flowchart 1 & 2*).

Any member of staff failing to comply with the Safeguarding policy or any relevant Codes of Conduct may be subject to disciplinary action which may include immediate dismissal.

6. Good practice guidelines

Culture

It is important to develop a culture within your organisation where adults at risk, their carers and others feel able to raise concerns, knowing that they will be taken seriously, treated with an appropriate level of confidentiality and will not make the situation worse for themselves or others.

Minimising risk

Plan the work of the organisation and promote good practice to minimise situations where people are working unobserved or could take advantage of their position of trust. Good practice protects everyone – participants, volunteers and staff.

Some common sense guidelines:

- Always communicate clearly, in whatever way best suits the individual, and check their understanding and expectations
- Always try to work in an open environment in view of others
- Avoid spending any significant time working with adults at risk in isolation
- Do not take an adult at risk alone in a car, however short the journey, unless you are certain that the individual has the capacity to decide to accept a lift
- Do not take an adult at risk to your home as part of your organisation's activity
- Where any of these is unavoidable, ensure that it only occurs with the full knowledge and consent of someone in charge of the organisation or the person's carers
- Design activities and training programmes that are within the ability of the individual
- If you need to help someone with a wetsuit or buoyancy aid or provide physical assistance or support, make sure you are in full view of others
- Take great care with communications via mobile phone, e-mail or social media that might be misunderstood or shared inappropriately. In general, only send group communications about organisational matters using these methods. If it's essential to send an individual message to a person who has a learning disability or other impairment that might affect their understanding, copy it to their carer.

You should never:

- engage in rough, physical or sexually provocative games or activities
- allow or engage in inappropriate touching of any form
- use inappropriate language
- make sexually suggestive comments, even in fun
- fail to respond to an allegation made by an adult at risk; always act
- do things of a personal nature that the person can do for themselves.

It may sometimes be necessary to do things of a personal nature to help someone with a physical or learning disability. These tasks should only be carried out with the full understanding and consent of both the individual (where possible) and their carers. In an emergency situation which requires this type of help, if the individual lacks the capacity to

give consent, carers should be fully informed as soon as possible. In such situations it is important to ensure that anyone present is sensitive to the individual and undertakes personal care tasks with the utmost discretion.

Individual responsibility and Training Centre liability

Clubs or other organisers of training or coaching sessions have a duty of care to their members and must ensure that on-water activities are conducted safely. Adults are normally responsible for their own safety, welfare and behaviour. In the case of a person who lacks the capacity to take responsibility for their own welfare, the club/centre/organisation may require a carer or designated adult to be on site. It must be made clear at what point responsibility transfers from the instructor, coach or organiser to that person.

Changing rooms and showers

Shower areas should, where possible, be designed to allow all participants to shower and dress in reasonable privacy. As a minimum there should be separate male and female changing rooms and, if relevant, unisex disabled toilet and changing facilities to cater for a disabled male with a female carer and vice versa. If there is an opportunity to redevelop or refurbish changing facilities, clubs/centres should endeavour to provide some flexible family changing areas similar to those provided at public swimming pools.

If it is essential, in an emergency situation, for a male to enter a female changing area or vice versa, it is advised that they are accompanied by another adult of the opposite sex.

First aid and medical treatment

First aid, provided by an appropriately trained and qualified person, is part of an organisation's normal duty of care. If the individual lacks the capacity to give consent, and medication or medical treatment may be required in the absence of their carer, obtain prior consent from the carer.

7. Handling concerns, reports or allegations

This section is primarily for the BASNS Welfare Officer, but everyone should be aware of the procedures to follow if there are concerns (see flowcharts below).

A complaint, concern or allegation may come from a number of sources: the adult at risk, their carers, someone else within your organisation. It may involve the behaviour of one of your volunteers or employees, or something that has happened to the person outside the sport. Vulnerable people may confide in someone they trust, in a place where they feel at ease.

An allegation may range from mild verbal bullying to physical or sexual abuse. It can be difficult to distinguish poor practice, whether intentional or accidental, from abuse. If you are concerned that an adult at risk may be being abused, it is NOT your responsibility to decide whether it is poor practice or abuse, or to investigate further, BUT it is your responsibility to act on your concerns.

If there is an allegation or concern about an adult at risk who has capacity, **their consent must be obtained** before any referral is made, unless others are also at risk of harm. No information should be given to the adult's family or carers without their consent.

If the adult does not have capacity and is unable to give consent, a referral may be made and their family or carers informed, provided that they are involved in the individual's life and are not implicated in the allegation.

Handling an allegation from an adult at risk

Always:

- stay calm – ensure that the person is safe and feels safe
- show and tell the person that you are taking what he/she says seriously
- reassure the person and stress that he/she is not to blame
- be careful about physical contact, it may not be what the person wants
- be honest, explain that you will have to tell someone else to help stop the alleged abuse
- make a record of what the person has said as soon as possible after the event, using their own words
- follow your organisation's safeguarding procedures.

Never:

- rush into actions that may be inappropriate
- make promises you cannot keep (eg. you won't tell anyone)
- ask leading questions (see 'Recording and handling information' below)
- take sole responsibility – consult someone else (ideally the designated Welfare Officer or the person in charge or someone you can trust) so that you can begin to protect the adult at risk and gain support for yourself.

You may be upset about what the person has said or you may worry about the consequences of your actions. However, one thing is certain – you cannot ignore it. Professionals involved in taking decisions about adults at risk must take all of the circumstances into account and act in the individual's best interests. You are not expected to be able to take such decisions.

Recording and handling information

If you suspect that an adult at risk may have been the subject of any form of physical, emotional or sexual abuse or neglect, the allegation must be referred as soon as possible to Adult Social Care who have trained experts to handle such cases. Do not start asking leading questions which may jeopardise any formal investigation.

A leading question is where you suggest an answer or provide options that only need a 'yes' or 'no' answer, instead of allowing the person to explain things in their own words. An example would be asking 'did X hit you?' instead of 'how did you get that bruise?'. Use open questions such as 'what happened next?'. Only ask questions to confirm that you need to refer the matter to someone else. If the person has difficulty communicating, ask them if they would like someone there to assist or interpret, but do not assume that they want their regular carer present.

Listen to and keep a record of anything the person tells you or that you have observed and, with their consent where possible, pass the information on to the statutory authorities (see Sample Document 7 for Referral Form). Take care to distinguish between fact, observation, allegation and opinion. It is important that the information is accurate.

All information must be treated as confidential and only shared with those who need to know. If the allegation or suspicion concerns someone within your club or centre, only the person's carers, the organisation's Welfare/Safeguarding Officer, the person in charge of the organisation (unless any of them are the subject of the allegation), the relevant authorities and the RYA Safeguarding Manager should be informed. If the alleged abuse took place outside the sport, Adult Social Care will decide who else needs to be informed. It should not be discussed by anyone within the organisation other than those who received or initiated the allegation and, if different, the person in charge.

Confidential information must be processed, stored and destroyed in accordance with your organisation's Data Privacy Policy and Data Protection legislation.

Procedures

It is essential to have clear and agreed procedures to follow. These include:

- procedures to be followed by anyone concerned about an adult's welfare, either outside the sport or within your organisation (*see flowcharts below*)
- a disciplinary procedure (which may be included in a staff handbook or contract, depending on the nature of the organisation) setting out the process to be followed if an allegation or complaint is made about an employee
- a procedure for handling a complaint about a member or volunteer
-

The RYA's information sheet on disputes with members and disciplinary procedures is available on the website in the Club Zone (you will need your organisation's login) under Club People, Members, or click on this link: [Disputes and Disciplinary Procedure](#). For an example of a whistle-blowing procedure to protect an individual who raises concerns about colleagues or fellow members, see the RYA's procedure under Racing & Performance, Youth & Junior Racing, Information, Policies: [Youth Racing Policies](#)

Statutory Authorities

If your club or centre is contacted by the Local Authority or Police concerning information received or a complaint made by or about a member, volunteer or employee, you are advised to contact the RYA Safeguarding and Equality Manager as soon as possible for guidance and support. Co-operate fully with official requests for factual information, but do not express any personal opinions on the person's conduct.

Handling the media

If there is an incident at your premises which attracts media interest, or if you are contacted by the media with an allegation concerning one of your members or employees, do not give any response until you have had an opportunity to check the facts and seek advice. You may wish to contact the RYA's Communications department on 023 8060 4215 for professional advice on handling the media.

Insurance

If there is a serious allegation involving harm caused to a child or adult at risk, either at your premises or as a result of taking part in your activities, the person in charge should consider notifying your insurers in case there is a subsequent claim against the organisation.

Reference to the Disclosure and Barring Service or Disclosure Scotland

The Disclosure and Barring Service (DBS) maintains the lists of people barred from working with children or vulnerable adults in England and Wales and in Northern Ireland. Disclosure Scotland fulfils this function in Scotland. If you permanently dismiss or remove someone from regulated activity/work, or would have dismissed them if they had not resigned, because they have harmed a child or vulnerable adult or placed them at risk of harm, you have a duty to refer them to the DBS or Disclosure Scotland, as appropriate. *It is a criminal offence not to make such a referral.* For guidance on the grounds and process for making a referral, see the relevant website (see Useful Contacts) or contact the RYA Safeguarding and Equality Manager.

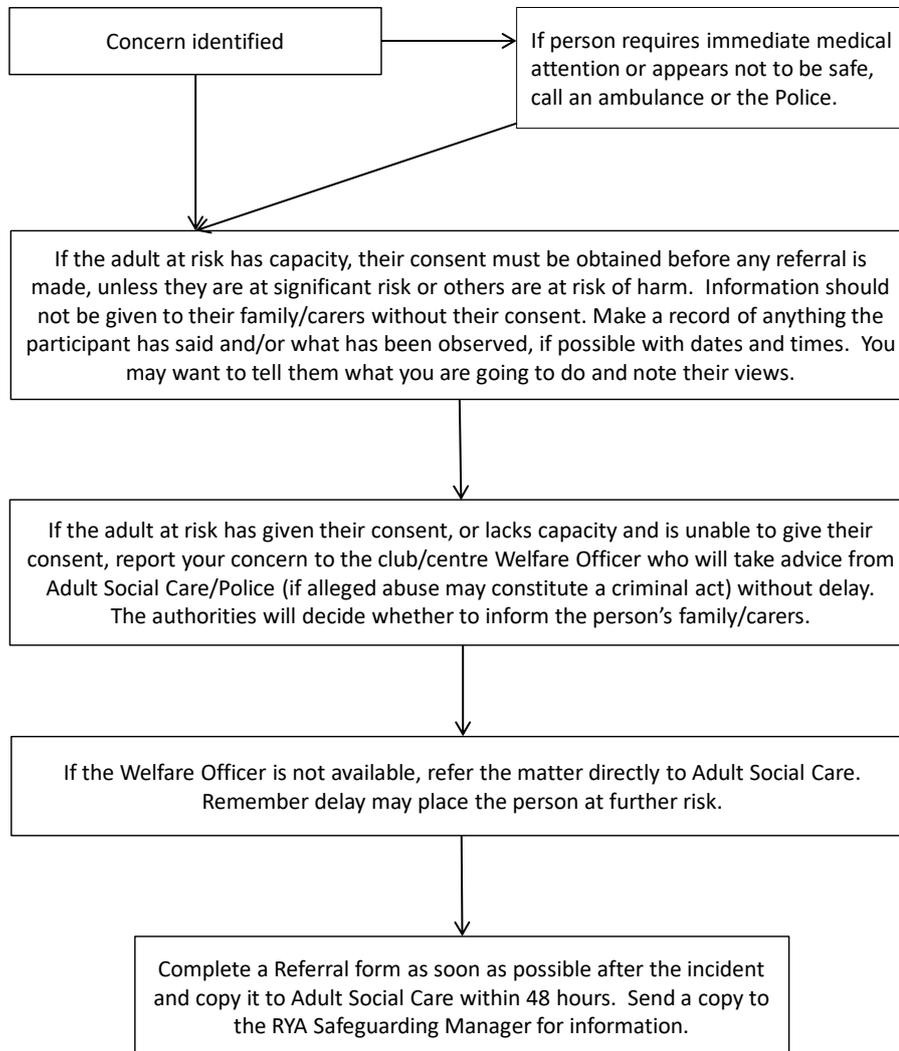
Reporting Procedures

If you are uncertain what to do at any stage, contact the RYA's Safeguarding Manager on 023 8060 4104 or your local authority Adult Social Care department.

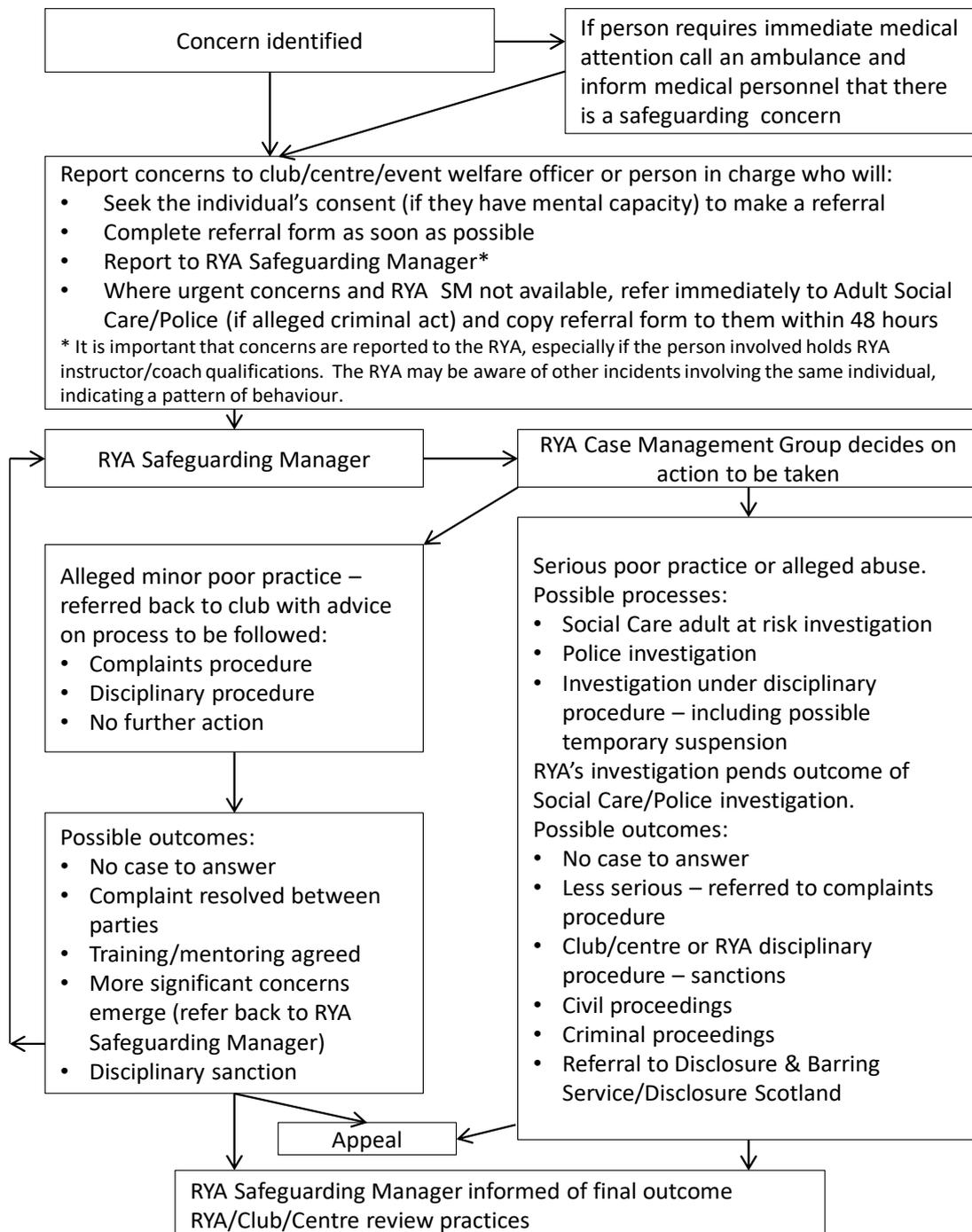
Details of Adult Social Care departments and emergency duty teams are listed on local authority websites and in local phone books. If you are unable to find the appropriate contact number, call the RYA's Safeguarding Manager or, if the person is at immediate risk, the Police.

Flowchart 1

Reporting procedures Concern about an adult at risk outside the sport environment



Reporting procedures Concern about the behaviour of someone at a club/centre



APPENDIX A – Self-declaration form

Private and Confidential Self-declaration form for roles involving contact with adults at risk

(*Organisation name*) is committed to safeguarding adults at risk taking part in its activities from physical, sexual, psychological, emotional or financial harm or neglect. As part of our Safeguarding policy, we require applicants for posts involving contact with adults at risk to complete this self-declaration form.

If your role will involve regular or frequent contact with or responsibility for adults at risk you may also be required to provide a valid Enhanced Criminal Records Disclosure, with Barred List check if relevant (*Scotland: to be a member of the Protecting Vulnerable Groups Scheme*). Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

All information will be treated as confidential and managed in accordance with our Data Privacy Policy and current data protection legislation and guidance.

Name

- 1. Have you ever been known to any Adult Services Department as being an actual or potential risk to adults at risk?**
YES / NO
If yes, please supply details.

- 2. Have you ever been the subject of any disciplinary investigation and/or sanction by any organisation due to concerns about your behaviour towards adults at risk?**
YES / NO
If yes, please supply details.

Declaration

I declare that to the best of my knowledge the information given above is correct and understand that any misleading statements or deliberate omission may be sufficient grounds for disciplinary action and/or the withdrawal of my appointment.

If required I agree to provide a valid Criminal Records Disclosure (*Scotland: PVG Scheme Membership certificate*).

I agree to inform the organisation within 24 hours if I am subsequently investigated by any agency or organisation in relation to concerns about my behaviour towards adults at risk.

I understand that the information contained in this form and in the Disclosure, or supplied by third parties, may be shared with other persons or organisations in circumstances where this is considered necessary to safeguard adults at risk.

Signed: Date:

APPENDIX B

Quick Guide for Staff

This guide only covers the essential points of good practice when working with adults at risk. You should also read the organisation's Safeguarding Policy and Procedures which are available for reference at all times.

- Always communicate clearly, in whatever way best suits the individual, and check their understanding and expectations
- Always try to work in an open environment in view of others
- Avoid spending any significant time working with adults at risk in isolation
- Do not take an adult at risk alone in a car, however short the journey, unless you are certain that the individual has the capacity to decide to accept a lift
- Do not take an adult at risk to your home as part of your organisation's activity
- Where any of these is unavoidable, ensure that it only occurs with the full knowledge and consent of someone in charge of the organisation or the person's carers
- Design training programmes that are within the ability of the individual
- If you need to help someone with a wetsuit or buoyancy aid or provide physical assistance or support, make sure you are in full view of others
- Take great care with communications via mobile phone, e-mail or social media that might be misunderstood or shared inappropriately. In general, only send group communications about organisational matters using these methods. If it's essential to send an individual message to a person who has a learning disability or other impairment that might affect their understanding, copy it to their carer.

You should never:

- engage in rough, physical or sexually provocative games or activities
- allow or engage in inappropriate touching of any form
- use inappropriate language
- make sexually suggestive comments, even in fun
- fail to respond to an allegation made by an adult at risk; always act
- do things of a personal nature that the person can do for themselves.

It may sometimes be necessary to do things of a personal nature to help someone with a physical or learning disability. These tasks should only be carried out with the full understanding and consent of both the individual (where possible) and their carers. In an emergency situation which requires this type of help, if the individual lacks the capacity to give consent, carers should be fully informed. In such situations it is important to ensure that anyone present is sensitive to the individual and undertakes personal care tasks with the utmost discretion.

APPENDIX C – Safeguarding referral form

Date and time of incident	
Name and position of person about whom report, complaint or allegation is made	
Name and age (if known) of adult at risk involved	
Name of club or organisation (if relevant)	
Nature of incident, complaint or allegation (continue on separate page if necessary).	
Action taken by organisation (continue on separate page if necessary)	
If Police or Adult Social Care Services contacted, name, position and telephone number of person handling case	
Name, organisation and position of person completing form	
Contact telephone number and e-mail address	
Signature of person completing form	
Date and time form completed	
Name and position of organisation's child protection/welfare officer or person in charge (if different from above)	
Contact telephone number and e-mail address	

This form should be copied, marked 'Private and Confidential', to the RYA Safeguarding and Equality Manager, Jackie Reid, RYA House, Ensign Way, Hamble, Southampton, SO31 4YA, e-mail safeguarding@rya.org.uk and to the statutory authorities (if they have been informed of the incident) within 48 hours of the incident.

Appendix D – What is abuse?

(Based on the statutory guidance supporting the implementation of the Care Act 2014)

Abuse is a violation of an individual's human and civil rights by another person or persons.

Adults at risk may be abused by a wide range of people including family members, professional staff, care workers, volunteers, other service users, neighbours, friends, and individuals who deliberately exploit vulnerable people. Abuse may occur when an adult at risk lives alone or with a relative, within nursing, residential or day care settings, hospitals and other places assumed to be safe, or in public places.

The following is not intended to be an exhaustive list of types of abuse or exploitation 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. This won't happen at a club/centre, but there could be concerns about a participant's home situation.

Sexual abuse - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjections 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, isolation or unreasonable and unjustified withdrawal from services or supportive networks. In a club context this might include excluding a member from social activities.

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, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits. People with learning disabilities or dementia are particularly vulnerable to this type of abuse. An example might be encouraging someone to book and pay for training courses that are inappropriate for their level of ability, or to purchase sailing clothing or equipment they don't need.

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

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; or in a watersports context, failing to ensure that the person is adequately protected from the cold or sun or properly hydrated while on the water.

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-neglect might indicate that the person is not receiving adequate support or care, or could be an indication of a mental health issue such as depression.

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.

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.

Not included in the Care Act 2014 but also relevant:

Bullying (including ‘cyber bullying’ by text, e-mail, social media etc) - may be seen as deliberately hurtful behaviour, usually repeated or sustained over a period of time, where it is difficult for those being bullied to defend themselves. The bully may be another vulnerable person. Although anyone can be the target of bullying, victims are typically shy, sensitive and perhaps anxious or insecure. Sometimes they are singled out for physical reasons – being overweight, physically small, having a disability - or for belonging to a different race, faith or culture.

Mate Crime – a ‘mate crime’ as defined by the Safety Net Project is ‘when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual’. Mate Crime is carried out by someone the adult knows. There have been a number of serious cases relating to people with a learning disability who were seriously harmed by people who purported to be their friends.

Radicalisation - the aim of radicalisation is to inspire new recruits, embed extreme views and persuade vulnerable individuals to the legitimacy of a cause. This may be direct through a relationship, or through social media.

Recognising abuse

Patterns of abuse vary and include:

- Serial abusing in which the perpetrator seeks out and ‘grooms’ individuals. Sexual abuse sometimes falls into this pattern as do some forms of financial abuse
- Long-term abuse in the context of an ongoing family relationship such as domestic violence between spouses or generations or persistent psychological abuse; or
- Opportunistic abuse such as theft occurring because money or valuable items have been left lying around.

Signs and indicators that may suggest someone is being abused or neglected include:

- Unexplained bruises or injuries – or lack of medical attention when an injury has occurred
- Someone losing or gaining weight, or an unkempt appearance
- A change in behaviour or confidence
- Self-harming
- A person's belongings or money go missing
- The person is not attending, or no longer enjoying, their sessions
- A person has a fear of a particular group or individual
- A disclosure – someone tells you or another person that they are being abused.

If you are concerned

If there are concerns about abuse taking place in the person's home, talking to their carers might put them at greater risk. If you cannot talk to the carers, consult your organisation's designated Welfare Officer or the person in charge. It is this person's responsibility to make the decision to contact Adult Social Care Services. It is NOT their responsibility to decide if abuse is taking place, BUT it is their responsibility to act on your concerns.

Social care professionals involved in taking decisions about adults at risk must take all of the circumstances into account and act in the individual's best interests. You are not expected to be able to take such decisions.

The following six principles inform the way in which professionals and other staff in care and support services and other public services work with adults:

- **Empowerment** – People being supported and encouraged to make their own decisions and informed consent
- **Prevention** – It is better to take action before harm occurs
- **Proportionality** – The least intrusive response appropriate to the risk presented
- **Protection** – Support and representation for those in greatest need
- **Partnership** – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- **Accountability** – Accountability and transparency in delivering safeguarding.

Some instances of abuse will constitute a criminal offence, for example assault, sexual assault and rape, fraud or other forms of financial exploitation and certain forms of discrimination. This type of abuse should be reported to the Police.