

## **Allsorts Gloucestershire**

### **Safeguarding Children and Vulnerable Adults Policy**

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## 1. Definitions and abbreviations

The following definitions, abbreviations and acronyms are used in this policy:

- **Child** or **children** refers to someone aged under 18.
- **Staff** and **staff members** means all Allsorts employees, support workers and volunteers (including trustees), as well as students, work placements and contractors.
- **Vulnerable adult** refers to someone who is, or may be in need of community care services by reason of disability, age or illness; and is or may be unable to take care of unable to protect him or herself against significant harm or exploitation. This definition of an Adult covers all people over 18 years of age.

Acronym	Expanded title
Trustees	Allsorts trustees
CEO	Chief Executive Officer
Service user	An individual receiving a service from Allsorts
DBS	Disclosure & Barring Service
DSL	Designated Safeguarding Lead
SMT	Allsorts Senior Management Team
GSCB	Gloucestershire Safeguarding Children Board
GSAB	Gloucestershire Safeguarding Adults Board

## 2. Introduction

### 2.1 Access to information

If you require this information in any other accessible format please contact:

Allsorts  
Third Floor  
Brunel Mall  
London Road  
Stroud  
GL5 3RZ

[info@allsortsglos.org.uk](mailto:info@allsortsglos.org.uk)

01453 750474

## **2.2 The purpose of this policy**

The purpose of this policy is to

- protect children and vulnerable adults who use Allsorts' services
- ensure that staff are aware of their responsibilities within Allsorts' approach to safeguarding

## **2.3 Allsorts and safeguarding**

Allsorts believes that no child or vulnerable adult should suffer any abuse of any kind. We have a responsibility to promote the welfare of all children and young people and keep them safe. We are committed to operate in a way that keeps them safe.

## **2.4 Associated policies and legislation**

2.4.1 This policy should be read in conjunction with the relevant policies, procedures and guidelines of the GSCB, the GSAB, and the Local Authority.

2.4.2 The principal pieces of legislation governing this policy are:

- Working Together to Safeguard Children 2010
- The Children Act 1989
- The Adoption and Children Act 2002
- The Children Act 2004
- The Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Care Standards Act 2000
- The Care Act 2014
- Public Interest Disclosure Act 1998
- The Police Act 1997
- Mental Health Act 1983
- NHS and Community Care Act 1990
- Rehabilitation of Offenders Act 1974

2.4.3 This policy should be read in conjunction with the following Allsorts policies:

- Child Protection Statement
- Code of Conduct
- Complaints Policy
- Confidentiality Policy
- Health & Safety Policy
- Lone Working Policy
- Positive Behaviour Management Policy
- Mobile phone and social networking policy
- Uncollected & Lost Children Policy
- Whistleblowing Policy
- Young Person & Child Personal Care Policy

### **3. Roles and responsibilities**

- 3.1 All members of staff have a responsibility to ensure that safeguarding procedures are followed at all times.
- 3.2 Allsorts' Management Team has overall responsibility for safeguarding and will liaise with the DSL matters relating to safeguarding. It will ensure that safeguarding policies and procedures are in place, available to service users, parents, carers and partner agencies and that these policies and procedures are reviewed every year.
- 3.3 Allsorts' Management Team is accountable for the implementation of safeguarding policies and procedures and must ensure that sufficient resources are allocated to enable the DSL and other staff to discharge their responsibilities with regard to safeguarding.
- 3.4 Allsorts must ensure that it has a Designated Safeguarding Lead who will be a senior member of the management team and will undertake regular, appropriate training for this role.
- 3.4.1 The DSL will co-ordinate action on safeguarding and promoting the welfare of children and vulnerable adults within Allsorts, and ensuring all staff are aware of their responsibility to report and record any concerns.
- 3.4.2 The DSL will promote amongst staff the understanding of the duty of care towards Allsorts' service users and staff by raising awareness of illegal, unsafe and unwise behaviour and through assisting staff to monitor their own standards and practice.
- 3.4.3 Allsorts will ensure it has a Deputy Designated Safeguarding Lead who is able to step in when the DSL is not available.
- 3.4.4 The DSL will ensure that the following processes and procedures are in place:
- A process for reporting concerns which corresponds with policies and recommendations set by the Local Authority, GSAB and GSCB.
  - A process to ensure that safeguarding policies, responsibilities and processes are communicated to service users, parents and carers and partner agencies.
  - Mechanisms to ensure that effective links are developed with the relevant agencies and organisations that set policy and best practice standards for safeguarding nationally and locally.
  - Training programmes for staff which ensure all staff receive an appropriate level of training in safeguarding for their role. This training should be in line with national and local recommendations for staff roles. Training will be refreshed a minimum of every three years.
  - Awareness information, named contacts and the complaints procedure are detailed in the relevant information that is given to Members, and will be explained upon induction to Allsorts services. Information is also displayed in service delivery venues.
- 3.4.5 The DSL and Deputy DSL should attend advanced practitioner training a minimum of every two years.
- 3.5 A Lead Trustee is appointed to have special responsibility for safeguarding.
- 3.5.1 The DSL will ensure that the Lead Trustee on safeguarding is kept informed of the level and scope of safeguarding concerns and resulting actions.
- 3.5.2 Safeguarding will remain a standing item on the Trustee meeting agenda.

#### **4. Rights of children and vulnerable adults**

Allsorts believes that all children and vulnerable adults should be afforded the following fundamental rights at all times. These standards will contribute to the establishment of a safe environment for children and vulnerable adults. Failure to uphold these standards by staff may result in disciplinary proceedings being enacted.

##### **4.1 To be valued as an individual**

- to be cared for and treated as unique
- to be talked to and about using their own name
- to be consistently cared for across settings
- to be encouraged to be themselves
- to be allowed to understand, and to be understood, making sure they are listened to, and heard, even if it takes a long time, or it is difficult to understand what is being said or if a method of communication other than words is necessary
- to be given enough time to take part, to do things for themselves
- to be empowered by being allowed to make choices whenever possible
- to be allowed, and encouraged, to express feelings and opinions
- to be given information about what is happening before it happens, and being given explanations of procedures before they occur whenever this is possible

##### **4.2 To be treated with dignity and respect**

- to be addressed with respect; never referred to as one of their needs, or defined by any disability they may have
- to be involved in conversations, and never talked about as if they not there
- to have their privacy respected at all times
- to have any information about them treated with respect, kept secure and shared only with those people who need to know
- to be given the best possible care that can be provided. If personal or intimate care is required, the relevant policies should be adhered to, and dignity and respect should be prioritised at all times
- to be involved in decisions that affect them; to be actively encouraged to express their views and where these cannot be taken into account, then told why not
- to be given, where necessary, assistance with eating and drinking, respectfully, and by trained staff
- to have any religious or cultural practices accepted respectfully
- to receive sanctions for inappropriate behaviour in a consistent manner, and as defined within Allsorts' Positive Behaviour Management Policy

##### **4.3 To be safe**

- to be protected from unnecessary risks
- to be protected from exploitation
- to be safe from physical abuse; not to be subjected to physical punishment or rough handling, kicking, biting or punching; to be physically well cared for generally to be safe from emotional

abuse - not to be subjected to fear, humiliation, malicious teasing, name calling, unpleasant secrets, coercion, unreasonable expectations; not to be unjustifiably ignored

- to be safe from sexual abuse, including being protected from involvement in any sexual act or innuendo, including inappropriate touching, or indecently exposing a child
- to be protected from all forms of racial abuse
- to understand the rights afforded to them, and that they can only be denied with good cause.

## **5. Procedures**

### **5.1 Creating a safe environment**

- 5.1.1 Allsorts will ensure that good lines of communication are provided within an open and trusting environment, so that children, vulnerable adults and parents and carers feel confident to raise issues of a safeguarding nature.
- 5.1.2 Allsorts will establish and maintain an environment where children, young people and adults feel secure, are encouraged to talk and are always listened to.
- 5.1.3 Allsorts will ensure that children, young people, parents and carers know that there are staff in the organisation whom they can approach if they are worried or in difficulty.
- 5.1.4 Allsorts will ensure that safeguarding standards are in place for each activity, which are clearly understood by staff and service users. Failure to implement or abide by these standards by staff will lead to disciplinary proceedings being enacted. The standards are those found in the Guide to Safer Working Practise.

### **5.2 Staff induction and training**

- 5.2.1 As part of their Allsorts induction, all staff will be made familiar with:
- This policy
  - Safeguarding arrangements in place
  - Who the DSL is and who acts in their absence.
  - How to manage a disclosure
  - When and how to record a concern
  - Processes and policies about allegations against staff.
- 5.2.2 For staff working directly with children and vulnerable adults, a safeguarding induction must take place before they begin their duties.
- 5.2.3 Staff must be trained in Positive Behaviour Support if they are working directly with children

### **5.3 Allegations against staff**

- 5.3.1 If an allegation is made against a member of staff, the member of staff receiving the allegation will immediately inform the DSL. If the allegation concerns the DSL, the allegation should be reported directly to the Allsorts Chair of Trustees and designated Trustee responsible for safeguarding.
- 5.3.2 Allsorts will take seriously and investigate all allegations against Allsorts staff. Allsorts will follow the procedures set out by the Local Authority, the GSCB, or other relevant services and authorities.

- 5.3.3 Where immediate danger or risk is considered to be a factor, the DSL will contact the police.

#### **5.4 Whistleblowing**

Children, vulnerable adults, parents and carers cannot be expected to raise concerns in an environment where staff fail to do so. All staff should be aware of their duty to raise concerns, where they exist, about the attitude or actions of colleagues either employed by Allsorts or from an external agency. See Allsorts' Whistleblowing Policy.

#### **5.5 Complaints and Concerns**

- 5.5.1 Any expression of dissatisfaction or disquiet from children, vulnerable adults, parents or carers will be listened to and acted upon in order to safeguard their welfare.
- 5.5.2 Anyone raising concerns or making a complaint will be informed about how Allsorts will deal with their concern or complaint, as well as the time they should expect this to take.
- 5.5.3 Allsorts will keep the child, vulnerable adult, parent or carer regularly informed as to the progress of their complaint. Please also refer to Allsorts' Complaints Policy.

#### **5.6 Abuse of Trust**

- 5.6.1 It is a criminal offence for staff members to abuse the trust that forms part of their relationship with children and vulnerable adults that they work with.
- 5.6.2 Any form of relationship with a child or vulnerable adult using Allsorts' services is an abuse of a position of trust, regardless of the age or vulnerability of the service user. Any form of relationship which constitutes an abuse of trust will be considered gross misconduct. This includes:
- Any form of sexual relationship
  - Relationships conducted online, through phones, or through other technologies
  - Relationships which involve the supply of goods, substances or other material items
- 5.6.3 The DSL must be informed by the line manager if any relationship between a staff member and service user is suspected.
- 5.6.4 Individuals in existing relationships with vulnerable adults who are service users will not be considered for employment by Allsorts.
- 5.6.5 Any form of relationship or action involving a child or vulnerable adult who is not an Allsorts service user that calls into question a staff member's suitability to work with children and vulnerable adults could result in dismissal.
- 5.6.6 Staff should ensure that they establish safe and responsible online behaviours, working to local and national guidelines which detail how new and emerging technologies may be used.
- 5.6.7 Communication with children and vulnerable adults, or any adult that is an Allsorts service user, both in person and through web based and telecommunication interactions should take place within explicit professional boundaries.
- 5.6.8 Staff should not request or respond to any personal information from Allsorts service users other than which may be necessary in their professional role. They should ensure that their communications are open and transparent.

- 5.6.9 In any communication with Allsorts service users, all staff have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children and vulnerable adults.
- 5.6.10 Staff should not seek to communicate with Allsorts service users who are children or vulnerable adults outside of the purposes of their work.

### **5.7 Reporting concerns about adults**

- 5.7.1 If a staff member is concerned that a vulnerable person over 18 is being neglected, harmed or suffering domestic abuse they should report to the DSL or deputy DSL who will call the non-emergency Adults Helpline and follow the advice given and the agreed course of action.
- 5.7.2 In an emergency or out of office hours, if a staff member has reason to believe that the adult is at immediate risk from harm they should contact the police. The staff member should follow the advice given and report to the DSL the concerns and the agreed course of action.

### **5.8 Reporting concerns about children**

- 5.8.1 If a staff member is concerned about the welfare of someone under 18 they should discuss their concerns with their line manager or DSL. If the DSL considers that the child may be suffering or at risk of significant harm they will call the Children's Helpdesk, or refer the issue as an Early Help matter and inform the relevant authorities.
- 5.8.2 In an emergency or out of hours if a staff member has reason to believe that a child or young person is at immediate risk from harm they should contact the police.
- 5.8.3 Allsorts will ensure that the parent or carer is aware of any concerns, providing that this does not place the child at further risk of abuse. Allsorts will make sure parents and carers are aware that you have an obligation to report your concerns to the Local Authority.

### **5.9 Managing a Disclosure**

- 5.9.1 If someone discloses information which indicates that they or another individual is at risk of harm directly to a member of staff, the following procedures should be followed by the staff member to whom the disclosure is made
- Listen carefully to what is said and get medical attention if needed
  - Ask only open questions such as, 'how did this happen?', 'what was happening at the time?' or 'anything else you want to tell me?'
  - Do not ask questions which may be considered to suggest what might have happened, or who has perpetrated the abuse
  - Do not force someone to repeat what they have said in front of another person
  - Do not promise to keep the disclosure secret. At no time should you promise confidentiality
- 5.9.2 Following a disclosure, the member of staff should talk immediately to the DSL or deputy DSL and record their concerns



#### **5.10 Online and phone safety**

- 5.10.1 In Allsorts activities where children and young people have access to computers and technology, the Acceptable Use Form (in appendix 3) should be signed by both parents and young people.
- 5.10.2 In order for any Allsorts member to use their phone in activity, they will also need to sign the Acceptable Use Form (in appendix 3).
- 5.10.3 Access to computers will not be given without appropriate filters and supervision being employed. This will form part of the risk assessment for any Allsorts activity.
- 5.10.4 All staff working in any activity where children and young people have access to computers or phones must undertake online safety training provided by the NSPCC.

#### **5.11 Confidentiality, record keeping and sharing of information**

- 5.11.1 All safeguarding matters and information will be treated with strict confidentiality and information will be disclosed on a need-to-know basis only.
- 5.11.2 Records and notes should be made about any safeguarding incidents, disclosures, concerns or allegations. These should be made as soon as possible after the event. All notes should be timed, dated and signed, with name printed alongside the signature.
- 5.11.3 All records of a safeguarding nature should be filed securely and will be kept on file while those involved are members or staff members, and thereafter for twenty years.
- 5.11.4 Reference should be made to Allsorts' Data Protection Policy and procedure where all record and information storage is concerned.

## Appendix 1: Key Contacts

### Internal contacts

*Designated Safeguarding Lead*

Jane Jones, CEO

07925 128314 [jane.jones@allsortsglos.org.uk](mailto:jane.jones@allsortsglos.org.uk)

*Deputy Safeguarding Lead*

Clarissa Maidment, Families Coordinator

07794009663 [clarissa@allsortsglos.org.uk](mailto:clarissa@allsortsglos.org.uk)

*Lead Trustee for Safeguarding*

Alison Cathles

07826 558153 [alison.cathles@allsortsglos.org.uk](mailto:alison.cathles@allsortsglos.org.uk)

*Chair of Trustees*

Alison Cathles

07826 558153 [alison.cathles@allsortsglos.org.uk](mailto:alison.cathles@allsortsglos.org.uk)

### External Contacts

**Children and Families Helpdesk** to report concerns 01452 426565

**Adults Helpdesk** to report concerns 01452 426868

**Safeguarding Adults Service** 01452 427556

**Gloucestershire Safeguarding Children Board** [www.gscb.org.uk](http://www.gscb.org.uk) 01452 583629

**Gloucestershire's Local Authority Designated Officer for Allegations against Staff**

Jane Bee 01452 426994

Kath Whittaker 01452425017

## Appendix 2: Identifying Signs of Abuse

Abuse may be a single act or one that happens repeatedly. It may be planned or reactive as well as intentional or unintentional. It can also happen due to ignorance or due to the abuser needing help themselves.

Abuse normally occurs when a child or vulnerable adult is faced with a person or a set of circumstances with a potential for harm. Some factors that may place people at particular risk of being abused are described in the list below. However, the presence of one or more of these factors does not automatically imply that abuse has or may have occurred.

- Poor communication or a breakdown of communication
- Immobility
- Urinary or faecal incontinence
- An inappropriate or dangerous physical or psychological environment
- Living in the same household as a known abuser or a person who has a history of mental health problems, alcohol or drug misuse or sexual offending
- Mental health problems
- Learning disabilities
- Physical disabilities
- Dependence on others or others being dependent on them
- Unequal power relationships
- Considerable change in carer's lifestyle
- Emotional and social isolation
- Caring needs in excess of carer's ability to meet them
- Financial problems

People can be abused in different ways. Below are some of the different types of abuse and the indicators of abuse.

### Physical Abuse

Any physical pain, suffering or injury which is inflicted by a person who has responsibility, charge, care or custody of, or who has a position of or expectation of trust to an individual, constitutes physical abuse. This includes but is not limited to assault, physical restraint, hitting, slapping, burning, pushing, kicking, misuse of medication, rough handling, deprivation of care and necessities.

Physical abuse includes injuries that are not explained satisfactorily where there is concern that the injury was inflicted intentionally.

Physical abuse can also include situations where people are caused unreasonable physical discomfort through the deliberate withholding of care, or the application of inappropriate techniques or treatments. Deprivation of food and water and involuntary isolation and confinement. An overlap with neglect can be a feature of physical abuse.



### *Possible Indicators of Physical Abuse*

The signs of physical abuse are often evident but can also be hidden by the abuser or the victim. Evidence to look out for includes:

- Any injury not fully explained by the history given
- Self-inflicted injury
- Unexplained bruises and welts in various stages of healing or not properly treated
- Unexplained burns, especially on soles of feet, palms and back
- Immersion burns, rope burns, electrical appliance burns
- Unexplained fractures to any part of the body
- Broken eyeglasses or frames
- Lack of personal care and hygiene
- Inadequate or inappropriate clothing
- Soiled clothing or bedding
- Dehydration and/or malnourishment without illness-related cause
- Inappropriate use of medication, overdosing or under-dosing

### **Psychological or Emotional Abuse**

Psychological abuse or emotional abuse is one of the most common types of abuse. It constitutes any behaviour by another that results in psychological harm to an individual. Psychological abuse does not usually occur in isolation and can be linked to financial abuse.

Psychological abuse includes but is not limited to harassing, ignoring, blaming, humiliating, threatening harm or abandonment, contact deprivation, controlling, intimidation, harassment, coercion, verbal abuse and insults, racial slurs, lack of privacy, lack of respect of cultural diversity, denial of dignity.

### *Possible Indicators of Psychological or Emotional Abuse*

Psychological abuse can have a profound impact on someone's mental health; they can feel trapped, threatened, humiliated, used or a combination of all these. Most signs therefore relate to someone's mental state, and changes in behaviour:

- Helplessness
- Hesitation to talk openly
- Implausible stories
- Confusion or disorientation
- Anger without apparent cause
- Sudden change in behaviour
- Emotionally upset or agitated
- Unusual behaviour for the individual (e.g. sucking, biting, or rocking)
- Unexplained fear
- Denial of a situation
- Becoming extremely withdrawn and non-communicative or non-responsive

## **Sexual Abuse**

Sexual abuse is perpetrated by those who involve children or vulnerable adults in sexual activity. This could include full sexual intercourse, masturbation, oral sex, anal intercourse and fondling. Showing children pornographic material is also a form of sexual abuse. Physical contact with children can potentially create situations where sexual abuse may go unnoticed.

### *Possible Indicators of Sexual Abuse*

- Full or partial disclosure or hints of sexual abuse
- Wetting and/or soiling
- Torn, stained or bloody clothing
- Genital discomfort or urine infection, or other STDs
- Marked changes in usual behaviour or emotions for no other reason
- Pregnancy
- Person reporting that they have bruises around the breasts, thighs or genital area

## **Neglect**

Neglect is the deprivation of help to perform activities of daily living. It can also be the failure to intervene in behaviour which is dangerous to the individual or to others. Not all neglect is intentional. It can occur when the caregiver cannot cope or does not have the necessary resources or support.

It may include but is not limited to failing to provide basic necessities such as food, heat, comfort, clothing, hygiene, medical treatment, mental stimulation. It can also include failing to provide access to health or social care and failing to recognise or be aware of a person's cultural needs and norms.

### *Possible Indicators of Neglect or Omission to Act*

Neglect will often manifest in the physical, social or health circumstances of the child or vulnerable adult and can include:

- Dirt, faecal or urine smell, or other health and safety hazards, unsanitary and unclean conditions in the individual's living environment
- Rashes, sores or lice on the body
- An untreated medical condition
- Inadequate heating
- Clothing is inadequate or in bad condition, smelling of staleness and urine
- Evidence of malnutrition or dehydration
- Poor personal hygiene
- Failure to ensure appropriate privacy and dignity
- There is evidence of the withholding of medication or over-medication
- There is evidence of a lack of assistance with eating and drinking

## **Child Sexual Exploitation**

Child sexual exploitation is a type of sexual abuse. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of

performing sexual activities or others performing sexual activities on them. This can occur through the use of technology without the child's immediate recognition.

### **Modern Slavery**

Modern Slavery encompasses slavery, servitude, forced or compulsory labour and human trafficking. Criminals coerce, deceive and force individuals against their will into a life of abuse, servitude and inhuman treatment.

### **Radicalisation**

Radicalisation is defined as the process by which people come to support terrorism and violent extremism and, in some cases, to then participate in terrorist groups. There is no obvious profile of a person likely to become involved in extremism or a single indicator of when a person might move to adopt violence in support of extremist ideas.

Children and young people are vulnerable to exposure to or involvement with groups or individuals who advocate violence as a means to a political or ideological end.

The following behavioural signs may indicate radicalisation:

- Use of inappropriate language
- Possession of violent extremist literature
- Behavioural changes
- Expression of extremist views
- Advocating violent actions and means
- Association with known extremists
- Seeking to recruit others to an extremist ideology

### **Discriminatory abuse**

Discriminatory abuse is when someone picks on or treats someone unfairly because something about them is different; for example it may be:

- Their clothes
- Their weight or physical size
- Their race or skin colour
- Their religion or culture
- Being a man or a woman
- Being a gay or lesbian, or bisexual, or transgender person.
- Their age
- Their health or disability
- An atypical appearance or visual difference

### **Self-Neglect (applicable to vulnerable adults)**

Self-neglect is defined as ‘the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the self-neglecters and perhaps even to their community.

### **Financial/Material Abuse (applicable to vulnerable adults)**

This involves the individual’s resources being inappropriately used or manipulated to the advantage of another person.

It includes the withholding of money or inappropriate or unauthorised use of a person’s money or property to the disadvantage of the individual to whom it belongs. It can include but is not limited to, theft, fraud, forgery, embezzlement, exploitation, misuse of funds, property or possessions.

#### *Possible Indicators of Financial Abuse*

- Signatures on cheques that do not resemble the vulnerable adult's signature, or signed when the vulnerable adult cannot write
- Sudden changes in bank accounts, including unexplained withdrawals of large sums of money by a person accompanying the vulnerable adult
- The inclusion of additional names on an vulnerable adult's bank account
- Numerous unpaid bills, or overdue rent, when someone else is supposed to be paying the bills
- Abrupt changes to, or the sudden establishment of, wills
- The sudden appearance of previously uninvolved relatives claiming their rights to an vulnerable adult's affairs or possessions
- The unexplained sudden transfer of assets to a family member or someone outside the family
- Unusual concern by someone that an excessive amount of money is being expended on the care of the vulnerable adult
- Power of Attorney obtained when person is unable to comprehend
- Person lacks belongings or services, which they can clearly afford
- The unexplained disappearance of funds or valuable possessions such as art, silverware, or jewellery
- Deliberate isolation of an vulnerable adult from friends and family, resulting in the caregiver alone having total control

### **Domestic Abuse (applicable to vulnerable adults)**

Domestic Abuse is a pattern of controlling and aggressive behaviors from one adult towards another within the context of an intimate relationship.

It can be physical, sexual, psychological or emotional abuse. Financial abuse and social isolation are also common features. The violence and abuse can be actual or threatened and can happen once every so often or on a regular basis.

It can happen to anyone, and in all kinds of relationships, whether these relationships are heterosexual, lesbian, gay, bisexual or transgender. People suffer domestic violence regardless of

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their gender, social group, class, age, race, disability, sexuality or lifestyle. The abuse can begin at any time: in new relationships or long term relationships.

### **Institutional Abuse (applicable to vulnerable adults)**

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 day care, care homes, hostels, supported housing, hospitals and sheltered and supported housing. It can be difficult to identify the difference between a poor service and institutional abuse.

### **Harassment (applicable to vulnerable adults)**

Harassment covers a wide range of offensive behaviour. It is commonly understood as behaviour intended to disturb or upset. In the legal sense, it is behaviour which is found threatening or disturbing.

**Sexual harassment** refers to persistent and unwanted sexual advances, typically in the workplace, where the consequences of refusing are potentially very disadvantageous to the victim.

Harassment can include antisocial behaviour targeted at vulnerable people in the community, by neighbours or others, because the victims are different; this links closely with discriminatory abuse.

### **Who can abuse**

The abuser is usually well known to the person being abused. They may be:

- A partner, child, sibling, parent or other relative
- A friend, peer or neighbour
- A paid or volunteer care worker
- A health or social worker, or other professional
- Older people may also be abused by a person they care for

## Appendix 3: Acceptable Use of ICT and Phones Form

These rules help us to be fair to others and keep everyone safe.

- I will ask permission before using the Internet.
- I will not take or send any photos, videos or images while at an Allsorts activity.
- I will only look at or delete my own files.
- I understand that I must not bring software or disks into Allsorts without permission.
- I will only e-mail and message people I know.
- The messages I send will be polite and sensible.
- I understand that I must never give my home address or phone number, or arrange to meet someone.
- I will ask for permission before opening an e-mail or an e-mail attachment sent by someone I do not know.
- I will not use Internet chat.
- I will not deliberately look for, save or send anything that could be unpleasant or nasty. If I accidentally find anything like this I will tell an Allsorts member of staff immediately.
- If I see anything I am unhappy with or I receive messages I do not like, I will tell An Allsorts member of staff immediately.
- I understand that Allsorts will check my computer files and the Internet sites I visit.
- I understand that if I deliberately break these rules, I may not be allowed to use the computers or phones at Allsorts.

Parent and child's signatures: We have discussed this policy  
and.....(child's name) agrees to support the safe use of ICT at Allsorts

Parent/Carer's signature.....

Child's signature.....

Date.....

Date approved and adopted : February 2018	Revision Date: February 2019
Next due revision date:	Initial of last staff alteration EC
Policy adopted by Chair of trustees: Feb 2018 Kari Gerstheimer	