UKRIO Safeguarding Policy

Purpose

Safeguarding is central to UKRIO's values and how it operates. We are committed to embedding it across our organisational culture, practices, and activities.

Although UKRIO does not directly provide care or frontline services, our work, particularly through our advisory service and related activities, may involve contact with individuals who are vulnerable, distressed, or otherwise at increased risk of harm.

UKRIO also recognises the importance of supporting the wellbeing of employees, associates, and volunteers who may engage with sensitive or challenging matters in the course of their work; or where instances of abuse or other safeguarding concerns may be disclosed to them whilst carrying out work on behalf of the charity.

As such, the purpose of this policy is to:

- protect the wellbeing, and safety of all individuals who engage with UKRIO;
- protect the wellbeing, and safety of all employees, volunteers, and associates at UKRIO, including by empowering them with relevant processes and signposting;
- set out the principles that guide UKRIO's approach to safeguarding;
- ensure that everyone involved in UKRIO understands their safeguarding responsibilities;
- explain how safeguarding concerns can be recognised, raised, and responded to appropriately.

This policy should be read alongside UKRIO's related policies and procedures, including those concerning complaints, bullying and harassment, whistleblowing, professional conduct, and data protection.

This policy has been adapted in part from resources produced by Ann Craft Trust, the UK charity specialising in safeguarding adults. The supporting information incorporated within this document is based on abridged material developed and shared by Ann Craft Trust.

Lead Contacts and Responsibilities

UKRIO will appoint a Lead Trustee for Safeguarding to provide Board-level oversight of safeguarding matters and support appropriate reporting, escalation, and organisational review.

UKRIO will also appoint a Designated Safeguarding Lead (DSL), who will be responsible for the management of safeguarding matters, including receiving concerns, coordinating responses, and leading any safeguarding incident investigation where appropriate.

Additional Designated Safeguarding Persons may be appointed to support day-to-day safeguarding activities and ensuring there are continuous opportunities for training and learning.

Lead Trustee for Safeguarding: X

Designated Safeguarding Lead (DSL): X

Designated Safeguarding Persons (DSP): X

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Applicability

This policy applies to:

All full time and part-time employees, Trustees, volunteers, and Associates. https://www.gov.uk/government/publications/strategy-for-dealing-with-safeguarding-issues-in-charities/safeguarding-the-role-of-other-agenciesUKRIO expects partner organisations, collaborators, and service providers to maintain safeguarding standards appropriate to the nature of their work and compliant with applicable legal and regulatory requirements as set out by the UK Government.

- More information can be found here: Safeguarding - the role of other agencies - GOV.UK

Trustees are aware of and will comply with the Charity Commission guidance on safeguarding and protecting people and also the 10 actions trustee boards need to take to ensure good safeguarding governance.

Principles

UKRIO believes that safeguarding is a shared responsibility. All trustees, employees, associates, and volunteers are expected to contribute to a culture in which people:

- are treated with dignity and respect;
- feel psychologically safe and supported;
- understand professional boundaries and expected standards of conduct; and
- are able to raise concerns confidently and without fear of reprisal.

UKRIO is committed to safeguarding adults in line with relevant legislation, guidance, and good practice. We recognise that some individuals may be at greater risk of harm, abuse, or exploitation because of their circumstances or vulnerabilities.

Any safeguarding action taken by UKRIO will be prompt, proportionate, person-centred, and respectful of the rights, wishes, dignity, and voice of the individual concerned.

Commitments

To implement this policy, UKRIO will:

- ensure that everyone involved in UKRIO understands their safeguarding responsibilities, knows how to recognise concerns, and understands how to report them;
- respond promptly and appropriately to safeguarding concerns in line with this policy and associated procedures;
- support individuals to communicate their views, wishes, and preferred outcomes wherever possible;
- maintain confidential, accurate, and secure safeguarding records in accordance with data protection requirements;
- provide safeguarding training and learning appropriate to roles and responsibilities;
- use safe recruitment and appointment practices for employees, trustees, associates, and volunteers;
- cooperate, where appropriate, with statutory authorities, regulators, and other relevant bodies in safeguarding matters;
- assess safeguarding and wellbeing risks in relation to UKRIO activities, events, services, and communications, including online engagement;
- review safeguarding practice regularly and update this policy in response to legal, regulatory, operational, or organisational changes.

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Implementation

UKRIO is committed to maintaining the systems, skills, and culture necessary to implement this policy effectively and proportionately.

To support this, UKRIO will maintain:

- clear accountability within the organisation for safeguarding, including Board-level oversight and designated operational responsibility;
- access to appropriate safeguarding, legal, HR, governance, and professional advice where required;
- procedures for responding to safeguarding concerns, complaints, inappropriate behaviour, bullying, harassment, or abuse of power;
- arrangements for reporting, recording, escalating, and securely managing safeguarding concerns and related information;
- appropriate safeguarding training and awareness for trustees, employees, associates, associates, and volunteers according to their roles;
- safer recruitment and appointment practices, including appropriate checks where relevant;
- risk assessment processes that consider safeguarding and wellbeing risks in relation to UKRIO's activities, events, services, partnerships, and online engagement;
- arrangements for working appropriately with regulators, statutory agencies, partner organisations, and professional bodies where safeguarding concerns arise;
- regular review by senior management and the Board of safeguarding risks, incidents, learning, and policy effectiveness.

UKRIO will also maintain related policies and procedures consistent with this policy, including those concerning:

- bullying and harassment;
- equality, diversity, and inclusion;
- codes of conduct and professional behaviour (employees, volunteers, and associates);
- complaints and concerns;
- whistleblowing;
- disciplinary and grievance matters;
- safe recruitment and appointment;
- data protection, confidentiality, and information sharing;
- online and digital communications;

Types of Abuse

Abuse can take many forms, such as physical, psychological or emotional, financial, sexual or institutional abuse, including neglect and exploitation. Further information can be found here: Abuse and neglect of adults at risk (safeguarding) - Social care and support guide - NHS

Signs that may indicate the different types of abuse are at Appendix 1.

Reporting Concerns

If a crime is in progress or someone is in immediate danger, call **999** immediately for emergency services (Police, Ambulance, or Fire and Rescue Service) as appropriate.

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If you are a beneficiary or member of the public, please raise your concern with a member of UKRIO's team, who will ensure it is passed to the Designated Safeguarding Lead (DSL) or another appropriate safeguarding contact.

If you are a member of staff, associate, or volunteer, you should raise your concern with your line manager or the Designated Safeguarding Lead. If you feel unable to do so, you may contact the Lead Trustee for Safeguarding.

The Designated Safeguarding Lead will ensure that concerns are reviewed and responded to appropriately, in line with UKRIO's safeguarding procedures.

UKRIO's trustees will ensure that safeguarding concerns are considered in line with reporting obligations to the Charity Commission for England and Wales, including Serious Incident Reporting requirements, and any other relevant regulatory duties. Trustees will also have regard to relevant government guidance on handling safeguarding concerns and allegations.

Fundraising

UKRIO does not currently carry out fundraising activities from the public. In the event that UKRIO commences fundraising from the public, the charity will ensure:

- Compliance with the Code of Fundraising Practice, including fundraising that involves children.
- Employees and volunteers are made aware of the Institute of Fundraising guidance on keeping fundraising safe and the NCVO Guidance on vulnerable people and fundraising.
- Our fundraising material is accessible, clear and ethical, including not placing any undue pressure on individuals to donate.

Online Safety

We will identify and manage online risks by ensuring:

- Volunteers, employees and trustees understand how to keep themselves safe online. We may use high privacy settings and password access to meetings to support this.
- The services we use and/or provide are safe and in line with our code of conduct.
- We protect people's personal data and follow data protection legislation.
- We have permission to display any images on our website or social media accounts, including all necessary consent.
  We clearly explain how users can report online concerns. Concerns may be reported using this policy, or direct to a social media provider using their reporting process. If you are unsure, you can contact one of these organisations, who will help you.

Working With Other Organisations

In working with other organisations, including any grant making organisations or corporate partners, we will comply with Charity Commission guidance by carrying out relevant due diligence and having a written agreement that sets out:

- Our relationship.
- The role of each organisation.
- Monitoring and reporting arrangements.

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Statutory Guidance

- Gov.UK – The role of other agencies in safeguarding
- CC: Infographic; 10 actions trustees need to take.
- CC: Safeguarding duties of charity trustees
- CC: Safeguarding - policies and procedures
- CC: How to protect vulnerable groups
- CC: Managing online risk.

Useful Links/ further reading

- NCVO: Online safeguarding resources.
- NSPCC: Writing a safeguarding policy

Policy review cycle

- Reviewing committee: Audit and Risk Committee
- Date of creation: June 2026
- Date of next review: June 2027

This policy will be reviewed as part of any safeguarding incident investigation, to test that it has been complied with and to see if any improvements might realistically be made to it.

Supporting information

This information is based on abridged material developed and shared by Ann Craft Trust.

Key Points

- There is a legal duty on Local Authorities to provide support to 'adults at risk'.
- Adults at risk are defined in legislation, and the criteria vary between England, Wales, Northern Ireland, and Scotland. This supporting information refers to the relevant legislation in England.
- The safeguarding legislation applies to all forms of abuse that harm a person's wellbeing.
- The law provides a framework for good practice in safeguarding that makes the overall wellbeing of the adult at risk a priority of any intervention.
- The law in all four home nations emphasises the importance of person-centred safeguarding, (referred to as 'Making Safeguarding Personal' in England).
- The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (Mental Capacity).
- The law provides a framework for organisations to share concerns they have about adults at risk with the local authority.
- The law provides a framework for all organisations to share information and cooperate to protect adults at risk.

Safeguarding Adults Legislation

Safeguarding Adults in all home nations is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

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

- England - The Care Act 2014
  Care and Support Statutory Guidance (especially chapter 14) 2014
- Wales - Social Services and Well Being Act 2014
  Wales Safeguarding Procedures 2019
- Scotland - Adult Support and Protection Act 2007
  Adult Support and Protection (Scotland) Act 2007 Code of Practice 2014
- Northern Ireland - Adult Safeguarding Prevention and Protection in Partnership 2015

Many other pieces of UK and home nation legislation also affect adult safeguarding. These include legislation about different forms of abuse and those that govern information sharing. For example, legislation dealing with:

- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Domestic Abuse/Coercive control
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

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Each home nation also has legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

- England and Wales - Mental Capacity Act 2005
- Scotland - Adults with Incapacity Act 2000
- Mental Capacity (Northern Ireland) 2016

There are specific offences applying to the mistreatment of and sexual offences against adults who do not have Mental Capacity and specific offences where mistreatment is carried out by a person who is employed as a carer: e.g. wilful neglect and wilful mistreatment.

Definition of an Adult at Risk

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult. In Scotland and Wales, the Local Authority can gain access to an adult to find out if they are at risk of harm for example, if that access is being blocked by another person.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. An organisation may need to take action as part of safeguarding an adult, for example, to use the disciplinary procedures in relation to a member of staff or member who has been reported to be harming an individual. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

An Adult at risk as defined by the England (Care Act 2014) is:

An **adult at risk** is an individual aged 18 years and over who:

a. has needs for care and support (whether or not the local authority is meeting any of those needs) AND;

b. is experiencing, or at risk of, abuse or neglect, AND;

c. as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

Abuse and Neglect

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.

Safeguarding legislation in each home nation lists categories of abuse differently however, they all include the following types of abuse:

- Physical
- Sexual
- Psychological

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- Neglect
- Financial

Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams. Some of these are named specifically within home nation legislations.

Abuse can happen in any setting. Often the perpetrator is known to the adult and may be in a position of trust and/or power.

The Safeguarding Adults Legislation in England (**England (Care Act 2014)**) defines categories of adult abuse and harm as follows:

- Physical
- Sexual
- Emotional/Psychological/Mental
- Neglect and acts of Omission
- Financial or material abuse
- Discriminatory
- Organisational / Institutional
- Self-neglect
- Domestic Abuse (including coercive control)
- Modern slavery

Person Centred Safeguarding/ Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our wellbeing suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, wellbeing and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

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The Principles of Adult Safeguarding in England (England (Care Act 2014))

The Act's principles are:

- 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.

Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Some people can only make simple decisions like which colour T-shirt to wear or can only make decisions if a lot of time is spent supporting them to understand the options. If someone has a disability that means they need support to understand or make a decision this must be provided. A small number of people cannot make any decisions. Being unable to make a decision is called "lacking mental capacity".

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible to wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

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Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Another situation is where an adult is being abused and they are scared of the consequences of going against the views of the person abusing them. It is recognised in the law as coercion and a person can be seen not to have mental capacity because they cannot make 'free and informed decisions'.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

Each home nation has legislation that describes when and how we can make decisions for people who are unable to make decisions for themselves. The principles are the same.

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected you will need to refer the situation to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions.

There may be times when an organisation needs to make decisions on behalf of an individual in an emergency. Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm

Recording and Information Sharing

All organisations must comply with the Data Protection Act (DPA) and the UK General Data Protection Regulations (GDPR).

Information about concerns of abuse includes personal data. It is therefore important to be clear as to the grounds for processing and sharing information about concerns of abuse.

Processing information includes record keeping. Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Sharing information, with the right people, is central to good practice in safeguarding adults.

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However, information sharing must only ever be with those with a 'need to know'. This does **NOT** automatically include the persons spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.

The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately. Data protection legislation allows information sharing within an organisation. For example:

- Anyone who has a concern about harm can make a report to an appropriate person within the same organisation
- Case management meetings can take place to agree to co-ordinate actions by the organisation

There are also many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Multi-Agency Working

Safeguarding adults' legislation gives the lead role for adult safeguarding to the Local Authority. However, it is recognised that safeguarding can involve a wide range of organisations.

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Organisations may need to cooperate with the Local Authority and the Police including to:

- Provide more information about the concern you have raised.
- Provide a safe venue for the adult to meet with other professionals e.g. Police/Social Workers/Advocates.
- Attend safeguarding meetings.
- Coordinate internal investigations (e.g. complaints, disciplinary) with investigations by the police or other agencies.
- Share information about the outcomes of internal investigations.
- Provide a safe environment for the adult to continue their activity/ their role in the organisation.

Signposting for further information and support

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000
Email: enquiries@elderabuse.org.uk
www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline
Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines

England	**Northern Ireland**
Tel: 0808 2000 247 www.nationaldahelpline.org.uk/Contact-us	Tel: 0808 802 1414 www.dsahelpline.org Twitter: www.twitter.com/dsahelpline Facebook: www.facebook.com/dsahelpline
Scotland	**Wales**

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Tel: 0800 027 1234 Email: helpline@sdafmh.org.uk Web chat: sdafmh.org.uk	Llinell Gymorth Byw HebOfn/ Live free from fear helpline Tel: 0808 8010 800 Type Talk: 18001 0808 801 0800 Text: 078600 77 333

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk
www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or

0808 808 0700 (Helpline)
Email: services@respond.org.uk
www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025
Text relay: 18001 0800 138 1625
By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839
Fax: 020 8392 1830
Email: info@suzylamplugh.org
www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

Samaritans

Samaritans is a charity that prevents suicide through the power of human connection. Samaritans has a helpline available 24/7

Tel: 116 123

https://www.samaritans.org/

Mind

Mind helps people understand mental health so they can make informed choices and feel less alone in their journey. Local Minds offer mental health services in communities across England and Wales.

Tel: 0300 123 3393

https://www.mind.org.uk/

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Appendix 1 – Signs of Abuse

Physical Abuse.

- bruises, black eyes, welts, lacerations, and rope marks.
- broken bones.
- open wounds, cuts, punctures, untreated injuries in various stages of healing.
- broken eyeglasses/frames, or any physical signs of being punished or restrained.
- laboratory findings of either an overdose or under dose medications.
- individual's report being hit, slapped, kicked, or mistreated.
- vulnerable adult's sudden change in behaviour.
- the caregiver's refusal to allow visitors to see a vulnerable adult alone.

Sexual Abuse.

- bruises around the breasts or genital area.
- unexplained venereal disease or genital infections.
- unexplained vaginal or anal bleeding.
- torn, stained, or bloody underclothing.
- an individual's report of being sexually assaulted or raped.

Mental Mistreatment/Emotional Abuse.

- being emotionally upset or agitated.
- being extremely withdrawn and non-communicative or non-responsive.
- nervousness around certain people.
- an individual's report of being verbally or mentally mistreated.

Neglect.

- dehydration, malnutrition, untreated bed sores and poor personal hygiene.
- unattended or untreated health problems.
- hazardous or unsafe living condition (e.g., improper wiring, no heat or running water).
- unsanitary and unclean living conditions (e.g., dirt, fleas, lice on person, soiled bedding, faecal/urine smell, inadequate clothing).
- an individual's report of being mistreated.

Self-Neglect.

- dehydration, malnutrition, untreated or improperly attended medical conditions, and poor personal hygiene.
- hazardous or unsafe living conditions.
- unsanitary or unclean living quarters (e.g., animal/insect infestation, no functioning toilet, faecal or urine smell).
- inappropriate and/or inadequate clothing, lack of the necessary medical aids.
- grossly inadequate housing or homelessness.
- inadequate medical care, not taking prescribed medications properly.

Exploitation.

- sudden changes in bank account or banking practice, including an unexplained withdrawal of large sums of money.
- adding additional names on bank signature cards.

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- unauthorised withdrawal of funds using an ATM card.
- abrupt changes in a will or other financial documents.
- unexplained disappearance of funds or valuable possessions.
- bills unpaid despite the money being available to pay them.
- forging a signature on financial transactions or for the titles of possessions.
- sudden appearance of previously uninvolved relatives claiming rights to a vulnerable adult's possessions.
- unexplained sudden transfer of assets to a family member or someone outside the family.
- providing services that are not necessary.
- individual's report of exploitation.

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Appendix 2 – Types of Abuse

Adapted from the NHS webpage Abuse and neglect of adults at risk

Different forms of abuse and neglect

There are many forms of abuse and neglect.

Sexual abuse

This includes:

- indecent exposure
- sexual harassment
- inappropriate looking or touching
- sexual teasing or innuendo
- sexual photography
- being forced to watch pornography or sexual acts
- being forced or pressured to take part in sexual acts
- rape

Physical abuse

This includes:

- being hit, slapped, pushed or restrained
- being denied food or water
- not being helped to go to the bathroom when you need to
- misuse of your medicines

Psychological abuse

This includes:

- emotional abuse
- threats to hurt or abandon you
- stopping you from seeing people
- humiliating, blaming, controlling, intimidating or harassing you
- verbal abuse
- cyberbullying and isolation
- an unreasonable and unjustified withdrawal of services or support networks

Domestic abuse

This is typically an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is, or has been, an intimate partner or family member.

Discriminatory abuse

This includes some forms of harassment, slurs or unfair treatment because of:

- race
- sex
- gender and gender identity
- age
- disability
- sexual orientation
- religion

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- being married or in a civil partnership
- being pregnant or on maternity leave

Financial abuse

This could be someone stealing money or other valuables from you. Or it might be that someone appointed to look after your money on your behalf is using it inappropriately or coercing you to spend it in a way you're not happy with.

Internet scams and doorstep crime are also common forms of financial abuse.

Neglect

Neglect includes not being provided with enough food or with the right kind of food, or not being taken proper care of.

Leaving you without help to wash or change dirty or wet clothes, not getting you to a doctor when you need one or not making sure you have the right medicines all count as neglect.

Abuse in your home

You're more at risk of abuse at home if:

- you're isolated and do not have much contact with friends, family or neighbours
- you have memory problems or difficulty communicating
- you become dependent on your carer
- you do not get on with your carer
- your carer is addicted to drugs or alcohol
- your carer relies on you for a home, or financial or emotional support

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