



<b>Policy Reference</b>	13-002
<b>Policy Name</b>	Child and Vulnerable Adult Protection Policy
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<b>Next Review Date</b>	11 <sup>th</sup> March 2023

Jigsaw (Bury)  
Unit 28  
Bury Business Centre  
Kay Street  
Bury  
BL9 6BU

# **Child and Vulnerable Adult Protection Policy**

## **Introduction**

All organisations that make provision for children and vulnerable adults must ensure that:

- The welfare of the child/vulnerable adult is paramount;
- Whatever their age, culture, disability, gender, language, racial origin, religious beliefs and/or sexual identity, all individuals have the right to protection from abuse;
- All suspicions and allegations of abuse will be taken seriously and responded to swiftly and appropriately;
- All staff and volunteers working in Jigsaw (Bury) have a responsibility to report concerns to the appropriate officer.

## **Policy Statement**

Jigsaw (Bury) has a duty of care to safeguard all children/vulnerable adults who access its services from harm. All children have a right to protection, and the needs of disabled children and adults who may be particularly vulnerable must be taken into account. Jigsaw (Bury) aims to ensure the safety and protection of all children/vulnerable adults involved with the organisation through adherence to the following guidelines.

## **Equity Statement**

Jigsaw (Bury) respects the rights, dignity and worth of every person and will treat everyone equally, regardless of age, culture, ability, gender, racial origin, ethnicity, religious belief, sexual identity or social / economic status.

Jigsaw is committed to everyone having the right to enjoy its services in an environment free from threat of intimidation, harassment and abuse.

## **Definitions**

### **What is a child?**

A child is legally defined as 'any person who is under the age of 18 years' (Children Act 1989) or older in particular circumstances: young people over the age of 19 receiving services as care leavers (under the Children Act 1989) and young people over 19 but under 25 who have a learning difficulty (within the meaning of section 13 Learning and Skills Act 2000) and who are receiving services under that act.

### **What is a vulnerable adult?**

The broad definition of a vulnerable adult is 'a person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness, and who is or may be unable to take care of him/ herself, or

unable to protect him/herself against significant harm or serious exploitation.'  
(Safeguarding Vulnerable Groups Act 2006)

The main categories of people covered by this definition of 'vulnerable adult' include people:

- Who have a learning disability
- Who have physical or sensory impairments
- Who have a mental illness, including dementia
- Who are old and frail
- Who are detained in custody or under a probation order
- Who are considered vulnerable and who may experience abuse due to problems with alcohol or drugs (or be vulnerable due to other circumstances such as being an asylum seeker)

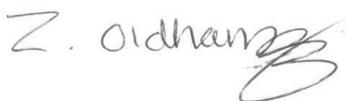
### **Policy Aims**

The aim of the Jigsaw (Bury) Child and Vulnerable Adult Protection Policy is to promote good practice:

- Providing children and vulnerable adults with appropriate safety and protection whilst in the care of Jigsaw (Bury);
- Allowing all staff and volunteers to make informed and confident responses to specific child/vulnerable adult protection issues.

All involved in Jigsaw (Bury) will be made aware of this policy and what to do if they have any concerns. **This policy will be reviewed every 12 months.**

Signed: **Jigsaw Manager**



Date: 24.01.17

Signed: **Jigsaw Co-ordinator**



Date: 24.01.17

## **Legal Context**

The Jigsaw (Bury) policy and the following procedures reflect the principles contained within the United Nations Convention on the Rights of the Child (UNCRC), ratified by the United Kingdom in 1991 and the Human Rights Act 1998.

**The Children Act 1989** sets out the legislative framework for safeguarding and promoting the welfare of children. It states that the welfare of the child is paramount in all situations and that children have the right to be involved in decisions that may affect them.

The act also introduced the concept of 'significant harm' as the threshold that justifies compulsory intervention into family life by the local authority. Children who have suffered and/or are likely to suffer abuse or significant harm are often considered to be **children in need**, as well as children in need of protection. Under the act, children in need are children whose health and development is likely to be impaired without the provision of appropriate services.

**The Children Act 2004** underpins the Every Child Matters, Change for Children programme and builds on the principles established in the 1989 act.

**Working Together to Safeguard Children (2013)** is key government guidance which sets out how all organisations should work together to promote children's welfare and protect them from abuse and neglect. It states that every organisation should have clear procedures in place for dealing with concerns or suspicions of abuse and that these should be in line with the Local Safeguarding Children Board procedures.

## **Promoting Good Practice**

### **Introduction**

Child/vulnerable adult abuse, particularly sexual abuse, can arouse strong emotions in those facing such a situation. It is important to understand these feelings and not allow them to interfere with your judgement about any action to take.

Abuse can occur within many situations including the home, school/college and the sporting environment. Some individuals will actively seek employment or voluntary work with children or vulnerable adults in order to harm them. All suspicious cases of poor practice should be reported following the guidelines in this document.

All paid staff and volunteers also have the right to protection from false allegations.

### **Good Practice Guidelines**

All paid staff and volunteers should be encouraged to demonstrate exemplary behaviour in order to protect themselves from false allegations. The following are common sense examples of how to create a positive culture and climate within Jigsaw (Bury).

Good practice means:

- Always working in an open environment, avoiding private or unobserved situations and encouraging an open environment (i.e. no secrets).
- Treating all young people/disabled adults equally, and with respect and dignity.

- Always putting the welfare of the individual first.
- Maintaining a safe and appropriate distance with Jigsaw members (e.g. it is not appropriate for staff or volunteers to have an intimate relationship with a child/vulnerable adult).
- Building balanced relationships based on mutual trust which empowers children/vulnerable adults to share in the decision-making process.
- Making sport and social activities enjoyable and always promoting fair play.
- Ensuring that, if any form of manual/physical support is required, it should be provided openly. Individuals should always be consulted and their agreement gained.
- Wherever possible ensure that staff and/or volunteers work in pairs and if mixed teams are taken away, they should be accompanied by a male and female member of staff or volunteer. However, remember that same gender abuse can also occur.
- Ensuring that at sports tournaments or residential events, adults do not invite children into their rooms.
- Being an excellent role model – this includes not smoking and no excessive consumption of alcohol in the company of young people.
- Giving enthusiastic and constructive feedback as appropriate rather than negative criticism.
- Recognising the developmental needs and capacity of young people and disabled adults – avoiding excessive competition and not pushing them against their will.
- Securing parental consent in writing to *act in loco parentis* if the need arises to give permission for the administration of emergency first aid and/or other medical treatment.
- Keeping a written record of any injury that occurs, along with the details of any treatment given.
- Ensuring staff and volunteers are aware of the need to protect their privacy online. Staff and volunteers are encouraged to carefully consider to whom they give access to their personal information online. All staff and volunteers should ensure a clear differentiation between personal and professional profiles.

### **Practice to be avoided**

The following should be **avoided** except in emergencies. If cases arise where these situations are unavoidable (e.g. if a child or vulnerable adult sustains an injury and needs to go to hospital) they should only occur with the full knowledge and consent of the on-call member of Jigsaw staff and/or the child/vulnerable adult's parents/carers.

- Avoid spending excessive amounts of time alone with children / vulnerable adults away from others.
- Avoid taking or dropping off a child/vulnerable adult to or from activities, unless this has been pre-arranged.

## **Practice never to be sanctioned**

The following should **never** be sanctioned. You should never:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Allow or engage in any form of inappropriate touching.
- Allow children/vulnerable adults to use inappropriate language unchallenged.
- Make sexually suggestive comments, even in fun.
- Reduce a child/vulnerable adult to tears as a form of control.
- Allow allegations made by a child/vulnerable adult to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for children or vulnerable adults that they can do for themselves.
- Invite or allow children/vulnerable adults to be alone with you at your home.

**NB.** It may sometimes be necessary for staff or volunteers to do things of a personal nature, particularly if the Jigsaw member is disabled. These tasks should only be carried out with the full understanding and consent of parents/carers and the children/adults involved. There is a need to be responsive to a person's reactions. If a person is fully dependent on you, talk with him/her about what you are doing and give choices where possible. This is particularly so if you are involved in any dressing or undressing of outer clothing, or where there is physical contact, lifting or assisting someone to carry out particular activities. Avoid taking on the responsibility for tasks for which you are not appropriately trained.

## **Incidents that must be reported and recorded**

If any of the following occur you must report this to the Jigsaw Manager or Co-ordinator. The parents or carers of a child should also be informed.

- If you accidentally hurt a Jigsaw member.
- If a Jigsaw member seems distressed in any manner.
- If a Jigsaw member appears to be sexually aroused by your actions.
- If a Jigsaw member misunderstands or misinterprets something you have done.

## **Recommended action for the effective implementation of the Jigsaw Child and Vulnerable Adults Policy and Procedures**

It is the responsibility of the Board of Trustees and the Jigsaw Child/Vulnerable Adult Protection Officer to ensure that the recommendations detailed are implemented effectively.

## **Use of photographic / video equipment**

It is necessary to ensure that any Jigsaw member, volunteer or member of staff has given photo permission before using photographs in any publicity or promotional materials.

## **Recruitment and selecting staff and volunteers**

Jigsaw (Bury) recognises that anyone may have the potential to abuse children and vulnerable adults in some way and that all reasonable steps should be taken to ensure that unsuitable people are prevented from working with children and vulnerable adults. When undertaking pre-selection checks the following should be included:

- All volunteers /staff should complete an application form. The application form will elicit information about an applicant's past and a self disclosure about any criminal record.
- Consent should be obtained from an applicant to seek information from the Disclosure and Barring Service (DBS). DBS checks must be carried out for all applicants.
- Two confidential references, including one regarding previous work with children or vulnerable adults where possible. These references must be taken up and confirmed through telephone contact.
- Evidence of identity (Passport or driving licence with photo).

All employees and volunteers should be required to undergo an interview, carried out to an acceptable protocol.

All employees and volunteers should receive formal or informal induction during which:

- A check should be made that the application form has been completed in full.
- The job requirements and responsibilities should be clarified.
- Child/vulnerable adult protection procedures are explained.

## **Managing allegations made against staff, board members and volunteers**

Jigsaw (Bury) operates appropriate procedures for managing allegations made against staff, board members and volunteers. If an allegation is made against a member of staff, board member or volunteer, this should be referred to one of the designated officers for dealing with allegations: **Zoe Oldham** or **Ellen Smith**. If the allegation is about the designated officer/s, this should be referred to the **Chairman of Trustees, Andrew Ferguson**, or **Trustee (Secretary), Michael Gwyn**. The allegation should be referred to the Local Authority Designated Officer for managing allegations against people who work with children (the "LADO") on 0161 253 6168.

## **The Role of the Designated Officer for child /vulnerable adult protection**

No one should deal with child / vulnerable adult protection concerns on their own. If Jigsaw (Bury) staff or trustees have any cause for concern around the abuse of a child / vulnerable

adult or the behaviour of other staff or trustees they should speak to the Designated Officer for Child / Vulnerable Adult Protection on that working day where possible.

The role of the Designated Officer for Jigsaw (Bury) is to:

- Ensure that the child / vulnerable adult protection policy and procedures are followed and updated;
- Receive concerns from staff and trustees and record it appropriately;
- Assess the information promptly and carefully;
- Consult with Bury Children's Services, Adult Services and local Police in order to make a referral;
- Keep relevant Jigsaw (Bury) staff and volunteers informed about action taken and required.

**The Designated Officers for child / vulnerable adult protection for Jigsaw (Bury) are Zoe Oldham and Ellen Smith.**

This is to be reviewed every 12 months in line with the policy update.

Should you have details of disclosure, suspicions or concerns relating to child / vulnerable adult protection, contact **Zoe Oldham and/or Ellen Smith.**

**Zoe Oldham: 0161 253 6308 / [z.oldham@bury.gov.uk](mailto:z.oldham@bury.gov.uk)**

**Ellen Smith: 0161 253 6853 / [e.smith@bury.gov.uk](mailto:e.smith@bury.gov.uk)**

It is not the role of the Designated Officer to decide whether or not a child / vulnerable adult has been abused. It is their responsibility to ensure that concerns are shared and prompt, appropriate action is taken.

### **Action to be taken if there are concerns**

It is not the responsibility of anyone working for Jigsaw (Bury), in a paid or unpaid capacity, to decide whether or not child/vulnerable adult abuse has taken place. However, there is a responsibility to act on any concerns by reporting concerns to the appropriate authorities.

Jigsaw (Bury) will assure all staff/volunteers that it will fully support and protect anyone who in good faith reports his or her concern that a colleague is, or may be, abusing a child/vulnerable adult.

**If there are concerns about abuse** a detailed record should be made at the time of the disclosure/concern and this information should be passed to the Jigsaw Child/Vulnerable Adult Protection Officers. This should include the following:

- Name of child/vulnerable adult.
- Age of child/vulnerable adult and date of birth.
- Home address and telephone number.
- Is the person making the report expressing their own concerns or those of someone else?

- What is the nature of the allegation? Include dates, times, any special factors and other relevant information.
- Make a clear distinction between what is fact, opinion or hearsay.
- A description of any visible bruising or other injuries. Behavioural signs, indirect signs? (see table 1 below)
- The names of any witnesses to the incidents.
- The child/vulnerable adult's account, if it can be given, of what has happened and how any bruising or other injuries occurred.
- Have the parents/carers been contacted?
- If so, what has been said?
- Has anyone else been consulted? If so, record details.
- If it is not the child/vulnerable adult making the report has he/she been spoken to? If so, what was said?
- Has anyone been alleged to be the abuser? Record details.

The Jigsaw Child/Vulnerable Adult Protection Officer will pass this information to the social services department for further investigation if the concern relates to the behaviour of a parent or carer or someone outside the Jigsaw (Bury) environment.

If the Jigsaw Child/Vulnerable Adult Protection Officer is the subject of the suspicion/allegation, the report must be made to the Chairman of the Board of Trustees (or in his/her absence to the secretary of the Board of Trustees) who will refer the allegation to Social Services.

If you do not know who to turn to for advice or are worried about sharing your concerns with a Jigsaw Trustee, you should contact the social services direct, the NSPCC on 0808 800 5000, or Childline on 0800 1111.

### **Contact the Multi-Agency Safeguarding Hub Team**

If you are still concerned after speaking to the parents/carers, or if you are not sure what to do, contact Children's Services Multi-Agency Safeguarding Hub Team. This is the role of the Designated Officer.

If possible, ask the parents/carers for their permission to share information with the Multi-Agency Safeguarding Hub Team.

Multi-agency Safeguarding Hub

Children's Services

The Haven –  
Bury Police Station  
Dunster Road  
Bury BL9 0RD  
Tel: 0161-253-5454

Emergency Duty Team  
(Outside Office Hours Children and Adults)

Tel: 0161-253-6606

The Police can also be contacted where relevant:

In an emergency ALWAYS	Tel: 999
Public Protection Investigation Unit (PPIU)	Tel: 0161/856/8063
(Outside Office Hours)	Tel: 101

**Find it 4 Me:** 0870 731 4611

<http://www.bury.gov.uk/index.aspx?articleid=5747>  
(Bury Children and Young People's Information Service)

**'What To Do If You're Worried A Child Is Being Abused'**  
<http://www.bury.gov.uk/index.aspx?articleid=4969>

**Bury Safeguarding Children Board**  
[www.safeguardingburychildren.org](http://www.safeguardingburychildren.org)

**Table 1 Specific indicators of abuse**

Type of Abuse	Description	Physical Indicators	Behavioural Indicators
Physical	<ul style="list-style-type: none"> <li>▪ Where adults physically hurt or injure children.</li> <li>▪ Giving young people alcohol or drugs.</li> <li>▪ In sports situations, physical abuse can occur when the nature and intensity of training exceeds the capacity of the child's immature and growing body or predisposes the child to injury resulting from fatigue or exercise.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unexplained bruising or injury.</li> <li>▪ Bruises with reflect hand marks.</li> <li>▪ Cigarette burns.</li> <li>▪ Bite marks.</li> <li>▪ Broken bones.</li> <li>▪ Scalds.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Fear of parent being contacted.</li> <li>▪ Aggression or anger.</li> <li>▪ Fear of going home.</li> <li>▪ Keeping body covered.</li> <li>▪ Flinching.</li> <li>▪ Depression.</li> <li>▪ Withdrawn behaviour.</li> </ul>
Sexual	<ul style="list-style-type: none"> <li>▪ Sexual abuse can take the form of sexual intercourse, masturbation, oral sex, fondling, photography and inappropriate sexual conversation.</li> <li>▪ Refers to actual and intended abuse.</li> <li>▪ Showing children pornographic material.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Pain or itching in the genital area.</li> <li>▪ Sexually transmitted disease.</li> <li>▪ Vaginal discharge.</li> <li>▪ Stomach pains.</li> <li>▪ Discomfort when walking or sitting.</li> <li>▪ Pregnancy.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sudden changes in behaviour.</li> <li>▪ Advanced sexual knowledge.</li> <li>▪ Self Harm.</li> <li>▪ Keeping 'secrets'.</li> <li>▪ Fear of certain people.</li> <li>▪ Telling about abuse.</li> </ul>
Emotional	<ul style="list-style-type: none"> <li>▪ This can include emotional i-treatment, bullying, deliberate rejection, and lack of love and affection, constantly shouting at a child, threats and taunts, constant overprotection.</li> <li>▪ Failure to condone racism.</li> <li>▪ In sport, emotional abuse may refer to constant criticism, bullying, applying unrealistic pressure.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Developmentally delayed.</li> <li>▪ Sudden speech disorder.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Neurotic or paranoid.</li> <li>▪ Unable to take part or play.</li> <li>▪ Fear of making mistakes.</li> <li>▪ Self-harm or mutilation.</li> <li>▪ Fear of parents being contacted.</li> </ul>
Neglect	<ul style="list-style-type: none"> <li>▪ Neglect occurs when a person fails to meet a child's basic needs such as warm clothing and provision of food.</li> <li>▪ Children are constantly left alone or unsupervised.</li> <li>▪ Lack of love, attention and affection.</li> <li>▪ In a sport setting, neglect includes failure to ensure a child's safety.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Constant hunger.</li> <li>▪ Unkempt state.</li> <li>▪ Weight loss / underweight.</li> <li>▪ Inappropriate dress.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Missing appropriate at doctors / hospitals.</li> <li>▪ Truancy / late for school.</li> <li>▪ Tiredness or fatigue.</li> <li>▪ Few friends.</li> <li>▪ Regularly alone and unsupervised.</li> </ul>

## **Responding to allegations or suspicions relating to Jigsaw staff/volunteers**

Where there is a complaint against a member of staff/volunteer there may be three types of investigation:

- A criminal investigation;
- A child protection investigation;
- A disciplinary or misconduct investigation.

The results of the police and child protection investigation may well influence the disciplinary investigation, but not necessarily.

### **1. Concerns about poor practice**

- If, following consideration, the allegation is clearly about poor practice, the Jigsaw Child/Vulnerable Adult Protection Officer will deal with it as a misconduct issue.
- If the allegation is about poor practice by the Jigsaw Child/Vulnerable Adult Protection Officer, or if the matter has been handled inadequately and concerns remain, the matter should be reported directly to the Chairman of the Board of Trustees who will decide how to deal with the allegation and whether or not to initiate disciplinary proceedings.

### **2. Concerns about suspected abuse**

- If there is any suspicion that a child/vulnerable adult has been abused by either a member of staff or a volunteer, the Jigsaw Child/Vulnerable Adult Protection Officer will take such steps as are considered necessary to ensure the safety of the person in question and any other Jigsaw member who may be at risk.
- The Jigsaw Child/Vulnerable Adult Protection Officer will refer the allegation to the social services department who may involve the police, or go directly to the police if out-of-hours.
- The parents or carers of the child/vulnerable adult will be contacted as soon as possible following advice from the social services department. Where the suspected abuser is the Child / Vulnerable Adult's parent or carer, they should never be informed until MASH (for children) or the Adult Safeguarding Unit (for vulnerable adults) have been informed and have given advice.
- The Jigsaw Child/Vulnerable Adult Protection Officer should also notify the Chairman of the Board of Trustees who will deal with any media enquiries.

### **Confidentiality**

Every effort should be made to ensure that confidentiality is maintained for all concerned. Information should be handled and disseminated on a need to know basis only. The first point of contact should be the Jigsaw Child/Vulnerable Adult Protection Officer who shall provide information as appropriate to:

- The parents or carers of the person who is alleged to have been abused, subject to advice from MASH (for children) or the Adult safeguarding Unit (for vulnerable

adults) where the alleged abuser is the parent or carer.

- The person making the allegation.
- Social services/police.
- The Chairman of the Board of Trustees.
- The alleged abuser (and parents if the alleged abuser is a child/vulnerable adult). \*

\*Seek social services advice on who should approach alleged abuser.

Information should be stored in a secure place with limited access to designated people, in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).

### **Internal enquiries and suspension**

The Jigsaw (Bury) Child/Vulnerable Adult Protection Officer will consult with the Chairman of the Board of Trustees who will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries.

Irrespective of the findings of the social services or police inquiries Jigsaw (Bury) Child/Vulnerable Adult Protection Committee (which is made up of the Child/Vulnerable Adult Protection Officers and the designated trustees) will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, Jigsaw (Bury) Child/Vulnerable Adult Protection Committee must reach a decision based upon the available information and whether, on a balance of probability, it is more likely than not that the allegation is true since the welfare of children/vulnerable adults should always remain paramount.

### **Support to deal with the aftermath of abuse**

Consideration should be given to the kind of support that children/vulnerable adults, parents and members of staff/volunteers may need. Use of helplines, support groups and open meetings will maintain an open culture and help the healing process. The British Association of Counselling Directory may be a useful resource. (Available from The British Association for Counselling and Psychotherapy, BACP House, 15 St John's Business Park, Lutterworth, Leicestershire LE17 4HBTel: 01455 550243, Fax: 01455 560606, E-mail: [bacp@bacp.co.uk](mailto:bacp@bacp.co.uk), Website: <http://www.bacp.co.uk>)

Consideration should be given about what support may be appropriate to the alleged perpetrator of the abuse.

### **Allegations of Previous Abuse**

Allegations of abuse may be made some time after the event (e.g. by an adult who was abused as a child or by a member of staff who is still currently working with children). Where such an allegation is made, Jigsaw (Bury) should follow the procedures as detailed above and report the matter to the social services or the police. This is because other children/vulnerable adults, either within or outside Jigsaw (Bury), may be at risk from this person. Anyone who has a previous criminal conviction for offences related to abuse is

automatically excluded from working with children/vulnerable adults. This is reinforced by the details of the Protection of Children Act 1999.

## **Action if Bullying is Suspected**

If bullying is suspected the same procedure should be followed as set out in 'Responding to suspicions or allegations' above.

### **Action to Help the Victim and Prevent Bullying**

- Take all signs or allegations of bullying very seriously.
- Encourage all children/vulnerable adults to speak and share their concerns. Help the victim to speak out and tell the person in charge of the Jigsaw group activity or someone in authority where the bullying is occurring (e.g. at school or college). Create an open environment.
- Where the alleged bullying has taken place within Jigsaw, investigate and take action to ensure the victim is safe. Speak with the victim and the bully/bullies separately.
- Where the alleged bullying has taken place outside of Jigsaw, ensure that it is reported to the relevant person in authority.
- Both where the alleged bullying has taken place within Jigsaw and where it has taken place outside of Jigsaw, there should be ongoing monitoring of the situation, checking back with the alleged victim.
- Reassure the victim that you can be trusted and will help them, although you cannot promise to tell no one else.
- Keep records of what is said (what happened, by whom, when).
- Report any concerns to the Jigsaw Child/Vulnerable Adult Protection Officers.

### **Action Towards the Bully/Bullies:**

- Talk with the bully/bullies, explain the situation, and try to get the bully/bullies to understand the consequences of their behaviour. Seek an apology to the victim(s).
- Inform the bully's parents or carer.
- Insist on the return of 'borrowed' items and that the bully/bullies compensate the victim.
- Impose sanctions as necessary.
- Encourage and support the bully/bullies to change their behaviour.
- Hold meetings with the families to report on progress.
- Inform all organisation members of action taken.
- Keep a written record of action taken.

**REPORT SHEET (Remember confidentiality; only discuss this with those who need to know.)**

Organisation:	Date:
Your Name:	
Your Position:	Signature:
Jigsaw member's Name:	
Jigsaw member's Address:	
Parent/Carers Name & Address:	
Date of Birth	
Date & Time of Observation:	
Your Observation:	
What the Jigsaw Member Said & What You Said:	
Action Taken:(phone Zoe or Ellen)	
External Agencies Contacted (Date & Time)	
Police Yes/No	If Yes, who did you speak to and what is their name and contact number?
Social Services Yes/No	If Yes, who did you speak to and what is their name and contact number?
Other (e.g. NSPCC) Yes/No	If Yes, who did you speak to and what is their name and contact number?

## TELL US IF YOU HAVE CONCERNS:

### YOUR CONTACT DETAILS:

NAME	D.O.B
ADDRESS	
TEL NO.:	

### DETAILS OF THE PERSON WHO MAY BE BEING ABUSED:

NAME:	D.O.B:
ADDRESS:	
YOUR TEL NO.:	
Safe contact times(if applicable) to	
Name of alternative contact, if needed (e.g carer)	
Their tel no.	

### DETAILS OF THE PERSON WHO MAY BE ABUSING (IF KNOWN):

NAME:	D.O.B:
ADDRESS:	
TEL NO.:	

### DETAILS OF ABUSE (WHEN/WHERE/WHAT HAPPENED):

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Please complete as much of this form as possible and return to: **PRIVATE AND CONFIDENTIAL**  
Safeguarding Adult Co-ordinator, Bury Adult Care Services, Castle Buildings, Market Place, Bury BL9 0LT

## USEFUL CONTACT NUMBERS

Adult Care - Social Work Teams	0161 253 7190
Adult Care - Social Work Teams (out of hours)	0161 253 6606
Greater Manchester Police	0161 872 5050
Six Town Housing	0161 686 8000
Public Concern at Work (advice on Whistle-Blowing)	020 7404 6609
Action on Elder Abuse (National Helpline)	0808 808 8141
Rape Crisis Helpline	0161 273 4500
National 24 Hour Domestic Violence Helpline	0808 200 0247
Hate Crime Reporting	0161 253 6998
Crimestoppers	0800 555 111
Bury Victim Support	0161 253 7622

# SAFEGUARDING

## Adults from Abuse



- WHAT IS ABUSE?
- WHAT SHOULD I DO IF I SUSPECT OR EXPERIENCE IT?

If you would like the leaflet in a different format or language, please contact: **Adult Care Services**

Tel: 0161 253 5600 - Castle Buildings, Market Place, Bury, BL9 0LT



## SAFEGUARDING VULNERABLE ADULTS

All people have a right to live their lives free from violence and abuse. Some adults are more likely to experience neglect and abuse than the general population. In Bury, Adult Care Services, Bury Primary Care Trust, Greater Manchester Police, Pennine Care Trust, the Probation Service, Six Town Housing, the Strategic Housing Unit and The Pennine Acute Hospitals Trust are all working together to try to safeguard vulnerable adults from abuse.

### WHO IS A VULNERABLE ADULT?

Anyone aged eighteen and over who may be unable to protect themselves against significant harm or exploitation due to a physical disability, learning disability, mental ill health, age, frailty, or a drug or alcohol problem.

### WHAT IS ABUSE?

Abuse is when someone's human and civil rights are violated by someone else.

### WHO ABUSES?

Anyone can be an abuser, including family members, paid care staff, strangers, friends, and volunteers.

### WHERE DOES ABUSE HAPPEN?

Abuse can happen anywhere, including in a person's own home, in other people's homes, in public places, in a work setting, in a hospital, or in a care setting.

### SOME SIGNS OF ABUSE

Sometimes, there are signs that a person is being abused. Here are some examples:

- Unexplained injuries or health conditions (bruises, burns, weight loss, insomnia, sexually transmitted infections or pregnancy in someone not thought to be sexually active)
- Changes in behaviour (becoming depressed, nervous, weepy, angry, withdrawn or attention seeking, loss of self-esteem)

- Changes in lifestyle (no longer able to afford living expenses, no longer going out, no longer welcoming visitors)
- Seemingly frightened when certain people enter the room.

These signs do not mean that someone is definitely being abused. Similarly, the absence of these signs does not mean that the person is not being abused.

### WHAT SHOULD I DO?

If you are being abused, or you think that someone else is, you should tell someone. Use the contact telephone numbers and websites in this leaflet to do this.

Abuse is not an easy thing to talk about, but we all have a duty to make sure that people are safe from abusive situations. If you are being abused, and don't feel that you can speak to a professional directly, tell someone you trust, and ask them to do it for you.

**IF YOU IGNORE ABUSE, IT IS UNLIKELY TO GO AWAY.**

### WHO CAN I TELL?

- Adult Care Services
- The Police
- A health or social care professional (Social Worker, Nurse, GP, Occupational Therapist etc)
- A charity or support group

**Please see the contact numbers overleaf.**

### WHAT WILL HAPPEN?

If you tell a professional, they will:

- Take your concerns seriously,
- Make sure that you are safe,
- Help you to get medical treatment, if needed,
- Involve the Police if a crime is suspected,
- Involve other professionals to investigate the abuse, support you to recover from that abuse, and protect you from further abuse.

## TYPES AND EXAMPLES OF ABUSE

**Physical Abuse:** hitting; shaking; biting; force-feeding; giving the wrong medication; and unduly restraining a person.

**Sexual Abuse:** sexual assault, rape; inappropriate touching of sexual areas; and pressurising someone into sexual acts they don't understand or feel powerless to refuse.

**Psychological Abuse:** verbal abuse; threatening abandonment or harm; bullying; isolating, taking away privacy; intimidation; controlling; and humiliation.

**Financial or Material Abuse:** withholding money or possessions; theft; fraud; or intentionally mis-managing finances, property, or benefits.

**Neglect:** withholding food, drink, heating, and clothing; failing to provide access to health, social and educational services; ignoring physical care needs; exposing a person to unacceptable risk, or failing to ensure adequate supervision.

**Discriminatory Abuse:** slurs, harassment, and maltreatment because of someone's race, gender, disability, age, faith, culture, or sexual orientation.

**Institutional Abuse:** the use of systems and routines which neglect a person receiving care in settings like hospitals, day services and residential/nursing services.

**Any of these forms of abuse can be either deliberate or be as a result of ignorance, or a lack of training, knowledge, or understanding. Often, if a person is being abused in one way they are also being abused in other ways.**