



# SAFEGUARDING

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# The presentation will cover



SAFEGUARDING: BEVERLEY  
AND DISTRICT U3A POLICY



THE PRESENTATION: WHAT  
TO DO IF IT HAPPENS.



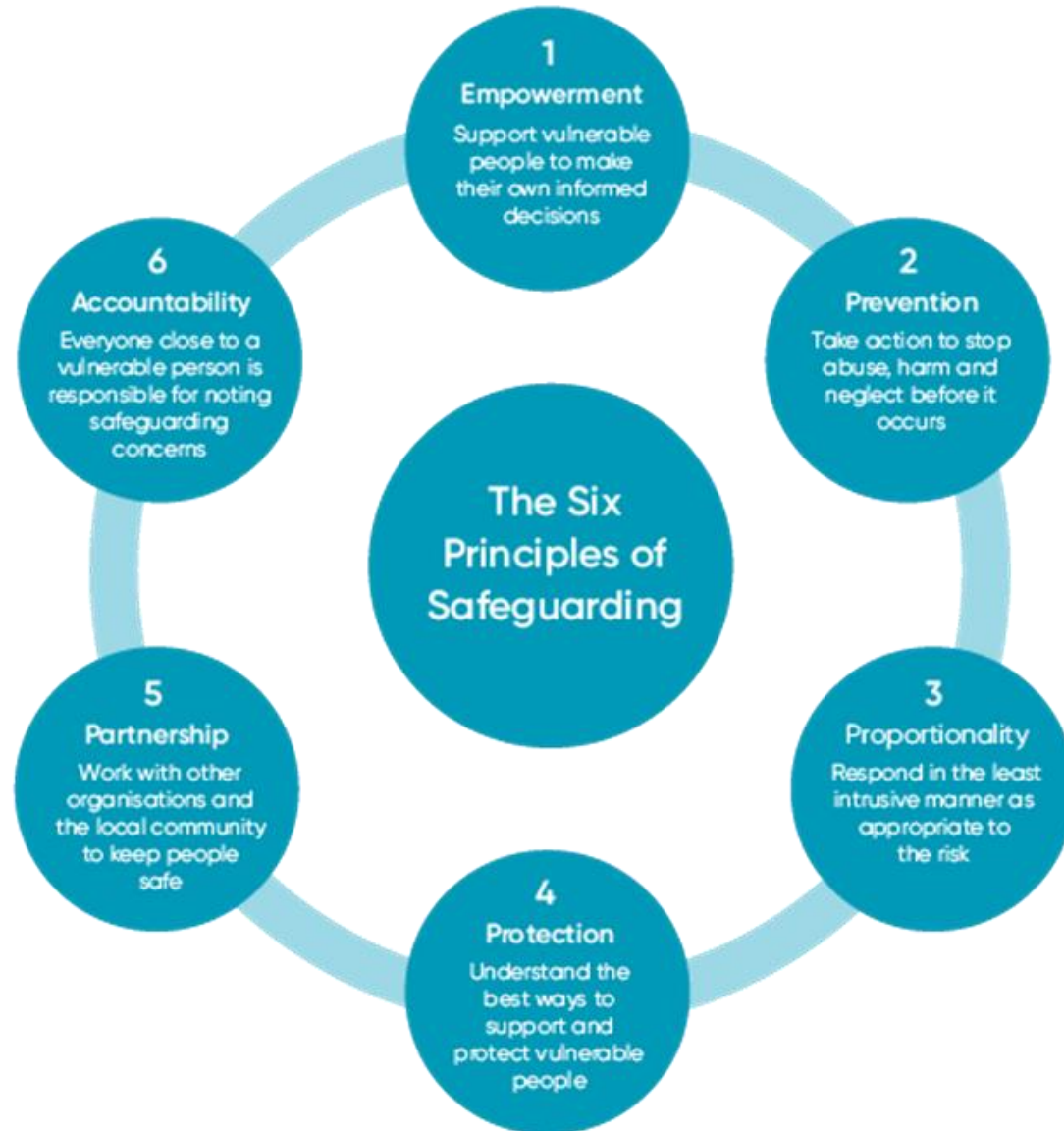
MORE INFORMATION:  
WHO TO TELL.

# Why you need to know?

- The Charity commission stipulates that all charities have a responsibility to ensure they don't cause harm to anyone who has contact with them. Charities working with children or adults at risk have extra responsibilities.
- The Care Act 2014 places the lead responsibility for managing adult safeguarding within the 'Local Authority' working with the police who will lead on any criminal concerns relating to an Adult at Risk. The 'Act' places a 'duty to co-operate' on the Safeguarding Adults Board members and requires other organisations to work in partnership with the Board.

# What is Safeguarding from a u3a perspective?

- “Safeguarding” refers to measures designed to protect the health, wellbeing and human rights of individuals.
- All u3a members have a responsibility to report any safeguarding concerns to their committee.
- All u3a committee members have an obligation to follow their safeguarding policy and procedure if they suspect that a member is at risk of abuse.
- Group Leaders are most likely to spot any initial safeguarding concerns



# Six Principles of Safeguarding

1. Empowerment
2. Prevention
3. Proportionality
4. Protection
5. Partnership
6. Accountability

## What are the possible signs and indicators of abuse and neglect?

- Unexplained bruises or injuries – or lack of medical attention for an injury
- Non-attendance at interest groups without reason and no response to reminders from group leaders or other members.
- Significant loss or gain of weight and/or an unkempt appearance.
- A change in the behaviour or confidence of a member, where they become quiet and withdrawn, or lash out in anger.
- A member showing fear of a particular group or individual.
- A member who sends unwanted sexually explicit text messages to a vulnerable member
- Threats of physical harm and bullying, or intentional striking of another member.
- Additionally, a member may report they are being abused – i.e. a disclosure.
- Abuse may be inflicted by anyone that the member meets.
- There are many signs and indicators that may suggest abuse or neglect.

# What happens if someone discloses ?

## Do

- The adult should always be consulted
- Remain calm and do not show shock. Always try to take an empathic approach remember you are a human being too and not a robot.
- Establish their views and agree outcomes
- Be aware of the possibility that medical evidence might be needed.
- Tell the person that they did the right thing to tell you.
- You are treating the information seriously. It was not their fault.
- You are going to inform the appropriate person.
- You/ will take steps to protect and support them.
- Record and report the disclosure in line with your safeguarding policy and procedure

## Do Not

- Press the person for more details if they are not comfortable sharing.
- Stop someone who is freely recalling significant events - don't say 'hold on, we'll come back to that later' - they may not tell you or anybody else again).
- Promise to keep secrets; you have a duty of care to raise safeguarding concerns.
- Make promises you cannot keep such as "this will never happen to you again".
- Contact the alleged abuser unless they are also a u3a member and it is necessary to do so to safeguard other members.
- Be judgemental.
- Pass on the information other than to those with a legitimate 'need-to-know' under the safeguarding policy and procedure.

# How should you record a safeguarding concern?

- Note what people actually said, using their own words and phrases.
- Describe the circumstances in which the disclosure came about.
- Note the setting and anyone else who was there at the time of the disclosure.
- Separate factual information from your own and others' opinions.
- Use pen with black ink so that the report can be photocopied if needed.
- Be aware that your report may be required later as part of a legal action or disciplinary procedure.



# How to report a safeguarding concern

- Report it to the Chair or a member of the Beverley u3a Committee.  
[pamelabuckton@outlook.com](mailto:pamelabuckton@outlook.com)
- They will complete a risk assessment and decide on next steps, keeping you informed
- The only exception to this is where you believe there is sufficient risk that you must contact the emergency services immediately. In this situation the committee should be apprised of the situation
- If the concern is of low risk you can contact Rachel Ellis-Jones committee member for advice.  
[rachelellisjones@btinternet.com](mailto:rachelellisjones@btinternet.com)

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# MORE INFORMATION

# Types of physical abuse

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)
- No explanation for injuries or inconsistency with the account of what happened
- Injuries are inconsistent with the person's lifestyle
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps
- Frequent injuries
- Unexplained falls
- Subdued or changed behaviour in the presence of a particular person
- Signs of malnutrition
- Failure to seek medical treatment

# Types of domestic violence or abuse

- Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:
  - psychological
  - physical
  - sexual
  - financial
  - emotional.
- Low self-esteem
- Feeling that the abuse is their fault when it is not
- Physical evidence of violence such as bruising, cuts, broken bones
- Verbal abuse and humiliation in front of others
- Fear of outside intervention
- Damage to home or property
- Isolation – not seeing friends and family
- Limited access to money
- Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:
  - acts of assault, threats, humiliation and intimidation
  - harming, punishing, or frightening the person
  - isolating the person from sources of support
  - exploitation of resources or money
  - preventing the person from escaping abuse
  - regulating everyday behaviour.

# Types of Sexual Abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure
- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck
- Torn, stained or bloody underclothing
- Bleeding, pain or itching
- Unusual difficulty in walking or sitting
- Infections
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude
- Incontinence not related to any medical diagnosis
- Self-harming
- Poor concentration, withdrawal, sleep disturbance
- Excessive fear/apprehension of, or withdrawal from, relationships
- Fear of receiving help with personal care
- Reluctance to be alone with a particular person

# Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying
- An air of silence when a particular person is present
- Withdrawal or change in the psychological state of the person
- Insomnia
- Low self-esteem
- Uncooperative and aggressive behaviour
- A change of appetite, weight loss/gain
- Signs of distress: tearfulness, anger
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment

# Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions
- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship
- Missing personal possessions
- Unexplained lack of money or inability to maintain lifestyle
- Unexplained withdrawal of funds from accounts
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity
- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so
- The person allocated to manage financial affairs is evasive or uncooperative
- The family or others show unusual interest in the assets of the person
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA
- Recent changes in deeds or title to property
- Rent arrears and eviction notices
- A lack of clear financial accounts held by a care home or service
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Disparity between the person's living conditions and their financial resources, e.g. insufficient food in the house
- Unnecessary property repairs

# Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to
- GOV.UK has more information on identifying and reporting modern slavery
- Signs of physical or emotional abuse
- Appearing to be malnourished, unkempt or withdrawn
- Isolation from the community, seeming under the control or influence of others
- Living in dirty, cramped or overcrowded accommodation and or living and working at the same address
- Lack of personal effects or identification documents
- Always wearing the same clothes
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers



# Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic
- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

# Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints
- Lack of flexibility and *choice for people using the service*
- *Inadequate staffing levels*
- *People being hungry or dehydrated*
- Poor standards of care
- Lack of personal clothing and possessions and communal use of personal items
- Lack of adequate procedures
- Poor record-keeping and missing documents
- Absence of visitors
- Few social, recreational and educational activities
- Public discussion of personal matters
- Unnecessary exposure during bathing or using the toilet
- Absence of individual care plans
- Lack of management overview and support

# Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity
- Poor environment – dirty or unhygienic
- Poor physical condition and/or personal hygiene
- Pressure sores or ulcers
- Malnutrition or unexplained weight loss
- Untreated injuries and medical problems
- Inconsistent or reluctant contact with medical and social care organisations
- Accumulation of untaken medication
- Uncharacteristic failure to engage in social interaction
- Inappropriate or inadequate clothing

# Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

- **What is self-neglect?**

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid harm as a result of self-neglect
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

# Remember you are not in this alone.

## Advice:

- Their Local Authority, Social Services, GP Surgery, Police, etc. Safeguarding Adults Board
- Action on Elder Abuse (AEA) is a confidential support and advice service for older people who have been abused or people who know an older person who may be suffering abuse. Available weekdays 9am – 5.00pm on freephone 0808 808 8141.
- Voice UK is a national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. They also support their families, carers and professional workers. Voice runs a helpline 0808 802 868
- Rachel Ellis-Jones, Beverley and u3a committee member with a safeguarding background tel: 07772481835 or [rachelellisjones@btinternet.com](mailto:rachelellisjones@btinternet.com)
- East Riding Safeguarding Adults Board (01482) 396940 Monday to Thursday 9am - 5pm, Friday 9am - 4.30pm. If you don't want to report a safeguarding issue over the phone, you can: Email: [safeguardingadultsteam@eastriding.gov.uk](mailto:safeguardingadultsteam@eastriding.gov.uk)

## Finally

- Do not panic, it is better to be prepared.

- If someone discloses to you or you are concerned, record it and, unless it is an emergency, pass it on to the Chair of Beverley u3a or a committee member.
- Chair Pam Buckton  
[pamelabuckton@outlook.com](mailto:pamelabuckton@outlook.com)