Safeguarding Awareness
Children and Adults at risk
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This booklet has been designed to provide Council employees, volunteers and elected members a basic awareness in Safeguarding.

It is also designed to raise awareness of safeguarding more generally to help people keep themselves, their families, colleagues and neighbours safe.

If you have already undertaken a learning and development opportunity about safeguarding, this will enhance your understanding.

There are other learning and development opportunities available. If you want to find out more about these, search the learning pool on the intranet.

After reading this booklet, you will be able to:

- describe how safeguarding issues impact upon your job role
- understand which children and adults are at risk
- understand what is meant by abuse and safeguarding
- identify the signs and indicators of abuse
- know what to do if you have concerns
Unfortunately abuse of children and adults at risk happens everyday across the UK. It can happen anywhere and be perpetrated by anyone.
Abuse is not acceptable and it is not tolerated.

Often children and adults at risk do not realise they are a victim of abuse or are unable to protect themselves from harm. This is why it is important that other people take action and know what to do.

Children and adults at risk regularly access a range of our services, including our community centres, our youth centres, our libraries and our leisure centres. Staff across all services can make a difference.

Safeguarding is not just the responsibility of people that are working directly with children or adults at risk: it is everyone’s responsibility.

Make safeguarding your responsibility.

Safeguarding means different things to different people. Here are some of the things that you might have thought about:

- Protecting people from harm
- Looking after people who are vulnerable or unable to look after themselves
- Preventing abuse and neglect from happening
- Making sure children and adults at risk are safe and healthy
- Being aware of signs of abuse or neglect and reporting concerns
Safeguarding is about protecting children and adults at risk from harm. This could be harm caused by abuse, neglect or exploitation.
People and agencies must work together to safeguard children and adults at risk so that abuse is stopped and prevented in the future. Children and adults at risk are potentially known to a number of services and it is important that information is shared.

Multi-agency working:
- increases awareness
- ensures a co-ordinated response
- promotes early intervention and prevention

Safeguarding is my business because...

Children and adults at risk live in my community; use services provided by Denbighshire County Council and could be my friends or family.

All agencies work together to stop abuse happening and prevent it from happening in the future.

Safeguarding is everyone's responsibility and everyone's duty.

Children and adults at risk are our family, neighbours and friends - they use the same services as us and the services provided by us. You will see children and adults at risk everyday.

Who is a child or an adult at risk?

Safeguarding policies and procedures apply to children and adults at risk.

Child or children
A person who has not yet reached their 18th birthday.

An adult at risk
a) is experiencing or is at risk of abuse or neglect
b) has need for care and support and
c) as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it
Abuse is an action or a lack of action on the part of another person that causes harm

- Abuse can be intentional or unintentional
- Abuse can be, but is not always a criminal offence
- Abuse is a violation of a person’s human and civil rights
- Abuse may constitute domestic abuse/violence or hate crime
- Children and adults at risk can be abused in different ways.
The seven different types of abuse

There are seven main types of abuse.

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<th>Physical Abuse</th>
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<tr>
<td>1</td>
<td>Any act which causes physical harm to a child or adult at risk.</td>
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<td></td>
<td>This may include: hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, restraint. It may also include the misuse of medication.</td>
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<th>Emotional Abuse</th>
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<td>2</td>
<td>Any act which causes serious effect on the emotional well-being of a child or an adult at risk.</td>
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<td>This may include: making a child or vulnerable adult feel that they are worthless, unloved, or inadequate. It may include not giving the child or vulnerable adult opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying).</td>
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<td>Some level of emotional abuse is involved in all types of abuse, though it may occur alone.</td>
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<th>Sexual Abuse</th>
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<td>3</td>
<td>Forcing or enticing a child to take part in sexual activities, whether or not they were aware of what is happening or able to consent to the act/acts.</td>
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<td>Forcing or enticing an adult to take part in sexual activities which the adult was unable to or could not consent to or they were pressured into consenting to.</td>
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<td>This may include: physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. It may include non-contact activities, such as involving children or adults at risk in looking at, or in the production of, sexual images, watching sexual activities, encouraging children or adults at risk to behave in sexually inappropriate ways, or grooming a child or vulnerable adult in preparation for abuse (including via the internet).</td>
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<td>Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children or adults at risk.</td>
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The failure to meet the physical or psychological needs of a child or adult likely to result in an impairment of their health or development.

This may include a failure to: provide adequate food, clothing and shelter (including exclusion from home or abandonment); protect a child or adult from physical and emotional harm or danger; ensure adequate supervision (including the use of inadequate caregivers); or ensure access to appropriate medical care or treatment.

It may also include neglect of, or unresponsiveness to, a child or adult’s basic emotional needs.
**5 Institutional Abuse**

Institutional abuse can take the form of any of the other types of abuse. It is usually only recognised as a form of abuse related to adults at risk. It is repeated incidents of poor professional practice or neglect on the part of any organisation providing a service to adults at risk.

It may include: inflexible service based on needs of organisation rather than service users, regimented routines, staff or volunteers not recruited, trained or supported appropriately, physical and psychological needs of service users not being met, service users being put at risk of harm, lack of equipment or resources.

**6 Financial Abuse**

Financial abuse is usually only recognised as a form of abuse related to adults at risk.

Financial abuse is the unauthorised use or theft of a vulnerable adult's money or property.

It can include: theft, fraud and exploitation. It may be pressure in connection with wills, property, inheritance or financial transactions. It can involve the misuse or misappropriation of property, possessions or benefits. It may include depriving a person access to their money, property or assets.

**7 Discriminatory Abuse**

Discriminatory abuse can take the form of any of the other types of abuse. It is usually only recognised as a form of abuse related to adults at risk.

Discriminatory abuse is an act or act of omission based on discrimination because of a vulnerable adult’s race, culture, belief, gender, age, disability or sexual orientation, which causes harm.

It may include: not providing a service or an appropriate service, not providing meals suitable for religious or cultural needs, not providing appropriate aids or adaptations, verbal abuse, taunts, bullying or degrading treatment. It may constitute Hate Crime.
Abuse is often hidden - often it is not witnessed or disclosed. It is important that people know what signs and indicators to look out for.
Signs and indicators are subtle clues that may suggest a person has been the victim of abuse or neglect, even if you haven’t witnessed it or been told about it.

It may be something you notice about the person who you are worried about, or a relationship they have with someone else, it could be something you notice about their house or where they are living.

You may think that it is something very small and doesn’t mean anything...but what if other people or agencies have other information that would also give cause for concern?

Hearing adults shout in the presence of children or adults at risk, colleagues describing violent relationships at home (reference Domestic Violence), sudden speech disorders, neurotic behaviour, fear of making mistakes or doing something wrong, self-harm, fear of a certain person(s), self-blame, not playing or interacting with others, increase in use of drugs and/or alcohol, change in weight, change in sleep pattern, self-neglect. In children, failure to reach their potential.

### Physical abuse
- Unexplained bruising • marks or injuries
- bruising which reflect hand marks or fingertip marks • burns • bite marks
- broken bones • vomiting • diarrhoea
- dehydration • impaired mobility
- fear of a certain person(s)
- aggressive behaviour • flinching or cowering • reluctance to get changed or receive personal care • covering up injuries with long clothing • withdrawn
- reluctance to return to a certain environment / place • increased attendance at A&E or health services.

### Neglect
- Hunger • untidy or unkempt • stealing food • dirty • smelly • loss of weight
- being underweight • poor growth (height and weight) • withdrawn
- chronic low self-esteem • lack of stimulation • lack of heating / sun cream
- untidy / dangerous environment /property / garden • not attending medical / care / educational appointments
**Sexual Abuse**

- Sudden changes in behaviour
- Fear of a certain person(s)
- Reluctance to return to a certain environment/place
- Being transported to unusual destinations (e.g. guest houses)
- Change in dress or appearance
- Change in weight
- Increase in drug/alcohol use
- Self-harm
- Self-neglect
- Increased/inappropriate sexualised behaviour or language
- Pain or itching in genital/anal areas
- Bruising or bleeding in genital/anal areas
- Sexually transmitted infection
- Urinary infection
- Pregnancy
- Discomfort when sitting or walking
- Stained clothing/bedding.

**Financial Abuse**

- Unusual/large withdrawals from a person's bank account
- Items going missing from a person's property
- Rent/bills/fees not being paid
- Discrepancy in lifestyle of a person and finances
- Unusual visitors or friends
- No food in house
- Perpetrator only showing interest in finances/property
- New goods being swapped for old goods
- Loss of weight
- Lack of attendance at appointments/education/activities
- Constantly asking for money.

**Institutional Abuse**

- Policies and procedures are not followed by workforce
- Recruitment checks not carried out
- Training not provided or updated
- Lack of policies and procedures (e.g. complaints, whistle blowing)
- Service users appear withdrawn/not stimulated/depressed
- Service users not receiving appropriate care or treatment
- Constantly low staffing levels
- Dangerous/dirty/unsafe environment
- Lack of recording
- Not referring to appropriate services.

**Discriminatory Abuse**

- A person being withdrawn
- Rejecting services
- Victim agreeing with perpetrator
- Personally directed graffiti
- Property targeted or damaged by perpetrator
- Lack of confidence
- Loss of weight/not eating
- Noticeable groups not receiving a service
- Asking for money.
Case Study 1: Daniel

Daniel is 7 years old. He is always visiting the library on his own and likes playing on the computer. He is a chatty little boy and is friendly with some of the other children who come to the library. His school uniform is always dirty and you have noticed some bruising on his arms. You have noticed him losing weight recently and it is the middle of winter and he isn't wearing a coat. He is reluctant to return home...

Signs and Indicators
- He is always on his own and he is only 7 years old
- His clothes are dirty
- Bruising on his arms
- He is losing weight
- He hasn’t got appropriate clothing on for the time of year
- He doesn’t want to return home

Types of abuse that might be happening
- Neglect
- Physical
- Possibly emotional and / or sexual abuse due to the fact he does not want to return home.

Case Study 2: Patricia

You are visiting a property to do a repair in December. The tenant is an elderly lady who has daily carers. The house is cluttered and untidy. The house is cold and there is no heating. You notice there is no food in the cupboard. You overhear the carers telling the lady she is stupid and should be in a "home".

Signs and Indicators
- The house is cluttered and untidy.
- The house is cold and there is no heating.
- You notice there is no food in the cupboard.
- You overhear the carers telling the lady she is stupid and should be in a "home"

Types of abuse that might be happening
- Neglect
- Emotional (due to the name-calling and threats)
What to do if you are worried about a child or vulnerable adult

**Step 1**

In an emergency, ring 999.

Everyone has a responsibility to take action that reduces immediate risks if necessary. If you think that the person, yourself or anyone else is in danger or needs urgent medical attention, ring 999.

**Step 2**

Keep people safe.

Make sure that you have done everything to keep you, the child or adult and other people safe.

**Step 3**

If you think a crime has been committed, phone the Police.

**Step 4**

Tell your line manager and/or Service Designated Safeguarding Manager (DSM).

You should always report your worries to your line manager and/or DSM. They are responsible for making a decision about what to do next. You should do this as soon as possible, but not more than 24 hours after you have a concern.

Or

Contact social services directly:
For concerns about a child: 01824 712200
For concerns about an adult at risk: 0300 456 1000
(You may find it useful to make a note of these numbers)

Anyone, including members of the public, can contact social services if they are worried about a child or vulnerable adult.
Step 5

Make a record.

Once you have made sure everyone is safe and you have told your manager, you need to write down what you have seen or heard and what you have done. Try to include as much of the following information as possible:

- The nature of the concerns
- How and why those concerns have arisen
- The full name, address and date of birth (or age) of the person of concern
- The names, addresses and dates of birth/ages of family members, along with any other names which they use or are known by
- The names and relationship of all those with parental responsibility, where known
- The name, address & date of birth of parent’s partner, where known
- The name, address and date of birth of any other adults living in the household, where known
- Names of other professionals involved with the family, including the name of the child’s school and GP
- Any information you have on the child’s developmental needs and his/her parents or carers ability to respond to these needs within the context of the wider family and environment
- Any information affecting the safety of staff

In Summary:

- Keep yourself and others safe
- Be aware of the signs and indicators of abuse
- Doing nothing is not an option
- Report concerns to your line manager and / or Designated Safeguarding Manager
- Call 999 if someone is in immediate danger or a crime has been committed
- Record what you have done
Serious Case Reviews

(In Wales known as Adult/Child Practice Reviews)

Unfortunately abuse happens everyday and occasionally it can have very serious consequences. Sometimes we need to learn from serious cases to see if we can do things differently, and prevent something similar happening in the future.

Here are four serious cases of abuse against children and adults at risk.

Remember you can make a difference.

Case Study 1: Fiona Pilkington and Francesca Hardwick

Fiona Pilkington killed herself and her daughter Francesca Hardwick who had a learning disability in 2007.

Fiona could no longer live with the 10 years of abuse and anti-social behaviour from youths in her community. Their house was attacked with eggs, fireworks and daubed with graffiti.

The Serious Case Review criticised the Council and Police responses to safeguarding adults concerns and the inability of agencies to work together.

Case Study 2: Victoria Climbie

Victoria Climbie died from injuries resulting from abuse and neglect in 2000 at the hands of her aunt and her partner.

Victoria was known to numerous agencies and there were at least 12 chances to save her life.

The Independent Inquiry into her death said that agencies were under-staffed and under resourced, more training was needed and more information should have been shared.
Case Study 3: Brent Martin

Brent Martin was a 23 year old man with a learning disability who was murdered in 2007 by people he believed to be his friends.

His murderers stole £3000 from Brent over a number of months. On the night of his murder, the young men bet each other £5 they could knock Brent out with one punch.

He was chased through a housing estate in Sunderland, repeatedly punched, kicked and stamped upon and left to die.

Case Study 4: Peter Connolly (Baby P)

Peter Connolly died in 2007, aged one. He had over 50 injuries in his short life, including 8 broken ribs, a broken back, severe bruising and cuts to his head. He was visited no fewer than 60 times by professionals from different agencies.

The Serious Case Review criticised agencies for working in isolation, poor recording and information gathering by the professionals involved.

If you would like to find out more about safeguarding please use the intranet to access the relevant information or speak to your line manager or Designated Safeguarding Manager.

Face to face training is also available via your line manager.

Thank you for reading this booklet on Safeguarding Awareness. We hope you have found it useful.
Further information

If you need any further advice or information, please contact your line manager or your Designated Safeguarding Manager - their details can be found on the Intranet.