

Runnymede Borough Council

Safeguarding Policy for Children and Adults at Risk

August 2025



Foreword

A life that is free from harm, abuse, and neglect is a basic right of every person. The objective of safeguarding is to prevent and reduce the risk of harm to children and adults at risk from abuse or neglect, including exploitation and impairment of development, while supporting individuals to maintain control over their lives and enabling them to make informed decisions without coercion.

This policy sets out how the Council will meet its obligations to safeguard children and adults at risk. It applies to staff, agency workers, volunteers and contractors employed by the Council and Councillors undertaking official duties on behalf of the Council. It is vital for successful safeguarding that the procedures in this policy are understood and applied consistently at an individual, managerial, and organisational level.

Although safeguarding is recognised as a key responsibility of local authorities, safeguarding is everybody's business, and as neighbours, citizens, and community members we all need to be alert to abuse and neglect and be committed to reporting our concerns.

This policy complements and supports the agreed multi-agency procedures set down by the [Surrey Safeguarding Children Partnership \(SSCP\)](#) and the [Surrey Safeguarding Adults Board \(SSAB\)](#). These are the Surrey County Council Safeguarding Boards that provide structure and governance for Safeguarding in Surrey.

The purpose of Safeguarding is to:

- Prevent harm and reduce the risk of abuse or neglect
- Stop abuse or neglect
- Prevent impairment of development and enable individuals to have the best outcomes
- Safeguard individuals in such a way that supports them in making choices and having control over how they want to live
- Promote an approach that concentrates on improving life for the individual
- Raise public awareness so that communities, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect
- Provide accessible information and support to help people understand what constitutes abuse and neglect, and how to respond
- Address what has caused the abuse or neglect

Runnymede Borough Council's Safeguarding Policy for Children and Adults at Risk has been developed in accordance with relevant safeguarding legislation and guidance to include:

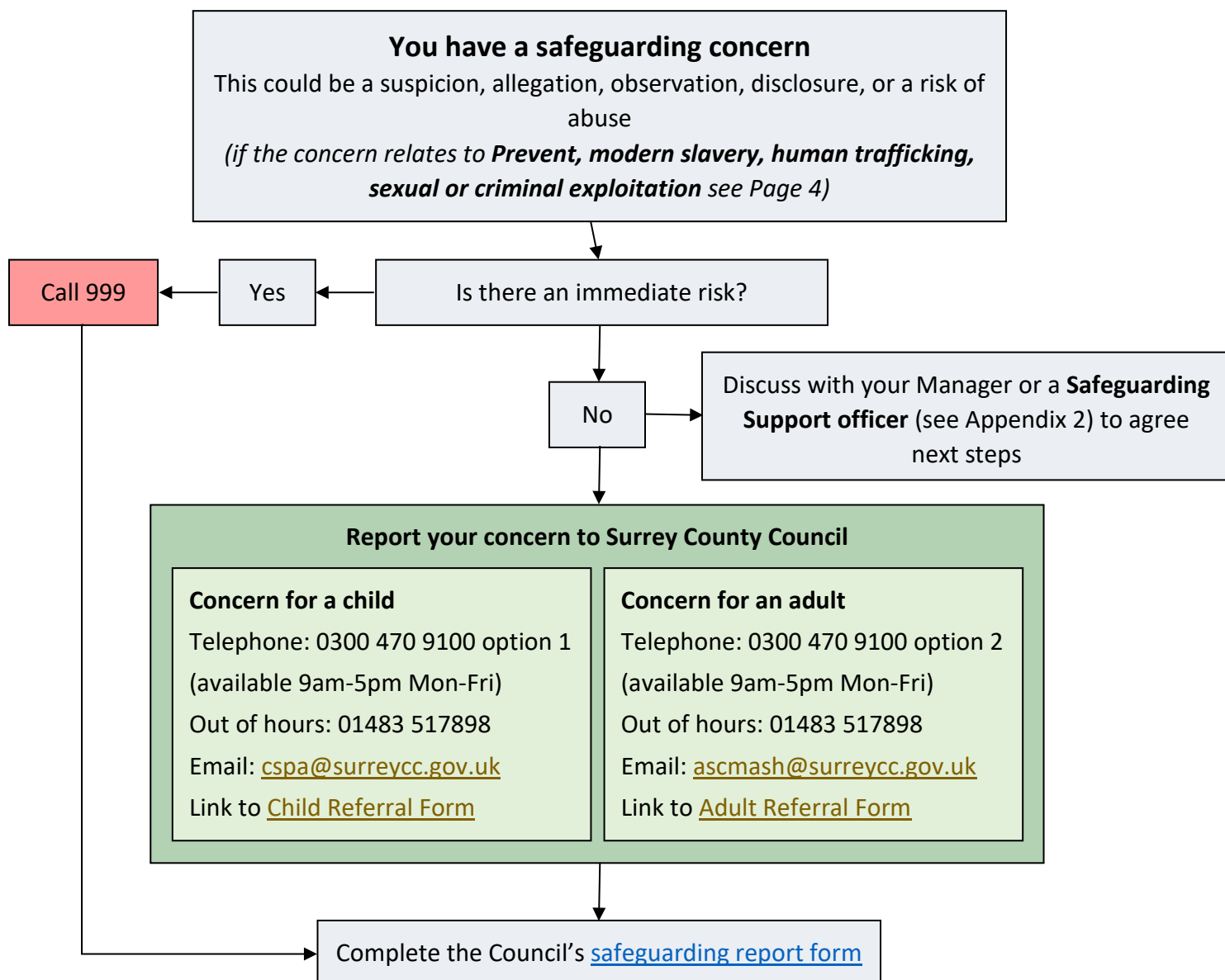
- A safeguarding staff structure including roles, and responsibilities (see Appendix 2 Runnymede Borough Council staff safeguarding structure).
- Recruitment procedures that will safeguard children and adults at risk and promote their welfare.

- A safeguarding induction and training programme to promote safeguarding as everyone's responsibility and so that officers know how to recognise and respond to safeguarding issues (see Appendix 3 Staff safeguarding induction and training plan).
- Safeguarding reporting procedures so that officers have a clear referral pathway for concerns. (See 'What to do if you have a safeguarding concern' on page 3 of this document).
- Procedures for record keeping so that all safeguarding concerns across the council can be monitored, outcomes can be evaluated and lessons learned from the findings to help inform best practice
- Safeguarding Support officers to support and advise officers in all aspects of safeguarding including navigating the Council's policy and procedures and ensuring timely reporting of safeguarding concerns where appropriate.

'Safeguarding is everyone's responsibility' is the founding principle of safeguarding children and adults at risk. It asserts that everybody has a role to play in keeping them safe and protecting them from abuse and neglect. If a person comes into contact with a child or adult at risk who they have concerns about, they have a duty to take action to safeguard them. It is not always the case that an individual's insight into a situation will form a complete picture but by raising concerns, however small, and sharing information, it will allow for more informed decision making and decisive action to be taken.

In the next chapters, this policy will first consider the safeguarding of children and then safeguarding of adults at risk. This is because safeguarding is governed by different legislation for children and adults at risk and there are separate Safeguarding Boards that govern each. That said, it is recognised there may be some overlap.

What to do if you have a safeguarding concern



Concerns relating to Prevent, modern slavery, human trafficking, sexual or criminal exploitation

If your concern relates to **Prevent, Modern Slavery, Sexual or Criminal Exploitation including Cuckooing** contact Surrey Police on 101 or call 999 in an emergency, if there is a crime in action or immediate threat to life

For more information and advice please go to the links below:

- [Prevent | Surrey Police](#)
- [Modern slavery | Surrey Police](#)
- [Human trafficking | Surrey Police](#)
- [Child sexual exploitation | Surrey Police](#)
- [Child criminal exploitation | Child abuse | Surrey Police](#)
- [Cuckooing | Surrey Police](#)

You can also contact one of the **Safeguarding Support officers** (see Appendix 2) if you would like to discuss a concern.

Safeguarding children

Introduction

Runnymede Borough Council has a legal and moral duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of children. In line with safeguarding guidelines children are defined as under 18 years of age.

Working Together to Safeguard Children is the key legislation that sets out the legislative requirements and framework for agencies along with guidance to working in partnership to support children. See Appendix 1 Legal framework and governance for more details.

Safeguarding and promoting the welfare of children is defined as:

- Protecting children from maltreatment
- Providing help and support to meet the needs of children as soon as problems emerge
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

Every child deserves to grow up in a safe, stable, and loving home. Children who need help and protection deserve high quality and effective support. This requires individuals, agencies, and organisations to be clear about their own and each other's roles and responsibilities, and how they work together.

Key principles of safeguarding children

Effective safeguarding arrangements in every local area are underpinned by two key principles:

A child-centred approach: for services to be effective they must be based on a clear understanding of the needs and views of children.

Safeguarding is everyone's responsibility: for services to be effective each professional and organisation must play its full part.

These two principles are explored in more detail below:

A child centred approach

Effective safeguarding of children can only be achieved by putting children at the centre of the system, and by every individual and agency playing their full part, working together to meet the needs of vulnerable children.

The following is a summary of what children have said that they need from an effective safeguarding system, taken from Working Together to Safeguard Children 2023.

Children have said that they need:

- **vigilance:** to have adults notice when things are troubling them
- **understanding and action:** to understand what is happening; to be heard and understood; and to have that understanding acted upon
- **stability:** to be able to develop an ongoing stable relationship of trust with those helping them
- **respect:** to be treated with the expectation that they are competent rather than not
- **information and engagement:** to be informed about, and involved in procedures, decisions, concerns and plans
- **explanation:** to be informed of the outcome of assessments, and decisions and reasons when their views have not met with a positive response
- **support:** to be provided with support in their own right as well as a member of their family
- **advocacy:** to be provided with advocacy to assist them in putting forward their views
- **protection:** to be protected against all forms of abuse, exploitation, and discrimination, and the right to special protection and help if a refugee

Safeguarding is everyone's responsibility

This section sets out some of the key information about the multi-agency approach and guidance for safeguarding in Surrey.

Surrey Safeguarding Children Partnership (SSCP)

It is a statutory duty under the Children Act 2004 for each lead local authority to have a Safeguarding Board (see Appendix 1 Legal framework and governance).

The Surrey-wide appointed safeguarding board for Children is the [Surrey Safeguarding Children Partnership \(SSCP\)](#). The SSCP is chaired by an independent chair and hosted by Surrey County Council.

The overall role of the SSCP is to coordinate local work to safeguard and promote the welfare of children and to ensure the effectiveness of what the member organisations do individually and together by developing interagency policies and procedures for safeguarding and promoting the welfare of children. District and Borough Councils have a crucial role to play in the safeguarding of children in their areas.

Section 11 of the Children Act 2004 places duties on organisations and individuals to ensure their functions, and any services that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children. To document how this is being achieved by each District and Borough council in Surrey a Section 11 Audit is completed by each, including Runnymede Borough Council, and returned to the Surrey Safeguarding Children Partnership on an annual basis.

The statutory guidance Working Together to Safeguard Children includes details on multi-agency working, to help support and protect children and the SSCP document [Multi Agency Safeguarding Arrangements](#) sets out how they meet the requirements of this guidance.

As part of the governance of the SSCP, there is a District and Borough safeguarding leads group that feeds into the partnership, along with other statutory and voluntary agencies.

The [SSCP Safeguarding Children Strategic Plan 2024-26](#) identifies the key priorities for the continuing improvements to safeguard Surrey's children and young people and ensure that they are seen, safe and heard

Continuum of Support for Children and Families in Surrey

The SSCP oversees the multi-agency safeguarding of children, as shown by their local threshold document the [Continuum of Support for Children & Families in Surrey](#)

This forms an integral part of Surrey's approach to supporting children, ensuring the right support is provided by the right agency, based on the child's level of need. The approach also promotes earlier support for families to address issues before they escalate to crisis point and ensure that children are kept safe from harm.

This approach is embedded within the safeguarding request for support process (e.g. when a referral is made for a safeguarding concern) through the Children's Single Point of Access (C-SPA) see 'What to do if you have a safeguarding concern' on page 3 of this document.

For more information about this model and how it is applied see Appendix 4 Models of support for children and families in Surrey.

Time for Kids

Surrey has also adopted [Time for Kids](#) within the Continuum of Support model.

This is a values-based approach to working with children and young people. The approach is based on five simple and easy-to-apply principles that can be embedded into the day-to-day work with children and young people. The 5 principles are Connect, Trust, Hope, Belong and Believe.



It is recommended that individual officers and departments that work with the same children

on a regular basis familiarise themselves with the principles of Time for Kids and adopt this as part of their normal activities. To support this there are PowerPoint presentations; 1) Time for Kids Training slides and 2) Time for Kids Basic principles, see below.



Time for Kids -
Training slides.pptx



Time for Kids - basic
principles.pptx

Good practice when working with children

When working with children it is important to follow the good practice outlined below and to observe more detailed guidelines such as those documented in the NSPCC [Example behaviour code for adults working with children](#)

- Adults should not behave in a manner which would lead any reasonable person to question their suitability to work with children, or act as a role model.
- Adults must not work on their own with children. If a situation occurs when this arises, due to sickness or an emergency, always inform colleagues or parents/carers to ensure that someone can be present or nearby.
- It is inappropriate to offer lifts to a child or young person. There may be occasions where the child or young person requires transport in an emergency or where not to do so may place a child at risk. If circumstances permit, the parent/carer or line manager should be informed before the lift is provided and wherever possible 2 adults should accompany the young person. The event must always be recorded and reported to a senior manager and parents/carers. Students, who are under 18 years of age, and are on a work placement with the Council, should be accompanied by two members of staff when given lifts for outside visits.
- Physical contact is discouraged and should only take place only when it is necessary and in a safe and open environment i.e. one easily observed by others.
- Always report any accidents/incidents or situations where a child becomes distressed or angry to a senior colleague.
- Photographs of children with their family, class, or club, are permissible subject to following reasonable safety guidelines. For example, photographs must not be taken without permission of the children and their parent if they are under 18. In no circumstances can photographs be published without prior written consent. Staff must remain sensitive to any children who appear uncomfortable or feel threatened by photography and must recognise the potential for misinterpretation. Only Council-owned phones, cameras or other recording devices are to be used. The Councils [Data and Cyber Security Policy](#) states under Data Handling 4.1 that 'Data must be encrypted when stored on mobile devices and removable media.' The Councils mobile devices do not encrypt data and therefore any photographs taken should be moved to the X: Drive or One Drive.
- Staff, members and volunteers must maintain professional boundaries when communicating with children and young people. They must not let children have their personal contact details (e.g. phone, email, address) or communicate with them via a personal social media account.
- The good practice described above on working with children must be applied by Council employees when their colleagues and work placement students are under 18 years of age.

What is child abuse?

Abuse is a form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Harm can include ill treatment that is not physical as well as the impact of witnessing ill treatment of others. This can be particularly relevant, for example, in relation to the impact on children of all forms of domestic abuse, including where they see, hear, or experience its effects. Children may be abused in a family or in an institutional or extra-familial contexts by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult or adults or another child or children.

There are various types of abuse, and one or more of these can be experienced at any given time. These can be divided into four umbrella categories which are:

- Physical
- Emotional
- Sexual
- Neglect

Other types of child abuse include domestic abuse, extra-familial harm, technology assisted abuse, harmful sexual behaviour, forced marriage, honour-based violence, female genital mutilation, bullying, cyberbullying and child trafficking. Please refer to Appendix 5 for more information about the types and signs of abuse.

Children may be abused by

- family members
- friends
- people working or volunteering in organisational or community settings
- people they know
- strangers

General signs of abuse

Children experiencing abuse often experience more than one type of abuse over a period of time. Children who experience abuse may be afraid to tell anybody about the abuse. They may struggle with feelings of guilt, shame or confusion – particularly if the abuser is a parent, caregiver or other close family member or friend.

Many of the signs that a child is being abused are the same regardless of the type of abuse. Anyone working with children or young people needs to be able to recognise the signs. These include a child:

- being afraid of particular places or making excuses to avoid particular people
- knowing about or being involved in 'adult issues' which are inappropriate for their age or stage of development, for example alcohol, drugs and/or sexual behaviour
- having angry outbursts or behaving aggressively towards others
- becoming withdrawn or appearing anxious, clingy or depressed
- self-harming or having thoughts about suicide
- showing changes in eating habits or developing eating disorders
- regularly experiencing nightmares or sleep problems
- regularly wetting the bed or soiling their clothes
- running away or regularly going missing from home or care

- not receiving adequate medical attention after injuries.

These signs do not necessarily mean that a child is being abused. There may well be other reasons for changes in a child's behaviour such as a bereavement or relationship problems between parents or carers.

Neglect

Whenever there are concerns about the quality of care being provided to a child or children, it is recommended that officers use the [Neglect Screening Tool](#) provided by the Surrey Safeguarding Children's Partnership.

This tool supports officers who have limited time with children and families to identify signs of neglect at an early stage and helps them to discuss concerns with their manager or Safeguarding Support officer, in order to decide the next appropriate steps.

Professionals who regularly work with children and families e.g. social workers, health visitors, teachers etc. would complete a Graded Care Profile 2 (GCP2) document, so this is unlikely to be relevant for Runnymede Borough Council officers, therefore it is recommended that officers download the [Neglect Screening Tool](#) from the SSCP webpage or use the embedded link below.

This document also provides guidance notes on how to complete the tool.



Neglect-Screening-Tool-2024-2026-FINAL

When to raise a concern

If you have any concerns about a child's wellbeing it is important that officers raise the concern as soon as possible with either their line manager or one of the Council's Safeguarding Support officers or report to the relevant agency. See page 3 'What to do if you have a safeguarding concern' for more information. You might be concerned that:

- a child is suffering or likely to suffer significant harm (see Appendix 5 Types and signs of abuse)
- a child's health or development may be impaired without the provision of services
- a child would be likely to benefit from family support services, with the agreement of the person with parental responsibility

It is not the role of Runnymede Borough Council to decide if a child at risk is being abused or not, but it is everyone's responsibility to pass on any concerns.

What to do if a child or third party makes an allegation

If a child or third party makes an allegation or discloses information which raises concern about significant harm, the initial response should be to listen carefully to what the child or third party says to:

- Clarify the concerns
- Offer reassurance about how the child will be kept safe; and
- Explain that what they say cannot be kept in confidence and will be discussed with one of the Council's Safeguarding Support officers to consider how to manage the concern and if appropriate contact [Surrey Children's Single Point of Access](#) for advice and guidance.

It is the duty of Council officers to listen to, record and report allegations or concerns, it is not their responsibility to investigate the matter, although they may be asked to give information to support an investigation.

If the allegation is raised by a child, the child must not be pressured for information, led or cross examined or given false assurances of absolute confidentiality. Such well-intentioned actions could prejudice police investigations, especially in cases of sexual abuse. An interpreter should be used if necessary.

If the child can understand the significance and consequences of making a referral to Surrey Children's Single Point of Access (C-SPA), he or she should be asked his or her view by the referring officer. Although the child's view should be considered, it remains the responsibility of the professional to take whatever action is required to ensure the safety of that child and any other children.

Consent from parents/care givers should generally be sought before referrals are made to the Children's Single Point of Access (C-SPA) unless you have no way of contacting the parent/care giver. There will be some circumstances where this should not be done, for example, if it could:

- Place a child at increased risk of significant harm
- Place an adult at risk of serious harm
- Prejudice the prevention or detection of a serious crime
- Lead to unjustified delay in making enquiries about allegations of Significant Harm

The officer should record in writing whether they have discussed the concern and or referral with the family. They should also record the reasons if they decide not to inform the family of these matters.

If the decision is made to make a referral, the procedure to follow is on page 3 of this document.

Escalation procedure

If you disagree with any decision made by a partner agency in relation to a safeguarding concern you have raised, you should discuss this with your manager or one of the Safeguarding Support officers, detailed in Appendix 2.

If appropriate the matter may be escalated using the [SSCP Surrey Escalation Procedure](#) FaST- Finding a Solution Together-Escalation in order to resolve the issue. The purpose of this policy is to create a transparent process to set out how disagreements should be dealt with between partner agencies with regards to professional practice in relation to a child, young person, or their family.

Allegations against staff, volunteers, or councillors

In Surrey we work to the Surrey Safeguarding Children's Partnership Procedures for [Allegations Against Staff or Volunteers](#).

All allegations of abuse of children by those who work with children must be taken seriously. Allegations against any person who works with children, whether in a paid or unpaid capacity, can cover a wide range of circumstances. The following procedure should be applied when there is an allegation or concern that a person who works with children, has:

- Behaved in a way that has harmed a child, or may have harmed a child
- Possibly committed a criminal offence against or related to a child
- Behaved towards a child or children in a way that indicates he or she may pose a risk of harm to children
- Behaved or may have behaved in a way that indicates they may not be suitable to work with children. This includes transferable risk e.g. when an allegation relates to an adult's behaviour outside work and their relationships with others
- Have behaved in a way in their personal life that raises safeguarding concerns. This does not have to directly relate to a child e.g. an arrest for possession of a weapon.
- Have, as a parent or carer, become subject to child protection procedures.
- Are closely associated with someone in their personal life who may present a risk of harm to a child or children, for whom the adult is responsible for in their paid or unpaid work.

The concerns should be considered within the four categories of abuse (physical, sexual, emotional abuse and neglect). This includes concerns relating to inappropriate relationships between member of staff (paid or unpaid) and a child or children, for example:

- Having a sexual relationship with a child under 18 if in a position of trust in respect of that child even if consensual (as detailed in Section 22a of the Sexual Offences Act 2003).
- Grooming e.g. meeting a child under 16 with the intent to commit a relevant offence (as detailed in Section 15 of the Sexual Offences Act 2003).
- Other grooming behaviour giving rise to concerns (e.g. inappropriate text/email/images, gifts, socialising etc.)
- Possession of indecent photographs /pseudo-photographs of children.

What to do if a concern is raised about staff, volunteers and councillors

Regardless of the nature of allegations and who receives the allegation, it must be reported immediately to Human Resources.

Human resources must inform the Surrey County Council, Local Authority Designated Officer (LADO) within 1 working day when an **allegation** is made and prior to any further investigation taking place. This includes situations where the worker resigns but continues to work in regulated activities with children.

The LADO is responsible for advising on and monitoring such allegations and can be contacted on 0300 123 1650 (option 3) or LADO@surreycc.gov.uk. More information can be found here: [Dealing with Allegations against People Working with Children - Surrey Safeguarding Children Partnership](#)

If after the appropriate investigations the Council removes a volunteer from post or decides to terminate the employment of a member of staff because the individual poses a risk or has allegedly harmed a child or children, Human Resources alongside the Corporate Head or senior lead for the service area concerned, will undertake a risk assessment. In all cases of removal or employment termination for safeguarding reasons Human Resources will make the relevant referral and/or submission to the Disclosure and Barring Service. It is an offence to fail to make a referral without good reason to the Disclosure and Barring Service.

Should an allegation or concern be raised regarding a councillor, the Chief Executive and Monitoring officer must be informed.

Allegations of historical abuse should be responded to in the same way as recent concerns.

For more information please refer to the SSCP [Allegations Against Staff or Volunteers](#) procedures.

Safeguarding adults at risk

Introduction

Runnymede Borough Council has a legal and moral duty to work together with other statutory and voluntary agencies to safeguard and promote the welfare of adults at risk and treat them with dignity and respect.

Who is an adult at risk?

The definition of an 'adult at risk' from section 42 of the Care Act 2014 is a person aged 18 years or over who:

- has needs for care and support
- is experiencing, or is at risk of, abuse or neglect
- as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it

It is recognised that there will have to be a judgement made to determine whether to treat someone as an adult at risk at any specific time.

Through the implementation of this policy the Council seeks to ensure that any concerns for an adult at risk are dealt with quickly and effectively, including reporting to the relevant agency where appropriate. See 'What to do if you have a safeguarding concern' on page 3 of this document.

Surrey Safeguarding Adults Board (SSAB)

The Care Act (2014) requires every Local Authority to establish a Safeguarding Adults Board (SAB) for its area. The [Surrey Safeguarding Adults Board \(SSAB\)](#) is hosted by Surrey County Council. This is a multi-agency partnership working collaboratively alongside statutory and voluntary agencies in Surrey at a strategic level, to ensure the effectiveness of adult safeguarding across the county to prevent abuse and neglect of adults with care and support needs. The Surrey Safeguarding Adults Board:

- receives assurance of the safeguarding arrangements in place.
- listens and responds to the voices of adults at risk, their families, and their carers.
- coordinates multi-agency projects to prevent abuse and neglect.
- develops and drives awareness raising activity, highlighting the importance of safeguarding.
- provides a multi-agency training programme to give staff the right skills to safeguard adults.

This policy is designed to work in conjunction with the guidance and procedures set out by the board and with the [Surrey safeguarding adults policy and procedures](#) on Surrey County Council's website.

Accessing Council services

The Council will also seek to ensure that any adult at risk receiving or accessing services from the Council can do so in safety and without fear of abuse

The Council will do this by:

- Ensuring that all staff who have regular, direct and unsupervised contact with adults at risk are carefully selected, checked and trained.
- Ensuring that all Council contractors who have regular, direct and unsupervised contact with adults at risks have effective policies and procedures in place
- Ensuring that organisations that apply for grant aid for programmes that include adults at risk (funding or premises) have effective policies and procedures in place
- Informing all organisations as well as the public about what they can expect from the Council in relation to protecting and safeguarding adults at risk
- Ensuring that there is a clear complaints procedure in place that can be used if there are any concerns
- Sharing information about concerns with appropriate agencies and involving adults at risk and their carers as appropriate

Key principles of safeguarding adults at risk

The Care Act 2014 (see Appendix 1 Legal framework and governance) introduced six principles of safeguarding which are listed below.

Principle	Description
Empowerment	Presumption of person-led decision making and informed consent
Prevention	Take action before harm occurs
Proportionality	Take the least intrusive response appropriate to the risk presented
Protection	Provide support and representation for those in the greatest need
Partnership	Local solutions through services working with their communities
Accountability	Ensure there is accountability and transparency in safeguarding practices

In view of the above, the following principles have been adopted by all agencies and professionals working together to protect adults at risk.

- All adults at risk have a right to be protected and their decisions respected even if that decision involves risk.

- The prime concern at all stages will be the interests and safety of the adult at risk.
- The aim will be to give a professional service to support and minimise the distress of any adult at risk.
- The importance of professionals working in partnership with the adult at risk and others involved will be recognised throughout the process.
- The responsibility to raise a concern about an adult at risk rests with the person who has the concern.
- All parties involved will be treated sensitively at all stages of an investigation.
- All agencies receiving confidential information in the context of an adult at risk investigation will make decisions about sharing this information in appropriate circumstances.
- Procedures provide a framework to ensure that agencies work together for the protection of the adult at risk. They are not a substitute for professional judgement and sensitivity.
- Adults at risk have the right to have an independent advocate if they wish, at any stage in the process.

Making Safeguarding Personal

Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about the effectiveness of safeguarding from the perspective of the person being safeguarded.

MSP promotes conversations about how we might respond in safeguarding situations in a way that enhances involvement, choice and control of the individual as well as improving quality of life, wellbeing and safety. This means seeing people as experts in their own lives and working alongside them.

The key focus is on developing a real understanding of what adults at risk wish to achieve and agreeing, negotiating and recording their desired outcomes, working out with them (and their representatives or advocates if they lack capacity) how best those outcomes might be realised and then seeing, at the end, the extent to which desired outcomes have been realised.

There is more information about [Making Safeguarding Personal](#) on the Surrey Safeguarding Adults Board website and access to the [MSP toolkit](#). This is a web-based resource that includes narrative around specific areas of practice, tools and practical examples to support learning and development.

The Wellbeing Principle

The [Wellbeing Principle](#) is the key duties of the Care Act 2014. It places 'wellbeing at the heart of care and support' and requires local authorities to consider the impact on a person's wellbeing when making decisions about their care. Wellbeing encompasses areas such as personal dignity, physical and mental health, emotional wellbeing and protection from abuse and neglect.

Good practice when working with adults at risk

To help prevent abuse occurring and false allegations arising, the following basic guidelines will help safeguard both the adult at risk and members of staff, volunteers and councillors.

- Treat all service users with dignity and respect

- Provide an example of good conduct you wish others to follow
- Challenge unacceptable behaviour - e.g. bullying
- Report all allegations of abuse
- Report any concerns or suspicions of abuse
- Be identifiable (e.g. wear a name badge)

What is abuse?

Any act of abuse, repeated or singular, is a violation of the adult at risk's human and civil rights. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or omission to act. It can happen to anyone, at any age, in any culture, in any religion and at all levels of society. It can be accidental or deliberate. Abuse of adults at risk can occur in any setting or any situation such as domestic, institutional and public settings. No-one has the right to abuse others; it is always unacceptable and, in many cases, a crime.

Forms of abuse can include:

- Physical abuse
- Domestic abuse (including Forced marriage, so-called Honour-based violence and Female Genital Mutilation)
- Sexual abuse
- Psychological abuse
- Financial abuse
- Discriminatory abuse
- Neglect and acts of omission
- Self-neglect
- Organisational abuse
- Modern slavery and human trafficking
- Sexual exploitation

There is more information about the types of abuse and signs of abuse in Appendix 6 Adults at risk - Types and signs of abuse.

Adults at risk may be abused by:

- Family member
- Friend
- Neighbour
- Partner
- Carer
- Stranger
- Care worker
- Manager
- Volunteer
- Another service user
- Any person who comes into contact with the adult at risk

How to raise a concern

If an adult at risk or a third party discloses information which alerts you to a concern, or you witness something that gives you cause for concern please follow the initial response should be to listen carefully to what the adult or third party says and:

- Clarify the concerns
- Write it down if possible
- Offer reassurance
- Explain that this may be discussed with one of the Council's Safeguarding Support officers or a manager to consider how to manage the concern
- If appropriate contact the Multi-Agency Safeguarding Hub (MASH). See 'What to do if you have a safeguarding concern' on page 3 of this document.

It is the duty of officers to listen to, record and report allegations or concerns, it is not their responsibility to investigate the matter, although they may be required to provide information to support an investigation that takes place as a result of the report.

If the allegation is raised by an adult at risk, they must not be pressured for information, led, or cross examined or given false assurances of absolute confidentiality.

When to raise a concern

It is important that officers raise a concern if it is believed or suspected that an adult at risk is suffering or likely to suffer abuse (see Appendix 6 Adults at risk – Types and signs of abuse).

The officer can discuss their concern with their line manager or one of the Council's Safeguarding Support officers, but all safeguarding concerns must be report to the relevant agency as soon as possible (see page 3 for 'What to do if you have a safeguarding concern').

It is not the role of Runnymede Borough Council to decide if an adult at risk is being abused or not, but it is everyone's responsibility to pass on any concerns.

Escalation Procedure

If you disagree with any decision made by a partner agency in relation to a safeguarding concern you have raised, you should discuss this with your manager or one of the Safeguarding Support officers, detailed in Appendix 2.

If appropriate, the matter may be escalated, in which case, please refer to the [SSAB Inter-Agency Escalation Policy](#)

The purpose of this protocol is to ensure that if a situation arises when workers within one agency feel that the actions, inaction or decisions of another agency do not adequately safeguard an adult with care and support needs, then issues between agencies are resolved in a timely manner.

The officer should use relevant whistleblowing procedures if they do not feel they would be believed, taken seriously or if they think that the manager or a Safeguarding Support officer may be causing the risk to the adult or child. Please see the Councils [Whistleblowing policy](#) for more information.

The Councils responsibilities to safeguard children and adults at risk

This policy has considered children and adults at risk independently as they are the subject of different legislation. However, there are areas where safeguarding children and adults at risk overlap, and these are set out below:

The Council as an organisation

The Council is committed at senior officer and member level to safeguarding children and adults at risk. The Council recognises its responsibilities under the Care Act 2014; the Children Act 1989 and 2004 and Working Together to Safeguard Children (updated 2023).

The Council demonstrates this commitment to safeguarding, including:

- Representation at the Surrey Safeguarding Adults Board and the completion of standard returns for this board
- Representation at the Surrey Safeguarding Children Partnership and the completion of Section 11 returns for this board
- Appointment of Safeguarding Support officers across the Council to support the implementation of this policy and support Officers to manage concerns and/or make a referral if appropriate
- Sign-up to protocols, policies and relevant safeguarding forums
- Representation at the District and Borough Safeguarding Leads forum

The Council as an employer

In its role as an employer the Council incorporates safeguarding measures in its recruitment procedure and provides mandatory safeguarding training for all employees as well as enhanced training dependant on the role. The Council also has a safeguarding responsibility as a licensing authority and for the services it commissions.

Safer Recruitment

Runnymede Borough Council is committed to the Safer Recruitment process. This is the method of designing the recruitment process to deter and reject unsuitable applicants for roles working with vulnerable groups. For example, it ensures that all relevant background checks are undertaken and that a DBS check is completed where required. It is designed to ensure that suitable staff are recruited and to create a positive and safe environment.

The Human Resources online recruitment system, Eploy has been designed with Safer Recruitment requirements built into the system and therefore, all Officers will be following Safer Recruitment processes as part of the standard recruitment procedure by utilising the Eploy recruitment system.

The Council may request a Disclosure and Barring Service (DBS) check as part of the recruitment process. These checks assist employers in making Safer Recruitment and licensing decisions and a DBS check will usually be requested when the role will be working directly with the public and specifically with children and adults at risk as part of the Safer Recruitment process.

The decision to renew a DBS check depends on industry regulations, employer policies, and the level of risk associated with the role. There is no legal requirement for employers to renew the DBS check within a set timeframe therefore the Council has adopted the policy to follow the good practice of children's & adult social care and education and require all employees to be renewed every 3 years, or sooner when an employee changes their job internally or gets a promotion or if there has been a change in their personal circumstance which they advise us of through self-declaration.

Training

All employees will be required to undertake mandatory training in Safeguarding Children and Adults at Risk, Domestic Abuse, and Prevent as well as becoming familiar with the Safeguarding Policy as part of their induction. Additionally, more advanced safeguarding training is required for staff working in frontline roles. Safeguarding Support officers will undertake designated safeguarding leads training or equivalent in addition to the mandatory and advanced safeguarding training. Nominated Human Resources officers will undertake Safer Recruitment and Managing Allegations Against Staff and Volunteers training as required.

See Appendix 3 for a copy of the Council's Safeguarding induction and training plan.

Prevent Strategy

The Prevent duty extends the Councils safeguarding responsibility to protect children and adults at risk from abuse and neglect to include the risk of harm from extremism and radicalisation. The safeguarding emphasis is on supporting vulnerable people, who may have been radicalised or be at risk of radicalisation.

The journey to becoming radicalised is different for everyone and there are many reasons why someone becomes vulnerable. Radicalisation can take place very quickly, or over a long period of time. More important than any one specific sign is the sense that something is not quite right with the person you're worried about. You could spot one sign or a combination of signs that seem to be increasing in intensity.

Prevent Awareness Training is a mandatory requirement for all council officers to support the Councils Prevent strategy and social responsibility. For more information about the Councils induction and training plan please refer to Appendix 3.

For more information about the Runnymede Borough Council Prevent strategy and how to report a concern please go to [PREVENT – Runnymede Borough Council](#)

Follow this link for the [RBC Prevent Strategy](#)

For further information go to [Surrey Police Prevent](#)

The Council as a licensing authority

The Council is a licensing authority that administers and regulates Taxi Drivers and Operators; Alcohol, regulated entertainment, late night refreshment premises and personal licences, Gambling premises, Scrap Metal Dealers/Collectors as well as Charity Collections and Animal Licensing.

The Council ensures that all relevant checks are carried out prior to issuing licences and if a safeguarding concern is raised at any time during the process, the Council's safeguarding policy and procedures must be followed, including the notification of other government or national bodies.

Procurement, contracts and grant giving

When the Council commissions services that have the potential to engage with or be delivered in the proximity of children and adults at risk it will require the contracted service provider to have in place an appropriate safeguarding policy and procedure that details their recruitment process, training arrangements, reporting procedure for incidents, updates, and risk assessment.

The Council will ensure prior to contract commencement that they are compliant with safeguarding expectations, including evidence of completion of appropriate training, equivalent to the Level 1 training detailed in the Councils Staff safeguarding induction and training plan in Appendix 3. Following this ongoing monitoring will be undertaken through contract management processes. Any additional training requirements will be specified in the procurement documentation.

When providing grants to organisations and for projects providing services to children or adults at risk, appropriate safeguarding arrangements will need to be demonstrated before that grant will be awarded.

Record keeping and monitoring

Good record keeping is an essential part of accountability where an allegation of abuse is made. All agencies have a responsibility to keep clear and accurate records. This is fundamental to ensure that evidence is protected and to show what action has been taken, where support may still be required, what decisions have been made and why. This also allows the opportunity to monitor and evaluate the safeguarding process and inform future best practice and policy.

Central safeguarding record

Runnymede Borough Council has a central safeguarding record for the recording and monitoring of all Safeguarding concerns raised with, or by the Council, for which a Data Protection Impact Assessment has been completed.

This Central Safeguarding record is populated from the Councils safeguarding report form, which is submitted internally, after a safeguarding referral has been made externally to either C-SPA or MASH.

The safeguarding report form is an internal council form, and it is a requirement to complete this when a safeguarding concern has been reported. For details of the full process refer to 'What to do if you have a safeguarding concern' on page 3.

A guide to making a record

A written record of any safeguarding concerns should be made as soon as they are identified so that details are not forgotten later. It is also important to encourage everyone who witnessed the concern to make a written record as soon as possible.

The importance of the written record cannot be underestimated as it will ensure that all details are remembered later should the information be required when discussing possible actions with a manager or Safeguarding Support officer or to formally report the concern.

See 'What to do if you have a safeguarding concern' on Page 3 of this document for details of the reporting process.

When making an initial written report, please consider the following:

- Give as much detail as you can and accurately describe what happened to bring about the concern.
- Record the date, time, location, who was present at the time and the capacity in which you observed the concern.
- Include any information given by the person you are concerned about; whether they (and/or their parents/carers etc) are aware that the concerns may be reported; the individual's wishes.
- Information about any witnesses and their perspective.
- Any previous concerns about the person and any actions already taken.
- Where relevant/possible details of the person alleged to have caused harm.
- In relation to adults at risk record details of the person's care and support needs and/or their capacity to make decisions, if known.

Information sharing

Information sharing is a necessary part of effective safeguarding, but it is acknowledged that the landscape and decision making can be complex. Privacy law does not prevent the sharing of information but rather sets out a legal expectation in how it must be conducted. There will be a significant number of circumstances within safeguarding processes when private and confidential information may and should be shared.

Crucially, there is nothing in the MAISP, Data Protection Act 2018 or UK-GDPR that stops the sharing of data in an emergency or critical situation.

The Surrey Multi-Agency Information Sharing Protocol (MAISP)

The [Surrey Multi-Agency Information Sharing Protocol](#) (MAISP) is the overarching protocol for all multi-agency information sharing in Surrey. It provides a common set of principles and standards under which partner organisations will share information. The MAISP has been developed in partnership with Surrey County Council, with system partners including the District and Borough councils, health services and Surrey Police. There are also Tier 2 and Tier 3 data sharing protocols which relate to sector specific sharing such as social services, education and crime.

The UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018

This legislation ensures that personal information is obtained and processed fairly and lawfully; only disclosed in appropriate circumstances; is accurate, relevant and not held longer than necessary; and is kept securely. They balance the rights of the information subject (the individual whom the information is about) with the need to share information about them.

Under the Data Protection Act 2018 special category data (health, religion, sex life etc) can be processed under the condition 'Substantial public interest' specifically 'safeguarding of children and individuals at risk' as a processing condition that allows practitioners to share information, including without consent, where, in the circumstances consent cannot be given; it cannot be reasonably expected that a practitioner obtains consent; or if to gain consent would place a child at risk.

A further processing condition 'substantial public interest' states that the processing is necessary for the purposes of protecting an individual from neglect or physical, mental or emotional harm or protecting the physical, mental or emotional well-being of an individual.

The Council's Data Protection officer should be contacted for further advice or information about information sharing.

Safeguarding reviews

Where serious harm or the death of a child or adult at risk has occurred and is known or suspected to be as a result of abuse or neglect the Council may be asked to participate in a safeguarding review.

The overall purpose of a Safeguarding Review is to promote learning and improve practice, not to re-investigate or to apportion blame. The objectives include establishing:

- Lessons that can be learnt from how professionals and their agencies work together
- How effective the safeguarding procedures are
- Learning and good practice issues
- How to improve local inter-agency practice
- Service improvement or development needs for one or more service or agency.

The Council is committed to participating in and will co-operate fully with all safeguarding reviews.

For more information please go to:

Child Safeguarding Practice Review (CSPR) [National and Local Safeguarding Reviews - Surrey Safeguarding Children Partnership](#)

Safeguarding Adult Reviews (SARs) [Safeguarding Adult Reviews \(SARs\) - Surrey Safeguarding Adults Board](#)

Equality and diversity

This Policy will be implemented in accordance with the principles of the Council's Equality Objectives 2023-2027.

Any discussions, reporting or investigations relating to a concern or an allegation will be undertaken in a manner that respects the rights, dignity, privacy and beliefs of all the

individuals concerned and does not discriminate because of race, culture, religion, language, gender, disability, age or sexual orientation.

It may be necessary to consult the Surrey Safeguarding Children Partnership or Surrey Safeguarding Adults Board in more complex situations or special circumstances, for example forced marriage or young carers.

Monitoring, review and risk assessment

It is intended that the corporate lead and the Safeguarding Support team meet four times per year, to review activity relating to safeguarding within the Council, over the previous quarter.

The group will consider potential amendments to policy and procedures in response to changes in legislation, local pathways and shared best practice and will review the impact and application of the corporate safeguarding policy within the organisation.

The corporate safeguarding lead will appoint a task group consisting of selected Safeguarding Support officers to be responsible for undertaking an annual review of this policy and its associated procedures and to assist with the completion and submission of SSCP and SSAB annual audits and internal council audits as required.

Each Corporate Head is responsible for risk assessments of their services. This includes assessment of safeguarding risks and ensuring that mitigations are in place to control those risks such as appropriate training of employees.

Appendix 1

Legal framework & governance

This Safeguarding policy is underpinned by a range of legislation including, but not limited to:

The Children Act 1989 and 2004

The Children Act 1989, and Children Act 2004 provides the foundational legislation that establishes the framework for child protection in England and The Children and Social Work Act 2017 amended the Children Act 2004 to establish new local arrangements for safeguarding and promoting the welfare of children.

This legislation places an overarching responsibility on Surrey County Council, as the lead authority for children, for safeguarding and promoting the welfare of all children in their area but makes clear that other agencies also have a role to play.

Section 11 of the Children Act 2004 places a statutory duty on various agencies, including District and Borough councils, to make arrangements to ensure that their functions are discharged taking account of the need to safeguard and promote the welfare of children. This includes any services or function they contract out.

Working Together to Safeguard Children

This replaced the Area Child Protection Committee and sets out how organisations and individuals should work together to achieve this using the key principles that Safeguarding is everyone's responsibility and that for services to be effective each professional and organisation should play their full part. The approach must be child-centred to be effective; there needs to be a clear understanding of the needs of the child.

The Surrey Safeguarding Children Partnership

There are many agencies in Surrey supporting children and young people and their families. [Working Together 2023](#) sets out how these agencies should work together to keep children and young people safe from harm. The [Surrey Safeguarding Children Partnership \(SSCP\)](#) was established to meet these requirements. This is a multi-agency partnership across Surrey, hosted by Surrey County Council. The [Multi Agency Safeguarding Arrangements](#) sets out how the Surrey Safeguarding Children Partnership can effectively work together to protect children from abuse and neglect.

The Care Act 2014

The Care Act 2014 sets out the legal framework for how local authorities and other statutory agencies, including District and Borough councils, should protect adults with care and support needs who are at risk of abuse or neglect. It consolidates existing law and puts similar arrangements in place to those safeguarding children.

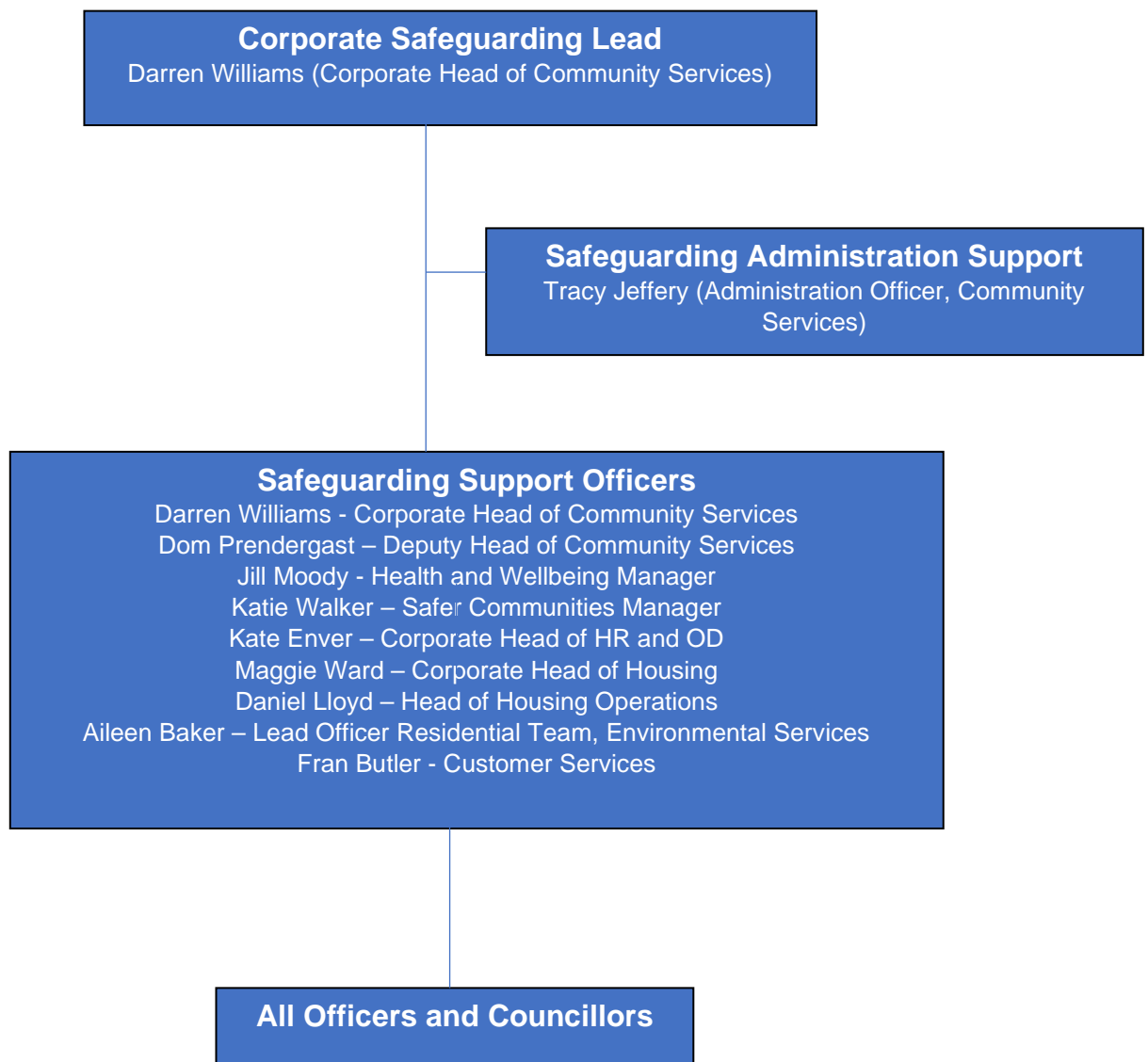
The Act places a duty on Surrey County Council to carry out safeguarding enquiries where it is known or suspected that someone is suffering or at risk of abuse or neglect and conduct Safeguarding Adults Reviews (SARs) where there is a cause for concern about a particular case, to learn lessons for the future.

Surrey Safeguarding Adults Board

The Act required Surrey County Council, as the lead authority for adults at risk to establish a safeguarding board to bring together the key local partners to focus on safeguarding strategy and practice. This led to the formation of the [Surrey Safeguarding Adults Board \(SSAB\)](#), a multiagency partnership that has representation from organisations that support adults who have care or support needs. Partners contribute to the development and delivery of the Board's Strategic Plan, helping to deliver activities that promote adult safeguarding across the county. The SSAB ensures the improved effectiveness of safeguarding activity by its members and partner agencies.

Appendix 2

Runnymede Borough Council staff safeguarding structure



Roles and responsibilities

Corporate Safeguarding Lead

- Oversight of application of policy
- Reporting to committee
- Lead responses to internal and external audit requests
- Main point of contact for Safeguarding issues on behalf of the Council
- Attend multi-agency safeguarding forums
- Provide information and updates relating to Safeguarding to the Councils Senior Leadership Team
- Lead the review of the Councils Safeguarding Policy

Safeguarding Support Officers

- Provide information and guidance to staff relating to corporate safeguarding policy
- Support staff in reporting safeguarding concerns in a timely manner
- Contribute to the review of the Councils Safeguarding Policy
- Attend regular meetings to review application of policy
- Attend regular meetings to review safeguarding cases referred by the Council
- Deputise in attending multi-agency safeguarding forums, as required
- Contribute to the completion of internal and external audits
- Monitor and report on safeguarding training

When full review of safeguarding policy is undertaken, a sub group consisting of corporate lead and appointed members of support team will meet specifically for this purpose.

All Officers and Councillors

Safeguarding is everyone's responsibility and the Council safeguarding staff structure seen above reflects this. All officers and councillors have a duty to ensure that any disclosure, allegation or observations that cause a concern or potential risk to a child or adult at risk is dealt with as quickly as possible following the Runnymede Borough Council 'What to do if you have a safeguarding concern' on page 3 of this document.

Appendix 3

Staff safeguarding induction and training plan

Introduction

This document sets out the safeguarding training requirements and recommendations for officers working across all areas of the organisation.

Basic Safeguarding, Domestic Abuse and Prevent training is a mandatory requirement for all staff and an introduction to safeguarding has also been included within the Corporate Induction Programme.

Three levels of training required have been identified, dependent on the nature of individual roles, responsibilities, and service area worked in. For support and advice around training or any other aspect of safeguarding contact any of the Safeguarding Support officers as detailed in the Safeguarding staff structure in Appendix 2.

Level 1 – All staff

All staff are required to undertake the following E-Learning as a mandatory requirement:

- Safeguarding children and adults at risk
- Domestic Abuse awareness
- Prevent awareness

Level 2 – Staff working in frontline roles

Officers working in customer facing and frontline roles will be required to complete the Level 2 training below in addition to the Level 1 training:

- Adult Safeguarding Essentials Surrey Skills

The service areas identified where frontline staff may require this training include, but are not limited to: Community Development, Community Safety, Community Services, Customer Services, Environmental Services, Housing and Parks and Open Spaces. Each Corporate Head should identify the relevant staff in their service area that require additional training appropriate to their roles.

Level 3 – Safeguarding Support Officers

The Council has a team of Safeguarding Support officers who, as part of their wider safeguarding role, are the main point of contact for all staff requiring safeguarding support and advice. Please see Appendix 2 for a full list of responsibilities.

They will be required to undertake additional Level 3 training which includes Designated Safeguarding Lead training or the equivalent, as well as the mandatory Level 1 and Level 2 training. This training will be available through Human Resources and details will be posted as they become available, on the safeguarding pages of the Council's staff intranet.

Human Resources

In addition to the level 1 training requirements, staff within Human Resources are required to undertake the following training:

- Managing Allegations Against Staff and Volunteers
- Safer Recruitment

Additional training

A range of other safeguarding related training courses are available to individuals or teams. Access to other training courses should be requested and agreed with the line manager and/or Corporate Head.

Training is available from a range of providers, and more information will be provided on the Safeguarding pages of the staff intranet as they become available.

Completion of training

All staff should complete the level 1 training requirements within their first month of employment, as a minimum, and the additional training to be completed at the earliest opportunity thereafter.

Refresher training

Mandatory Safeguarding training is required to be refreshed every three years.

Review of this training Plan

This training plan will be reviewed annually as part of the review of the Council's Safeguarding Policy.

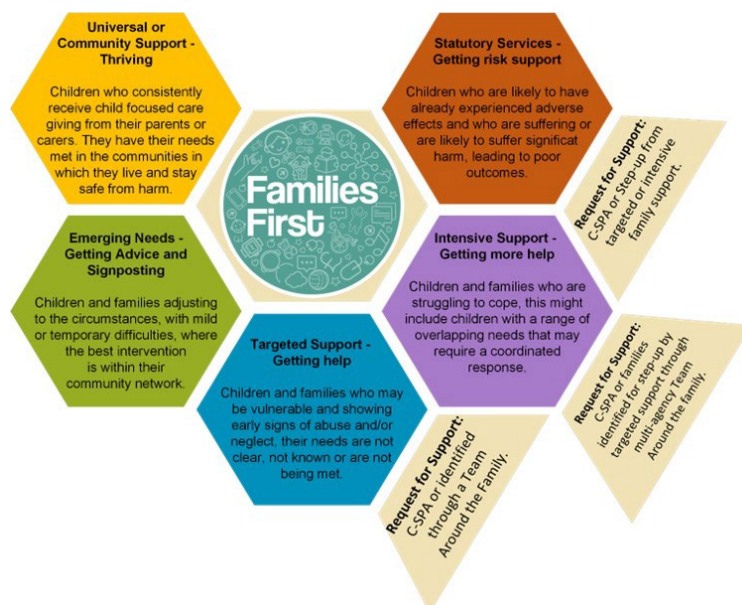
Appendix 4

Models of support for children and families in Surrey

The legislation Working together to Safeguard Children sets out the principles of Early help to support children and improve a family's resilience and outcomes or to reduce the likelihood of an issue getting worse. This recognises that a system wide approach is more effective in identifying and delivering the right support at the right time.

Surrey County Council have set out their vision to achieve this in the [Families First Early Help Strategy 2024 to 2027](#). It describes how the partnership will work together to provide responsive and effective support to families.

The Continuum of Support



In Surrey, [Families First](#) is embedded within the [Continuum of Support](#) and the Social Work practice model [Family Safeguarding](#). Within this model five types of support have been identified:

- Universal and Community
- Emerging Needs

- Targeted Support
- Intensive Support
- Statutory services

This Continuum of Support aligns with [The Thrive Framework for system change](#) which is a framework for communities supporting the mental health and wellbeing of children, young people, and families.

The Thrive Framework

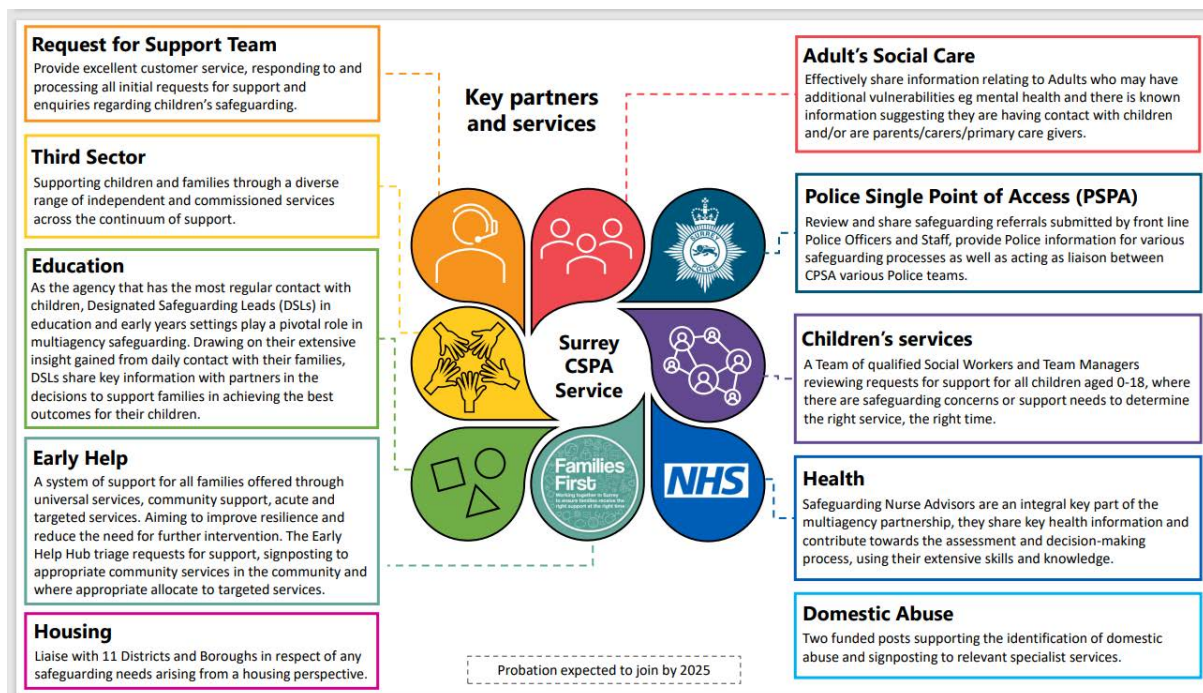


Integrating these approaches, promotes shared problem solving and provides a common language for partners. This encourages the partnership to work in a consistent way with families, to identify strengths and needs, and to find practical and achievable solutions, providing the right amount of information, advice, and support at the right time.

Children's Single Point of Access (C-SPA)

The Surrey Children's Single Point of Access (C-SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey Children. The C-SPA is the conduit for access to support as outlined in the [Continuum of Support for Children and Families in Surrey](#) it also provides direct information, advice and guidance to residents and people who work with children in Surrey about where and how to find the appropriate support for families.

Below is the new visual model for understanding the C-SPA. It provides a picture of the key partners and services that work together to keep children and families safe in Surrey.



If you have a safeguarding concern about a child, it should be reported to C-SPA to act on. The C-SPA can be contacted on the details below. Please also see the guidance 'What to do if you have a safeguarding concern' on Page 3 of this document.

- Phone: 0300 470 9100 (Monday – Friday 9am – 5pm)
- Out of hours phone: 01483 517898 to speak to the emergency duty team
- Email: cspa@surreycc.gov.uk
- Complete a [Request for Support Form](#)
- Website: [Surrey County Council - Report a concern about a child or young person](#)

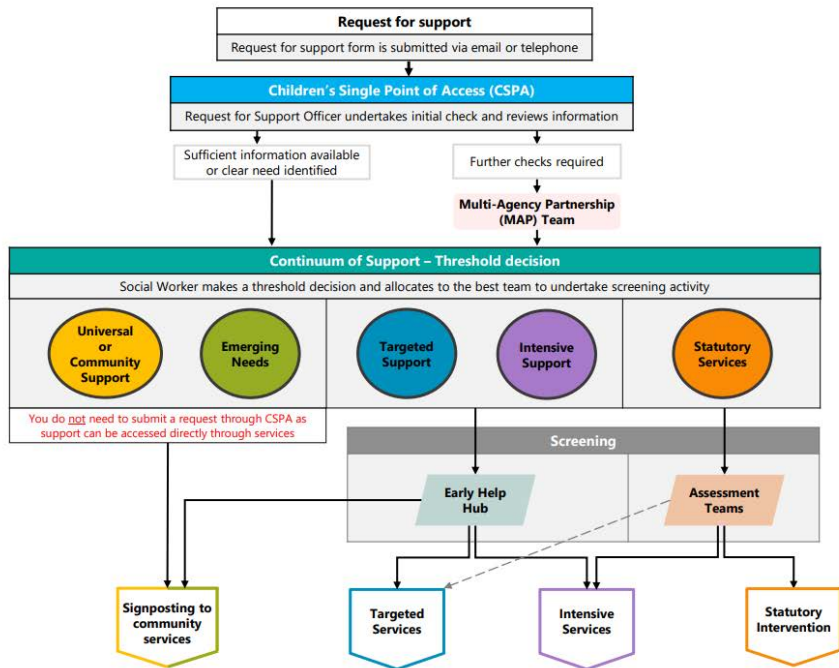
Your contact will be answered by the Children's Request for Support Team. They may be able to answer your query directly, or when a response is required from a specific team, they will send the service request to the appropriate team to respond to you.

If you are concerned about the safety of a child or young person, contact the Surrey Children's Single Point of Access (C-SPA), unless it is an emergency in which case call 999.

The Continuum of Support and C-SPA

The diagram below demonstrates how the Continuum of Support is embedded within the C-SPA request for support process.

1. Triage
If you have safeguarding concerns about a child or young person you can submit a request for support to the CSPA. The referrer will receive confirmation of receipt. The Request for Support Officer will undertake an initial check.
2. Threshold decision
The Continuum of Support is applied by a Social Worker to assess the needs of the child, young person and family. <i>*Requests for support which are deemed to be Universal or Community Support/Emerging needs can be accessed directly through the services and do not need a submission into CSPA.</i>
3. Allocation
The request will be allocated to the best team to undertake screening activity.
Multi-agency checks (if required)
If necessary, the MAP team will undertake agency checks and make multi-agency decisions.
4. Screening
The team will gather information, speak to the family and key professionals to determine eligibility for early help services or threshold for section 17 or 47.
5. Outcome
Next steps are identified which may include signposting for the family or further support required. The referrer will be notified of the outcome.



Appendix 5

Children

Types and signs of abuse

This provides information about the following types of child abuse:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Neglect
- Domestic abuse including so called 'Honour-Based' abuse, Forced marriage and Female Genital Mutilation
- Extra-familial harm
- Technology assisted harm
- Harmful sexual behaviour, including child on child sexual harassment and sexual violence
- Bullying and cyberbullying
- Child exploitation
- Child sexual exploitation
- Child criminal exploitation
- Modern slavery and child trafficking
- County lines and Cuckooing

For more information about types of child abuse and neglect, go to [Recognising Abuse and Neglect](#) in the Surrey Safeguarding Children Partnership manual, under section 4; definitions of Child Abuse and Neglect

Physical abuse

Physical abuse happens when a child is deliberately hurt, causing physical harm. It can involve hitting, kicking, shaking, throwing, poisoning, burning or suffocating. It's also physical abuse if a parent or carer makes up or causes the symptoms of illness in children. For example, they may give them medicine they don't need, making them unwell. This is known as fabricated or induced illness (FII).

Possible indicators

- A child is frequently injured and/or has multiple injuries (such as bruising, fractures, burns, bite marks) inflicted at different times
- An explanation which is inconsistent with an injury
- Several different explanations provided for an injury
- Unexplained delay in seeking treatment
- The parents/carers are uninterested or undisturbed by an accident or injury

- Reluctance to give information or mention previous injuries

If you notice that a child or young person has injuries such as bruising, bite marks, burns and scalds, or scars and are concerned about the cause, it should be reported using the procedures set out earlier in “What to do if you have a safeguarding concern?” on page 3 of this document.

Emotional abuse

Emotional abuse (sometimes referred to as psychological abuse) is a form of significant harm which involves the persistent emotional maltreatment of a child causing adverse effects on the child's emotional development. It may also cause the child to frequently feel frightened or in danger.

Emotional abuse involves:

- humiliating, putting down or regularly criticising a child
- shouting at or threatening a child or calling them names
- mocking a child or making them perform degrading acts
- constantly blaming or scapegoating a child for things which are not their fault
- trying to control a child's life and not recognising their individuality
- not allowing a child to have friends or develop socially
- overprotection and limitation of exploration and learning
- pushing a child too hard or not recognising their limitations
- manipulating a child
- exposing a child to distressing events or interactions
- persistently ignoring a child
- being cold and emotionally unavailable during interactions with a child
- not being positive or encouraging to a child or praising their achievements and successes
- bullying (including cyber bullying)

Possible indicators

There aren't usually any obvious physical signs of emotional abuse, but you may spot changes in a child's actions or emotions. Some children are naturally quiet and self-contained whilst others are more open and affectionate. Mood swings and challenging behaviour are also a normal part of growing up for teenagers and children going through puberty. Be alert to behaviours which appear to be out of character for the individual child or are particularly unusual for their stage of development.

Babies and pre-school children who are being emotionally abused may:

- be overly affectionate towards strangers or people they haven't known for very long
- not appear to have a close relationship with their parent, for example when being taken to or collected from nursery
- lack confidence or become wary or anxious
- be unable to play
- be aggressive or nasty towards other children and animals

Older children may:

- use language, act in a way or know about things that you wouldn't expect for their age
- struggle to control strong emotions or have extreme outbursts
- seem isolated from their parents

- lack social skills or have few, if any, friends
- fear making mistakes
- fear their parent being approached regarding their behaviour
- self-harm

Sexual abuse

Sexual abuse is forcing or enticing a child or young person to take part in sexual activities, not necessarily involving violence, whether or not the child is aware that what is happening is abuse.

Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

Child sexual abuse can involve contact abuse and non-contact abuse. Contact abuse happens when the abuser makes physical contact with the child, including:

- Sexual touching of any part of the body whether the child is wearing clothes or not
- Rape or penetration by putting an object or body part inside a child's mouth, vagina or anus
- Forcing or encouraging a child to take part in sexual activity
- Making a child take their clothes off or touch someone else's genitals

Non-contact abuse involves non-touching activities. It can happen online or in person and includes:

- Encouraging or forcing a child to watch or hear sexual acts
- Making a child masturbate while others watch
- Not taking proper measures to prevent a child being exposed to sexual activities by others
- Showing pornography to a child
- Making, viewing or distributing child abuse images
- Allowing someone else to make, view or distribute child abuse images
- Meeting a child following online sexual grooming with the intent of abusing them

Online sexual abuse includes:

- Persuading or forcing a child to send or post sexually explicit images of themselves, this is sometimes referred to as sexting
- Persuading or forcing a child to take part in sexual activities via a webcam or smartphone
- Having sexual conversations with a child by text or online

Abusers may threaten to send sexually explicit images, video or copies of sexual conversations to the young person's friends and family unless they take part in other sexual activity. Images or videos may continue to be shared long after the abuse has stopped.

Abusers will often try to build an emotional connection with a child to gain their trust for the purposes of sexual abuse. This is known as grooming.

Possible indicators

- Anal or vaginal soreness or itching
- Bruising or bleeding near the genital area
- Discomfort when walking or sitting down
- An unusual discharge

- Sexually transmitted infections (STI)
- Pregnancy
- Changes in mood or behaviour
- Child wants to avoid spending time with specific people
- Child may show sexual behaviour that is inappropriate for their age e.g. sexual language or know things about sex that you wouldn't expect them to
- Child might become sexually active or pregnant at a young age.

Neglect

Neglect is a form of significant harm which involves the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may involve a parent or carer failing to:

- Provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- Protect a child from physical and emotional harm or danger
- Ensure adequate supervision (including the use of inadequate caregivers)
- Ensure access to appropriate medical care or treatment It may also include neglect of, or unresponsiveness to, a child's basic emotional, educational and social needs.
- Neglect is the most common type of child abuse. It often happens at the same time as other types of abuse.

Possible indicators

Neglect can be difficult to identify. Isolated signs may not mean that a child is suffering neglect, but multiple and persistent signs over time could indicate a serious problem. Some of these signs include:

- children who appear hungry - they may not have lunch money or even try to steal food children who appear dirty or smelly
- children whose clothes are inadequate for the weather conditions
- children who are left alone or unsupervised for long periods or at a young age
- children who have untreated injuries, health or dental problems
- children with poor language, communication or social skills for their stage of development children who live in an unsuitable home environment

The Neglect Screening Tool

If you have concerns about the quality of care being provided to a child or children but have limited time to work directly with families to assess and respond to this, the [Neglect Screening Tool](#) is recommended to help pinpoint and evidence concerns.

This tool supports officers to identify signs of neglect at an early stage and to helps them to discuss concerns with their manager or Safeguarding Support officer and to decide the next appropriate steps.



Neglect-Screening-Tool-2024-2026-FINAL

Domestic abuse

Domestic abuse is any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family member regardless of gender or sexuality.

It can include physical, sexual, psychological, emotional and financial abuse as well as forced marriage, honour-based violence and female genital mutilation (FGM).

Exposure of a child to domestic abuse is child abuse. Children can be directly involved in incidents of domestic abuse, or they may be harmed by seeing or hearing abuse happening. Children in homes where there is domestic abuse are also at risk of other types of abuse or neglect.

Possible indicators

It can be difficult to tell if domestic abuse is happening, because abusers can act very differently when other people are around. Children who witness domestic abuse may:

- become aggressive
- display anti-social behaviour
- suffer from depression or anxiety
- not do as well at school - due to difficulties at home or disruption of moving to and from refuges

So called '[Honour-Based Abuse](#)' is a crime and should be reported to the police. It can affect both adults and children. Safeguarding concerns that may indicate honour-based violence include domestic violence (including [Female Genital Mutilation](#)) concerns about [Forced Marriage](#), enforced house arrest and missing person's reports.

If a safeguarding concern is raised, and there is a suspicion that they are the victim of honour-based violence, the matter should be referred to the police as they have the necessary expertise to manage the risk.

Extra-familial harm

Extra-Familial harm is widely used to describe different forms of harm that occur outside the home including physical, sexual, or emotional abuse and exploitation. Children can be vulnerable to multiple forms of extra-familial harm from both adults and/or other children. Examples of extra-familial harm may include (but are not limited to): criminal exploitation (such as county lines and financial exploitation), serious violence, modern slavery and trafficking, online harm, sexual exploitation, child-on-child (nonfamilial) sexual abuse and other forms of harmful sexual behaviour displayed by children towards their peers, abuse, and/or coercive control, children may experience in their own intimate relationships (sometimes called teenage relationship abuse), and the influences of extremism which could lead to radicalisation.

Technology assisted abuse

This refers to child abuse that takes place online, although abuse and other risks may take place concurrently both online and offline.

Children can also abuse other children online, this can take the form of abusive, harassing, and misogynistic/misandrist messages, the non-consensual sharing of indecent images,

especially around chat groups, and the sharing of abusive images and pornography, to those who do not want to receive such content.

Children can also be groomed online and through social media by people coercing or manipulating them to sexually or criminally exploit them or seeking to radicalise them.

Harmful sexual behaviour

[Harmful Sexual Behaviour](#) is developmentally inappropriate sexual behaviour which is displayed by children and young people, and which may be harmful or abusive. It may also be referred to as sexually harmful behaviour or sexualised behaviour. It encompasses a range of behaviour, which can be displayed towards younger children, peers, older children or adults. It is harmful to the children and young people who display it, as well as the people it is directed towards.

It can include:

- child on child sexual violence and harassment
- using sexually explicit words and phrases
- inappropriate touching
- using sexual violence or threats
- sexual activity with other children or adults

Possible indicators

It's normal for children to show signs of sexual behaviour at each stage in their development. Children also develop at different rates, and some may be slightly more or less advanced than other children in their age group. Behaviours which might be concerning depend on the child's age and the situation.

Bullying and cyberbullying

Bullying is when individuals or groups seek to harm, intimidate or coerce someone who is perceived to be vulnerable.

Bullying includes:

- verbal abuse, such as name calling
- non-verbal abuse, such as hand signs or glaring
- emotional abuse, such as threatening, intimidating or humiliating someone
- exclusion, such as ignoring or isolating someone
- undermining, by constant criticism or spreading rumours
- controlling or manipulating someone
- racial, sexual or homophobic bullying
- physical assaults, such as hitting and pushing
- making silent, hoax or abusive calls
- Bullying can happen anywhere – at school, at home or online

When bullying happens online it can involve social networks, games and mobile devices. Online bullying can also be known as cyberbullying.

Cyberbullying includes:

- sending threatening or abusive text messages
- creating and sharing embarrassing images or videos
- 'trolling' - sending menacing or upsetting messages on social networks, chat rooms or online games

- excluding children from online games, activities or friendship groups
- setting up hate sites or groups about a particular child
- encouraging young people to self-harm
- voting for or against someone in an abusive poll
- creating fake accounts, hijacking or stealing online identities to embarrass a young person or cause trouble using their name

Possible indicators

It can be hard to know whether a child is being bullied. They might not tell anyone because they're scared the bullying will get worse. They might also think that the bullying is their fault. No one sign indicates for certain that a child's being bullied, but you should look out for:

- belongings getting 'lost' or damaged
- physical injuries such as unexplained bruises
- being afraid to go to school, being mysteriously 'ill' each morning, or skipping school
- not doing as well at school
- asking for, or stealing, money (to give to a bully)
- being nervous, losing confidence or becoming distressed and withdrawn
- problems with eating or sleeping
- bullying others

Child exploitation

Child exploitation occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child into sexual or criminal activity; (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the offender or facilitator. The victim may have been sexually or criminally exploited even if the activity appears consensual. Child exploitation does not always involve physical contact; it can also occur through the use of technology. A cross-cutting theme of exploitation is modern slavery and human trafficking of children from one place to another.

Child exploitation can happen in a number of contexts involving contact and non-contact abuse, constrained choices or an organised abuse basis such as gang association or membership.

Exploitation may be evident through a range of behaviours such as:

- Child sexual exploitation
- Child criminal exploitation, including county lines
- Modern slavery
- Extremism and radicalisation
- Internet based exploitation - contact and non-contact offences
- Female genital mutilation
- Honour based abuse and violence
- Forced marriage
- Serious violence, including gang violence
- Financial exploitation
- Exploitation of individuals with mental health issues or disabilities (known as Cuckooing)

- Children missing from home, care or education

Child sexual exploitation

[Child Sexual Exploitation](#) occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator.

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.

The activities may involve 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. They may also include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse.

Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children. For more information about go to [Surrey Police Child sexual exploitation](#)

Child criminal exploitation

[Child Criminal Exploitation](#) occurs where an individual or group takes advantage of an imbalance of power to coerce, control, manipulate or deceive a child or young person under the age of 18 into any criminal activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial or other advantage of the perpetrator or facilitator and/or (c) through violence or the threat of violence.

The victim may have been criminally exploited even if the activity appears consensual. Child Criminal Exploitation does not always involve physical contact; it can also occur through the use of technology. Criminal exploitation often happens alongside sexual or other forms of exploitation.

Child Criminal exploitation is broader than just county lines and includes for instance children forced to work on cannabis farms, to commit theft, shoplift or pickpocket, or to threaten other young people.

All criminally exploited children are at risk of neglect, emotional harm, sexual exploitation and abuse, as well as substance misuse and extreme forms of violence and sexual violence. For more information go to [Surrey Police child criminal exploitation](#)

Modern slavery and child trafficking

Modern slavery is a form of organised crime in which individuals including children and young people are treated as commodities and exploited for criminal and financial gain. It encompasses human trafficking, slavery, servitude and forced labour. Grooming methods are often used to gain the trust of a child and their parents.

Child trafficking is child abuse, and it involves recruiting and moving children who are then exploited. Many children are trafficked into the UK from overseas, but children can also be trafficked from one part of the UK to another.

Trafficked victims are coerced or deceived by the person arranging their relocation, and are often subject to physical, sexual and mental abuse. The trafficked child or person is denied their human rights and is forced into exploitation by the trafficker or person into whose control they are delivered.

Exploitation may include:

- child sexual exploitation
- benefit fraud
- forced marriage
- domestic servitude such as cleaning, childcare, cooking
- forced labour in factories or agriculture
- organ trafficking
- criminal exploitation such as cannabis cultivation, pickpocketing, begging, transporting, drugs, selling pirated DVDs and bag theft

Children are not considered able to give 'informed consent' to their own exploitation (including criminal exploitation), so it is not necessary to consider the means used for the exploitation - whether they were forced, coerced or deceived, i.e. a child's consent to being trafficked is irrelevant and it is not necessary to prove coercion or any other inducement.

For more information go to [Modern slavery and child trafficking](#)

County lines

[County lines](#) is a form of [Child Criminal Exploitation](#). It is a term used to describe the activities of gangs and organised criminal networks who are involved in exporting illegal drugs into one or more importing areas, within the UK, using dedicated mobile phone lines or other forms of deal line. These gangs are likely to exploit children and vulnerable adults to move, and store, the drugs and money, and they will often use coercion, intimidation, violence, including sexual violence and weapons.

There are high levels of violence and intimidation linked to county lines activity. Children can be very quickly groomed into criminal activity. One of these forms of control exploits vulnerable people by using their home as a base for dealing drugs, a process known as [Cuckooing](#). Dealers often convince the vulnerable person to let their home be used for drug dealing by giving them free drugs or offering to pay for food or utilities.

The trauma caused by intimidation, violence, witnessing drug use or overdoses and continued threats to themselves or to family members can lead to significant mental and physical ill-health of exploited children.

Appendix 6

Adults at risk

Types and signs of abuse

This provides information about the following types of abuse:

- Physical abuse
- Domestic abuse (including Forced marriage, so-called Honour-based violence and Female Genital Mutilation)
- Sexual abuse
- Psychological abuse
- Financial abuse
- Discriminatory abuse
- Neglect and acts of omission
- Self-neglect
- Organisational abuse
- Modern slavery and human trafficking
- Sexual exploitation
- Cuckooing

For more information please refer to [Types of Abuse - Surrey Safeguarding Adults Board](#)

Physical abuse

Physical abuse includes assault, hitting, slapping, pushing, kicking, throwing things, scalding, suffocation. Misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.

Possible indicators

- Unexplained, unusual and/or inappropriately explained injuries such as cuts or scratches, bruising, burns, fractures
- Injuries in various stages of healing, collections of bruises or multiple injuries, on unlikely areas of the body
- Exhibiting untypical self-harm
- Medical problems that go unattended
- Sudden and unexplained urinary and/or faecal incontinence.
- Evidence of over/under-medication
- Flinches at physical contact
- Appears frightened or subdued in the presence of particular people
- Asks not to be hurt
- May repeat what the person causing harm has said (e.g. 'Shut up or I'll hit you')
- Reluctance to undress or uncover parts of the body

- Wears clothes that cover all parts of their body or specific parts of their body
- An adult with capacity not being allowed to go out of a care home when they ask to
- An adult without capacity not being allowed to be discharged at the request of an unpaid carer/family member

What is capacity?

Capacity means the ability to use and understand information to make a decision, and communicate any decision made.

A person lacks capacity if their mind is impaired or disturbed in some way, which means they're unable to make a decision at that time.

For more information about [capacity](#) follow the link.

Domestic abuse

The Home Office definition of domestic abuse is 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 regardless of gender or sexuality. The term Domestic Abuse is applied at age 16 years; under 16 years it is child abuse. See the [Statutory definition of domestic abuse factsheet](#) for more information.

Domestic abuse can encompass, but is not limited to the following types of abuse:

- Psychological
- Physical
- Sexual
- Financial
- Emotional
- Forced marriage
- So-called Honour-based violence
- Female Genital Mutilation

Possible indicators

- Physical injuries (as described above in physical abuse)
- Making excuses for frequent injuries
- Stress, anxiety or depression
- Absence from work and/or social occasions
- Personality changes such as being jumpy or nervous
- Low self-esteem
- Lack of self-respect or self-worth
- Lack of independent communication
- Self-blame
- Increased alcohol or drug use
- Lack of money
- Damage to property

So called [honour-based abuse](#) is a crime and should be referred to the police. It can affect both adults and children. Safeguarding concerns that may indicate honour-based violence include domestic violence, [Female genital mutilation](#), concerns about [forced marriage](#), enforced house arrest and missing person's reports.

If a safeguarding concern is raised, and there is a suspicion that they are the victim of honour-based violence, the matter should be referred to the police as they have the necessary expertise to manage the risk.

Sexual abuse

Sexual abuse includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

It includes penetration of any sort, incest and situations where the person causing harm touches the abused person's body (e.g. breasts, buttocks, genital area), exposes his or her genitals (possibly encouraging the abused person to touch them) or coerces the abused person into participating in or looking at pornographic videos or photographs. Denial of a sexual life to consenting adults is also considered abusive practice.

Any sexual relationship that develops where one person is in a position of trust, power or authority in relation to the other (e.g. day centre worker/social worker/residential worker/health worker) may also constitute sexual abuse.

Psychological abuse

Psychological abuse is behaviour that aims to cause emotional or mental harm. Perpetrators employ a wide range of personalised, psychological tactics to manipulate and frighten a person, distorting their thoughts and changing their sense of self to maintain control. It involves the regular and deliberate use of a range of words and non-physical actions with the purpose to manipulate, hurt, weaken or frighten a person mentally and emotionally; and/or distort, confuse or influence a person's thoughts and actions within their everyday lives, changing their sense of self and harming their wellbeing.

Psychological abuse includes the denial of a person's human and civil rights such as choice and opinion, privacy and dignity and being able to follow one's own spiritual and cultural beliefs or sexual orientation. It includes preventing or withdrawing a person from using services that would otherwise support them and enhance their lives such as social, educational or support networks, preventing stimulation, meaningful occupation or activities. It also includes the intentional and/or unintentional withholding of information (e.g. information not being available in different formats/languages etc), removing mobility or communication aids or intentionally leaving someone unattended when they need assistance.

Perpetrators use a wide range of tactics to maintain control and brainwash their victim, presenting insults as a joke, gaslighting, and presenting different versions of events.

Psychological abuse includes intimidation and threats of harm or abandonment, harassment, criticism, humiliation, undermining, blaming, emotional blackmail, manipulation, verbal abuse (including shouting or swearing), economic abuse, controlling behaviour, coercive behaviour, enforced isolation, deprivation of contact, rejection, indifference and addressing a person in a patronising or infantilising way, cyber bullying.

Abusive behaviour can be interspersed with warmth and kindness, slowly desensitising the victim to the behaviour. Perpetrators can take advantage of victims' vulnerabilities; for example, those with a mental health illness could be threatened with being sectioned; precarious immigration status being used to keep the abused dependent upon their abuser.

Possible indicators

- Ambivalence, deference, passivity, resignation
- Appears anxious or withdrawn, especially in the presence of the alleged abuser
- Unexplained fear
- Defensiveness
- Self-harming behaviours
- Exhibits low self-esteem
- Sleep disturbance
- Changes in appetite
- Not allowed visitors or phone calls
- Locked in a room/in their home
- Denied access to aids or equipment
- Access to personal hygiene and toilet is restricted
- Movement is restricted by use of furniture or other equipment
- Bullying via social networking internet sites and persistent texting

Financial abuse

Financial abuse is: 'The unauthorised and improper use of funds, property or any resources belonging to another individual'. This includes:

- Theft
- Fraud
- Internet scamming
- Coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions
- The misuse or misappropriation of property, possessions, or benefits

The most common type of financial abuse is committed by partners, family members, friends, or carers. This is committed by people who are in a position of trust and power.

Commercial financial abuse is committed by those who are categorised or purporting to be a commercial entity.

Possible indicators

- Lack of heating, clothing or food
- Inability to pay bills/unexplained shortage of money
- Unexplained shortage of money.
- Inadequately explained withdrawals from accounts
- Unusual activity in the bank accounts.
- Loss of personal items such as jewellery.
- Purchase of items that the person does not require or use.
- Unexplained loss/misplacement of financial documents
- The recent addition of authorised signatories on accounts or cards
- Disparity between assets/income and living conditions
- Power of attorney obtained when the adult lacks the capacity to make this decision
- Recent changes of deeds/title of house or will
- Unusual interest in the person and their assets by others
- Miss-selling/selling by door-to-door traders/cold calling
- Illegal moneylending.

Discriminatory abuse

Discriminatory abuse is the unequal treatment of an individual based on age, disability, gender and gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation. Discriminatory abuse can include suffering insulting language, harassment or ill-treatment due to these personal characteristics.

Hate Crime

Hate crime is any criminal act that is targeted at a person because of hostility or prejudice towards a person's disability, race and ethnicity, religion or belief, sexual orientation, and gender identity. Acts can include physical attacks, verbal abuse, harassment, damage to property, or bullying.

Possible Indicators

- Signs of a sub-standard service offered to an individual.
- Deliberate exclusion from rights afforded to others.
- Rules or arrangements in place that apply to everyone, but that put someone with a protected characteristic at an unfair disadvantage.
- Unequal treatment.
- Inappropriate use of language.
- Lack of respect.
- Verbal abuse.
- Slurs.
- Bullying and harassment.

Indicators for discriminatory abuse may not always be obvious and may also be linked to acts of physical abuse and assault, sexual abuse and assault, financial abuse, neglect, psychological abuse and harassment, so all the possible indicators of these may also apply to discriminatory abuse. A person may reject his or her own cultural background and/or racial origin or other personal beliefs, sexual practices or lifestyle choices, or make complaints about the service not meeting his or her needs.

Antisemitism

It should also be noted that Antisemitism continues to be a serious problem and there is evidence it is on the rise, once again. For more information go to [A definition of antisemitism - GOV.UK](#)

For more information about Hate Crime and how to report it go to [Hate crime | Surrey Police](#)

Neglect and acts of omission

Neglect is where a person who has care needs relies on someone else for specific things, which fail to happen. This can be intentional or unintentional.

These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Neglect also includes a failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.

This category will often mean situations where the neglect or omission could reasonably have been prevented, or is intentional, or is persistent. This is because human error or unusual

circumstances can mean that things are missed when caring for someone else but is a one-off or temporary issue. The impact of the neglect or failure is also a factor – missing one dose of a vitamin is likely to be different to missing a dose of insulin, for example.

The Mental Capacity Act (MCA) 2005 introduced a new criminal offence under Section 44 of ill-treatment or wilful neglect of a person who lacks capacity, or who is reasonably believed to lack capacity at the time of the offence. The key word here is 'wilful', and the act must be proven to have been intentional beyond all reasonable doubt for a prosecution to be successful.

In safeguarding adult cases where there is not enough evidence to support criminal investigation or prosecution, then disciplinary or similar processes are able to decide on the balance of probability, rather than the higher threshold of 'beyond all reasonable doubt' in court cases.

Neglect includes:

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Failure to provide care in the way the person wants
- Failure to administer medication as prescribed
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Failure to allow choice and preventing people from making their own decisions
- Failure to ensure appropriate privacy and dignity

Possible indicators:

- Inadequate heating and/or lighting
- Physical condition/appearance is poor (e.g. ulcers, pressure sores, soiled or wet clothing)
- Malnourished, has sudden or continuous weight loss and/or is dehydrated
- Cannot access appropriate medication, medical care or equipment
- Repeated infections e.g. urine or chest infections
- Repeated or unexplained falls or trips
- Untreated injuries and medical problems
- Wrong clothing e.g. someone else's, too big / too small, not right for the weather or situation
- Not afforded appropriate privacy or dignity
- Has inconsistent or reluctant contact with health and social services
- Callers/visitors are refused access to the person
- Person is exposed to unacceptable risk

Self-neglect

Self-neglect covers a wide range of behaviour, such as neglecting to care for one's personal hygiene, health or surroundings including behaviour such as hoarding. Self-neglect is also defined as the inability (intentional or non-intentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and well-being of the individual and sometimes to his or her community. Self-neglect can happen to anyone, but the elderly and those with physical or mental health problems may be more likely to self-neglect and suffer serious consequences as a result.

A decision on whether a response is required under safeguarding will depend on the adult's ability to protect themselves by controlling their own behaviour.

Possible environmental indicators:

- Living in very unclean, unsanitary, sometimes verminous, circumstances
- Neglecting household maintenance
- Lack of essentials like food and water
- Lack of utilities (gas or electric), sufficient space, and ventilation
- Signs of medication mismanagement, including empty or unmarked bottles or outdated prescriptions
- Hoarding of items or animals

Possible physical indicators:

- Poor self-care leading to a decline in personal hygiene including long toenails/dirty nails and skin, matted or lice infested hair, odours, and the presence of faeces or urine
- Poor nutrition
- Signs of dehydration
- Poor healing, bedsores/pressure ulcers/skin rashes
- Unsuitable and/or poorly maintained/soiled clothing
- Lack of the necessary medical aids (e.g. eyeglasses, hearing aids, dentures, walking frame)
- Untreated medical conditions including infections, soiled bandages, unattended fractures and untreated cough
- Isolation
- Portraying eccentric behaviour/lifestyles

Organisational abuse

Organisational abuse is the mistreatment, abuse or neglect of a person by a regime or individuals and it can occur in any setting providing health or social care.

Such abuse violates the person's dignity and represents a lack of respect for their human rights. Organisational abuse occurs when the routines, systems and regimes of an institution result in poor or inadequate standards of care and poor practices which affect the whole setting and deny, restrict or curtail the dignity, privacy, choice, independence or fulfilment of the individuals. It can include neglect and poor care practice This may range from one off incidents to on-going ill-treatment.

Abuse of power in care homes, hospitals, within a person's own home, or a variety of other institutions often comes from those entrusted most to provide care. It can stem from inflexible and non-negotiable policies, systems and routines that override the needs of those they are created to help, or they are let down by the people that are there to care for them. When an institution compels individuals to sacrifice their preferred lifestyle and cultural diversity to the needs of that institution, by for example, requiring everyone to eat together at specified times, limiting bathing to times to suit staff, not providing doors on toilets, the institution could be abusing its power over individuals.

A number of inquiries into care in residential settings have highlighted that organisational abuse is most likely to occur when staff:

- Receive little support from management

- Are inadequately trained
- Are poorly supervised and poorly supported in their work
- Receive inadequate guidance or where there is:
- Unnecessary or inappropriate rules and regulations
- Lack of stimulation or the development of individual interests
- Inappropriate staff behaviour, such as the development of factions, misuse of drugs or alcohol, failure to respond to leadership
- Restriction of external contacts or opportunities to socialise

Possible indicators

- Lack of respect shown to individuals.
- Lack of adequate physical care, an unkempt appearance.
- Sensory deprivation, for example denial of use of spectacles or hearing aids.
- Denial of visitors or phone calls.
- Restricted access to toilet or bathing facilities.
- Restricted access to appropriate medical or social care.
- Failure to ensure appropriate privacy or personal dignity.
- Lack of flexibility and choice, for example mealtimes and bedtimes, choice of food.
- Lack of personal clothing or possessions.

Modern slavery and human trafficking

Modern slavery is a serious crime that encompasses slavery, human trafficking, forced and compulsory labour and domestic servitude. Then perpetrators use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment. Human trafficking involves an act of recruiting, transporting, transferring, harbouring or receiving a person through a use of force, coercion or other means, for the purpose of exploiting that person. A large number of active organised crime groups are involved in this type of exploitation, but it is also committed by individual opportunistic perpetrators.

Modern slavery takes various forms and affects people of all ages, gender and races. It is a violation of a person's human rights. Someone is in slavery if they are:

- Forced to work by mental or physical threat
- Owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse
- Dehumanised, treated as a commodity or bought and sold as 'property' physically constrained or has restrictions placed on his/her freedom of movement

Types of exploitation associated with modern slavery include:

- Forced labour
- Criminal exploitation
- Drugs – including county lines
- Sexual exploitation
- Organ trafficking

Possible indicators

Signs of various types of slavery and exploitation are often hidden, making it hard to recognise potential victims. Victims can be any age, gender, ethnicity or nationality.

Victims of modern slavery may:

- Not be in possession of legal documents (passport, identification and bank account details) and they are being held by someone else
- Have old or serious untreated injuries and they are vague, reluctant or inconsistent in explaining how the injury occurred
- Look malnourished, unkempt, or appear withdrawn
- Have few personal possessions and often wear the same clothes
- Be wearing clothes that are unsuitable for their work
- Be withdrawn or appear frightened, unable to answer questions directed at them or to speak for themselves and/or an accompanying third party speaks for them. If they do speak, they are inconsistent in the information they provide, including basic facts such as the address where they live
- Appear under the control/influence of others, rarely interact or appear unfamiliar with their neighbourhood or where they work.
- Not able to speak English
- Exhibit fear of the authorities
- Perceive themselves to be in debt to someone else or in a situation of dependence

Environmental indicators

- Outside the property there are bars covering the windows of the property or they are permanently covered on the inside. Curtains are always drawn. Windows have reflective film or coatings applied to them. The entrance to the property has CCTV cameras installed. The letterbox is sealed to prevent use.
- There are signs the electricity may have been connected from neighbouring properties or directly from power lines.
- Inside the property access is restricted or doors are locked. The property is overcrowded and in poor repair.

For more information on Modern Slavery and how to report it go to [Modern slavery | Surrey Police](#)

Sexual exploitation

The sexual exploitation of adults at risk involves exploitative situations, contexts and relationships where adults with care and support needs (or a third person or persons) receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money) as a result of performing sexual activities, and/or others performing sexual activities on them.

Sexual exploitation can occur through the use of technology without the person's immediate recognition. This can include being persuaded to post sexual images or videos on the internet or a mobile phone with no immediate payment or gain or being sent such an image by the person alleged to be causing harm. In all cases those exploiting the individual have power over them by virtue of their age, gender, intellect, physical strength, and/or economic or other resources. Possible indicators are:

- Depression
- Withdrawal from regular activities, unusually subdued, or poor concentration.
- Unexplained fear or anxiety.

- Urinary tract infections, vaginal infections or sexually transmitted diseases that are not otherwise explained
- Experiences pain, itching or bleeding in the genital/anal area
- Exhibits significant changes in sexual behaviour or outlook
- Underclothing is torn, stained or bloody
- A child or a woman who lacks the mental capacity to consent to sexual intercourse becomes pregnant.

County lines and Cuckooing

County lines is the name given to drug dealing where organised criminal groups use phone lines to move and supply drugs, usually from cities into smaller towns and rural areas.

They exploit vulnerable people, by recruiting them to distribute the drugs. This is often referred to as 'drug running'. Criminals may also use a vulnerable person's home as their base of operations. This is known as 'cuckooing'. Go to [County lines and cuckooing](#) for more information and how to report.

For all information contained within this document contact:

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