**World Jewish Relief Safeguarding Adults Policy**

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# Introduction

World Jewish Relief provides lifesaving and life-changing action to people in crisis around the world. Our work is underpinned by three main values; We Give, We Care and We Act.

Underpinned by our values, World Jewish Relief is committed to safeguarding people at risk in line with national legislation and relevant national and international guidelines and frameworks. Our aim is to safeguard all Personnel, partners, participants and clients of programmes by ensuring that our activities are delivered in a way which keeps all children and adults safe from harm. World Jewish Relief recognises that some clients and participants will not meet the legal definition of an ‘adult at risk’ as defined in The Care Act 2014 but may have vulnerabilities that require additional support or intervention.

For the purpose of this policy, we will use ‘World Jewish Relief Personnel’ to cover all those who the Policy applies to which is inclusive of Trustees, Staff, Volunteers, Contractors and any others connected with delivery of services. This is a global policy that covers our work both in the UK and Internationally and whether we are implementing activities ourselves or through local partners.

# Policy Statement

**World Jewish Relief:**

* 1. Acknowledges that all people have the right to live a life free from abuse and exploitation, regardless of their age, culture, disability, gender, racial origin, language, religious belief or sexual orientation, and is committed to uphold these rights by implementing and maintaining a robust system of safeguarding. Please see World Jewish Relief’s Children and Young People Safeguarding Policy for further information on our approach to safeguarding children and young people.
  2. Is fully committed to the protection children and adults at risk and we will not tolerate any form of abuse or exploitative acts being perpetrated by World Jewish Relief personnel either directly, or through our partners.
  3. Recognises our responsibility to take all reasonable steps to promote safe practice and to create a working culture and environment in which all clients and participants of programmes are protected from abuse.
  4. States that World Jewish Relief Personnel are bound to uphold this policy and to report people or incidents that they believe contravene it.
  5. Acknowledges our duty to respond appropriately to any allegations, reports or suspicions of abuse (neglect, physical, sexual or emotional harm) and ensure appropriate measures are taken.
  6. Considers it our duty to ensure that partner organisations’ safeguarding approaches are in place and that we will support partners to implement this work. Safeguarding commitments are covered in all Programme Support Agreements.
  7. Recognises that reporting can be challenging and difficult for those who have been subject to abuse, neglect or exploitation. World Jewish Relief will seek to ensure that the reporting of safeguarding incidents is a process that should not create additional distress for victims/survivors. While staff and representatives are obligated to report safeguarding concerns, nothing in this policy should be read as compelling or requiring a victim/survivor of abuse to disclose their own experiences of abuse or exploitation against their wishes.

**Key Contacts:**

**Global Safeguarding Lead:** Stacey Swimer- [stacey@worldjewishrelief.org](mailto:stacey@worldjewishrelief.org)

**UK Programmes Safeguarding Lead:** Emily Cookson – [emilyc@worldjewishrelief.org](mailto:emilyc@worldjewishrelief.org)

**Trustee Focal Point:** Dina Shiloh

# Policy Purpose & Principles

The **purpose** of this policy is to demonstrate the commitment of World Jewish Relief to safeguarding adults at risk and to ensure that everyone involved in World Jewish Relief’s work is aware of:

* The legislation, policy, and procedures for safeguarding adults at risk
* Their role and responsibility for safeguarding adults at risk
* What to do or who to speak to if they have a concern relating to the welfare or wellbeing of a an adult related to the organisation

World Jewish Relief, through its work and the behaviour of all World Jewish Relief Personnel, is committed to ensure the following **principles**:

* 1. Our approach to safeguarding incorporates measures that actively prevent abuse and harm.
  2. Any concern that a client or participant of our programmes is not safe is taken seriously, responded to promptly, and followed up in line with the Safeguarding Policy.
  3. Confidential, detailed, and accurate records of all safeguarding concerns are maintained and securely stored. Information relating to the concern and subsequent incident management will be shared on a need-to-know basis only and will always be kept secure. A breach of confidentiality related to a safeguarding incident or complaint may result in disciplinary action.
  4. All World Jewish Relief Personnel understand their role and responsibility for safeguarding and have completed and are up to date with safeguarding training and learning opportunities appropriate for their role.
  5. Perpetrators of all forms of abuse and exploitation are prevented from being hired, (re)hired or (re)deployed. Safer Recruitment processes and practices are in place such as DBS checks, references, and adherence to the Inter Agency Misconduct Disclosure Scheme.
  6. Ensure that all partner organisations have appropriate Safeguarding approaches. We are committed to assist in strengthening the capacity of our partner organisations to meet these stringent requirements.
  7. Agree in any partnership agreement that any failure of the Partner to do all they can to prevent, report and respond appropriately to allegations of abuse and exploitation shall constitute grounds for World Jewish Relief to terminate the partnership.
  8. Any breaches of this policy may result in disciplinary action.
  9. We will commit to reporting incidents and cooperate, where appropriate, with statutory agencies such as Local Authorities and/ or Police, and when safe to do so elsewhere, to ensure that an adult is safeguarded from harm. No one can prevent such a report being made.

# Roles and Responsibilities

World Jewish Relief is committed to supporting all those connected with the organisation to understand this Policy and related documentation, and to providing the opportunity to discuss it with their line manager and colleagues in an open environment. All World Jewish Relief Personnel will be provided a copy of this policy and shown where to access it.

All staff, trustees, volunteers, and partner organisations have a role to play in safeguarding and promoting the welfare of adults at risk, children and young people (see Children & Young People Safeguarding Policy for more information). If any person associated with or within World Jewish Relief has any questions or concerns regarding Safeguarding, they should raise them with:

Stacey Swimer – Global Safeguarding Lead: [stacey@worldjewishrelief.org](mailto:stacey@worldjewishrelief.org)

Emily Cookson – UK Programmes Safeguarding Lead: [emilyc@worldjewishrelief.org](mailto:emilyc@worldjewishrelief.org)

* 1. **All Personnel:**
     1. Will be aware of systems within World Jewish Relief which support safeguarding and these should be explained to them as part of staff induction.
     2. Will receive appropriate safeguarding training which is regularly updated as required, but at least every two years, to provide them with relevant skills and knowledge to play their part in safeguarding children, young people and adults at risk effectively.
     3. Will undergo and have a clear Disclosure Barring Service Check or local equivalent at the start of employment (as relevant) with World Jewish Relief and every three years thereafter.
     4. Declare any relevant allegations made, or any civil and/or criminal charges or convictions received prior to or during their employment, volunteering with, or representation of World Jewish Relief.
     5. Should not engage or attempt to engage in any form of inappropriate behaviour with people who participate in our activities or with whom we work. All Personnel must act in accordance with the Code of Conduct and this policy.
     6. Are required to report any incidents or suspicions. Failure to report to a relevant person suspicion of safeguarding incident relating to someone else is a breach of this policy and could lead to disciplinary action being taken against employees. There is no obligation for an individual to report any incident that has happened to them.
     7. Programme staff are responsible to ensure that partner organisations have appropriate safeguarding mechanisms in place and for assessing risk in relation to programme activities.
     8. Any staff who manage contracts with third parties who may come into contact with children or vulnerable adults are responsible for ensuring that safeguarding is included in the contract, and they are obligated to report any safeguarding incidents.
  2. **Safeguarding Leads:** 
     1. Take lead responsibility for Safeguarding within World Jewish Relief.
     2. Undergo training to provide them with the knowledge and skills required to carry out the role.
     3. Keep secure written records (in line with our data protection policy) of all concerns when noted and reported by staff or when disclosed by an individual ensuring that such records are stored securely and reported onward in accordance with this policy guidance.
     4. Ensure that the safeguarding policy is reviewed annually.
     5. Keeps a record of staff attendance at safeguarding training.
  3. **Chief Executive Officer:** 
     1. Ensures that the safeguarding policy and procedures are implemented and followed by all staff.
     2. Ensures that all staff feel able to raise concerns about poor or unsafe practice and that such concerns are handled sensitively and in accordance with whistle blowing procedures.
  4. **The Board of Trustees:**
     1. Hold overall accountability for this policy and its implementation.
  5. **Volunteers, Donors, Visitors:**
     1. Before visiting any programmes in the UK or internationally, all visitors will be given information and guidance about World Jewish Relief’s safeguarding commitment and asked to sign an acceptance form agreeing to adhere to it.

# Legal Context

* 1. World Jewish Relief recognises and seeks to meet all obligations expected by the Charity Commission for [safeguarding and protecting people](https://www.gov.uk/guidance/safeguarding-duties-for-charity-trustees), and [due diligence, monitoring and verifying the end use of charitable funds](https://www.gov.uk/government/publications/charities-due-diligence-checks-and-monitoring-end-use-of-funds)
  2. Our approach to Safeguarding draws on both UK and International legal guidelines, such as the [Care Act 2014](https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted) as outlined in [Appendix D](#_Appendix_D:_Legal), as well as to [International Humanitarian Law](https://civil-protection-humanitarian-aid.ec.europa.eu/what/humanitarian-aid/international-humanitarian-law_en), [Human Rights Law](https://www.legislation.gov.uk/ukpga/1998/42/contents), [UN IASC guidance](https://interagencystandingcommittee.org/key-operational-iasc-guidance), [the Core Humanitarian Standards](https://corehumanitarianstandard.org/the-standard/language-versions) and the [Humanitarian Principles](https://civil-protection-humanitarian-aid.ec.europa.eu/who/humanitarian-principles_en).

# Abuse and Harm

* 1. Abuse is defined as the violation of an individual’s human and civil rights by another person or persons. 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 an omission to act, or it may occur when a person at risk is persuaded to enter into a financial or sexual transaction to which he/she has not consented or cannot consent.
  2. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.
  3. Forms of abuse include physical, sexual, psychological, financial, or material, neglect or acts of omission and discrimination. See [Appendix A](#_Appendix_A:_Abuse) for detailed definitions on types of abuse and harm and [Appendix B](#_Appendix_B_Signs) for possible signs of abuse or harm.

# Digital Safeguarding

* 1. World Jewish Relief supports participants and clients in many ways, including in-person and online. The are many opportunities presented by delivering services in the online world, but the associated risks cannot be overlooked and are acknowledged as part of our Safeguarding policy.
  2. We may pick up on safeguarding concerns when supporting adults through digital mediums or we may find that adults feel more comfortable to disclose difficult safeguarding situations when not in a face-to-face setting. We must be alert to safeguarding risks when working digitally and be aware of:
* Boundaries
* Appropriate professionalism
* Confidentiality
* Personal information
* Inappropriate imagery or content
  1. If any safeguarding concerns become apparent when supporting participants and clients digitally, these must be addressed as per the usual safeguarding procedures (see [Section 9](#_Procedures)).

# Communications

World Jewish Relief:

* 1. Adheres to the Red Cross Code of Conduct (1995) and will not portray people that we support in a manipulative or sensational manner, neither in words nor images. Everyone has a right to be accurately represented and will only be presented by World Jewish Relief in a manner that preserves dignity.
  2. Will not depict any participants and clients as helpless victims but instead as dignified humans who we are working in partnership with.
  3. Shall not use any information that could be used to identify a participant or client and cause them to be put at risk in any form of communication for general or public purposes.
  4. Will obtain written consent prior to any involvement in story sharing that may be used in communication materials.
  5. Record everything in a way that appreciates that the information belongs to the participant and client who it is about and can be requested at any time through a Subject Access Request (SAR). World Jewish Relief strives to be open, evidence-based, and consistent in our recording practices.
  6. Understands that the purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately.

# Procedures

Guiding our procedures, it is important to remember the ‘4 R’s’ when approaching safeguarding:

|  |  |
| --- | --- |
| **Action** | **Thought** |
| 1. **Recognise** | What is going on? |
| 1. **Respond** | What action should I take? |
| 1. **Report** | Who do I need to tell? |
| 1. **Record** | Where should I log this and how quickly? |

* 1. **Recognising a Safeguarding Incident**
     1. Personnel have a responsibility to be aware of and alert to signs that all is not well when thinking about safeguarding participants and clients. See [Appendix A](#_Appendix_A:_Abuse) for detailed definitions on types of abuse and harm and [Appendix B](#_Appendix_B_Signs) for possible signs of abuse or harm.
     2. There are two main ways in which an allegation or suspected incident of abuse may be identified:
* Incidents of suspected abuse may be observed by World Jewish Relief Personnel
* Allegations or incidents of abuse may be disclosed to World Jewish Relief Personnel
  1. **Responding to a Safeguarding Incident**
     1. World Jewish Relief Personnel are not responsible for diagnosing, investigating, or providing a therapeutic response to people at risk. It is also not a staff member or volunteer’s responsibility to ascertain whether an allegation is true. It is their responsibility to report the concern via the process outlined in this policy.
     2. It is often difficult to believe that abuse or neglect can occur. Remember, it may have taken a great amount of courage for the person to tell you that something has happened and the fear of not being believed can cause people not to tell. These can be difficult situations that are hard to feel prepared for.
* Accept what the person is saying.
* Do not question the person or get them to justify what they are saying.
* Reassure the person that you take what they have said seriously.
* Don’t ‘interview’ the person; just listen carefully and calmly to what they are saying. If the person wants to give you lots of information, let them. Try to remember what the person is saying in their own words so that you can record it later.
* You can ask questions to establish the basic facts, but try to avoid asking the same questions more than once, or asking the person to repeat what they have said- this can make them feel they are not being believed.
* Don’t promise the person that you’ll keep what they tell you confidential or “secret”. Explain that you will need to tell another person but you’ll only tell people who need to know so that they can help.
* Reassure the person that they will be involved in decisions about what will happen.
* Do not be judgemental or jump to conclusions.
* If the person has specific communication needs, provide support and information in a way that is most appropriate to them.
  + 1. All Personnel must seek support from the Safeguarding Leads as soon as possible after becoming aware of an incident and not try to deal with incidents they have responded to in their own way.
  1. **Reporting a Safeguarding Incident**

**All Personnel:**

* + 1. Any incident should be verbally reported **immediately or as soon as possible** after concerns being raised or witnessed to:
* The relevant Safeguarding Lead, Line Manager or other relevant senior leader. **A written report form must then be completed** [**here**](https://form.jotform.com/240303549312043) **within 48 hours of the initial verbal report.**
* If the incident involves the person reporting’s Line Manager or a Safeguarding Lead, then the person reporting the incident should report to the Chief Executive Officer.
* If the incident involves the Chief Executive Officer then the person reporting the incident should report to the Safeguarding Leads or the Trustee Focal Point.
  + 1. In no circumstance should concerns of abuse and inappropriate behaviour be ignored. All World Jewish Relief Personnel are obliged to report any suspicions, allegations or witnessed actions, however uncertain, that might, in any way suggest that an adult is at risk of harm. The safeguarding reporting procedures must be followed. Please see the incident report form [here](https://form.jotform.com/240303549312043). If you are unable to complete the online report form, you can submit a written form via email (see [Appendix C](#_Appendix_C:_)).
    2. It is important to note that if you ever feel that a person is at significant, immediate risk of harming themselves or others, you should call emergency services in the relevant country and report this immediately before reporting internally.

**Safeguarding Lead Personnel will:**

* + 1. When a report is received or anxiety is first expressed, the seriousness or extent of abuse is often not clear. In addition, not all concerns relate to abuse, there may well be other explanations. It is therefore important, when considering the appropriate intervention, to deal with reports of incidents or allegations with an open mind and be aware of unconscious bias.
    2. When responding to concerns raised, regarding Safeguarding, the best interests of the person at risk/survivor will always be paramount. Decisions will be made that attempt to ensure the best outcomes for the person at risk/survivor.
    3. After receiving an incident report, the Safeguarding Leads will take appropriate action, and decide whether the matter should be referred externally to statutory services or appropriate support and if there should be an investigation internally. Key considerations during this process include:
* The vulnerability of the individual
* The nature and extent of abuse
* The length of time it has been occurring
* The impact on the individual and if they are still at risk
* The risk of repeated or increasingly serious acts involving this or other adults
* The mental capacity of the alleged victim and alleged perpetrator
  + 1. Some instances of poor practice, inappropriate action or language or an error in judgement can be considered abuse but may be corrected by discussing with everyone involved what went wrong and then resolving and documenting the issues and the actions taken.
    2. Supervision and support will be provided for World Jewish Relief personnel following an incident or allegation.
  1. **Recording an Incident** 
     1. All incidents must be treated with upmost respect for confidentiality (see [Section 11](#_Confidentiality)) for more information on confidentiality regarding safeguarding incidents involving adults at risk.
     2. Incident reports are recorded safely and securely in line with Data Protection legislation, stored in a restricted access folder that only Safeguarding Leads have access to.
     3. All personnel must not store incident reports or records on their device. Once an incident has been reported to the appropriate staff member, the records must be deleted.

# Misconduct by World Jewish Relief Trustees, staff, volunteers, or visitors

World Jewish Relief takes misconduct very seriously and follows certain procedures in any situations that breach our code of conduct and associated Safeguarding Policies:

* 1. In any cases of personnel breaching our Safeguarding Policy, the appropriate action will be decided upon by the line manager and Safeguarding Leads in consultation with Chief Executive and Director of People.
  2. The Chair of Trustees and Trustee responsible for safeguarding must always be notified of the incident who will then, prior to submitting a Serious Incident Report to the Charity Commission, inform all Trustees.
  3. If an investigation concludes that anyone associated with World Jewish Relief has committed an act in relation to participants and children or adults at risk– whether within or outside the context of our work – that is criminal, infringes upon rights or contravenes the principles and standards of World Jewish Relief Safeguarding Policy, World Jewish Relief will take immediate disciplinary action and any other action that may be appropriate.
  4. World Jewish Relief will act against anyone, whether they are the subject of a complaint or not, who seek or carry out retaliatory action against complainants, survivors, other witnesses or the subject of complaint. Employees may be subject to disciplinary action, up to and including termination of employment.

# Confidentiality

* 1. World Jewish Relief personnel must always explain to the person at risk that they cannot keep the disclosure secret but can reassure him/her that only those who need to know will be told. Also, that such information will generally only move up the organisation’s safeguarding and investigation teams and be given to the statutory authorities in line with local or country requirements if we assess that an external referral is required to prevent or protect a person from harm.
  2. Every effort will be made to maintain confidentiality throughout the investigation process. Information that identifies individuals involved in an incident will be limited to personnel with the absolute need to have such information and will not be shared further without obtaining the informed consent of the person at risk, except if someone’s life is at risk, a child is at risk, or as required by law in consultation with legal counsel and where safe to do so.
  3. Non-identifying information will be shared as per donor and regulatory body reporting requirements.
  4. Staff involved in the complaints process will be made aware of the importance of maintaining confidentiality and may be asked to sign a confidentiality agreement.
  5. Employees who breach confidentiality may be subject to disciplinary action up to and including termination of employment, and others who work with World Jewish Relief may have their relationship terminated.

# Complaints about World Jewish Relief’s Partners

* 1. Where World Jewish Relief receives a complaint about a partner organisation, World Jewish Relief will expect the partner to respond safely, quickly and appropriately. World Jewish Relief will assist the partner to ascertain its reporting obligations.
  2. The same escalation and reporting procedures applies in these instances, where World Jewish Relief Personnel should inform the Safeguarding Lead of any incidents being reported by partners or if they have witnessed something themselves (see [Section 9](#_Procedures)).
  3. Where appropriate, World Jewish Relief will work with the partner to address the issue through an appropriate independent investigation. If the outcome is that abuse has occurred, ongoing work with the partner cannot involve the individual(s) concerned. If there is reason to believe that an allegation of abuse has been dealt with inappropriately by a partner, then they risk withdrawal of funding or ending the relationship.

# Safer Recruitment

* 1. World Jewish Relief is committed to taking robust steps to prevent any perpetrators of abuse from being engaged or re-engaged by World Jewish Relief or any other organisation working with vulnerable people. Including a commitment to procuring and providing accurate references, in line with the Inter-Agency Misconduct Disclosure Scheme, and reporting cases to statutory or appropriate law enforcement agencies.
  2. In addition, UK nationals and residents recruited by World Jewish Relief to perform work that might bring them into contact with adults at risk or children must agree to undergo a Disclosure and Barring Service (DBS) check. The level of check needed will depend on the nature of the position. All Trustees will also undergo DBS checks, and this process will be repeated every three years for all relevant World Jewish Relief Personnel.

# Related Policies

* Safeguarding Children and Young People Policy
* Code of Conduct
* Whistleblowing Policy
* Anti-bribery and corruption policy
* Equal opportunities and discrimination policy
* Personal harassment policy
* Disciplinary procedure policy
* Recruitment policy

# Appendix A: Abuse and Neglect

Abuse is defined as the violation of an individual’s human and civil rights by another person or persons. 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 an omission to act, or it may occur when a person at risk is persuaded to enter into a financial or sexual transaction to which he/she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Forms of abuse include physical, sexual, psychological, financial or material, neglect or acts of omission and discrimination.

**Patterns or types of abuse**

Abuse can take many forms and may be a single or repeated act, which has gone unchallenged for years. The following list indicates some of the many type of abuse that can occur, but is not exhaustive. Any, or all, of these types of abuse may occur as the result of deliberate intent, negligence or ignorance.

Physical: Includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions

Sexual: includes rape and sexual assault or sexual acts to which the person at risk has not consented, or could not consent or was pressured into consenting

Psychological/emotional: includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse and isolation or withdrawal from services or supporting networks

Financial or material abuse: financial abuse can range from failure to access benefits, through inadvertent mismanagement and opportunistic exploitation to deliberate and targeted abuse, often accompanied by threats and intimidation. It can include theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, overcharging or carrying out unnecessary work, or the misuse or misappropriation of property, possessions or benefits

Neglect and acts of omission: includes ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

Discrimination: includes language, attitudes or actions that discriminate on the basis of age, culture, disability, gender, racial origin, language, religious belief or sexual orientation, and other forms of harassment, slurs or similar treatment.

Professional and/or institutional abuse: Poor working practice and failure to meet the needs of clients can be considered abuse. This may take the form of isolated incidents of poor or unsatisfactory professional practice, pervasive ill-treatment or gross misconduct. Repeated instances of poor working practice may be an indication of more serious problems, and when identified or reported will require investigation

Criminal Acts: Some types of abuse will constitute a criminal offence, in which case adults who lack capacity are entitled to the protection of the law in the same way as any member of the public. Whenever a criminal offence is suspected, World Jewish Relief will make a referral to the police. It may be necessary to make an urgent referral for the public safety of the person at risk and/or to protect or preserve evidence. Criminal investigation by the police takes priority over all other lines of enquiry.

# Appendix B: Signs of Possible Abuse in Adults

**Physical abuse**

* History of unexplained falls, fractures, bruises, burns, minor injuries.
* Signs of under or over use of medication and/or medical problems left unattended.
* Any injuries not consistent with the explanation given for them
* Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
* Recurring injuries without plausible explanation
* Loss of hair, loss of weight and change of appetite
* Person flinches at physical contact &/or keeps fully covered, even in hot weather;
* Person appears frightened or subdued in the presence of a particular person or people
* Unexplained injuries or ‘excuses’ for marks or scars
* Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence and Female Genital Mutilation.
* Age range extended to 16 yrs.

**Sexual abuse**

* Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
* Unexplained change in behaviour or sexually explicit behaviour
* Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
* Infections or sexually transmitted diseases
* Full or partial disclosures or hints of sexual abuse
* Self-harming
* Emotional distress
* Mood changes
* Disturbed sleep patterns

**Psychological abuse**

* Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful
* Intimidated or subdued in the presence of a carer
* Fearful, flinching or frightened of making choices or expressing wishes
* Unexplained paranoia
* Changes in mood, attitude and behaviour, excessive fear or anxiety
* Changes in sleep pattern or persistent tiredness
* Loss of appetite
* Helplessness or passivity
* Confusion or disorientation
* Implausible stories and attention seeking behaviour
* Low self-esteem

**Financial or material abuse**

* Disparity between assets and living conditions
* Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
* Sudden inability to pay bills, getting into debt
* Carers or professionals fail to account for expenses incurred on a person’s behalf
* Recent changes of deeds or title to property
* Missing personal belongings
* Inappropriate granting and / or use of Power of Attorney

**Modern slavery**

* Physical appearance; unkempt, inappropriate clothing, malnourished
* Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
* Few personal possessions or ID documents.
* Fear of seeking help or trusting people.

**Discriminatory abuse**

* Inappropriate remarks, comments or lack of respect
* Poor quality or avoidance care
* Low self-esteem
* Withdrawn
* Anger
* Person puts themselves down in terms of their gender or sexuality
* Abuse may be observed in conversations or reports by the person of how they perceive themselves

**Institutional Abuse**

* Low self-esteem
* Withdrawn
* Anger
* Person puts themselves down in terms of their gender or sexuality
* Abuse may be observed in conversations or reports by the person of how they perceive themselves
* No confidence in complaints procedures for staff or service users.
* Neglectful or poor professional practice.

**Neglect and acts of omission**

* Deteriorating despite apparent care
* Poor home conditions, clothing or care and support.
* Lack of medication or medical intervention

**Self-neglect**

* Hoarding inside or outside a property
* Neglecting personal hygiene or medical needs
* Person looking unkempt or dirty and has poor personal hygiene
* Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
* Person is dressed inappropriately for the weather conditions
* Dirt, urine or faecal smells in a person’s environment
* Home environment does not meet basic needs (for example not heating or lighting)
* Depression

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# Appendix C: Report Form for Suspected Abuse

If you have knowledge that a person at risk’s safety might be in danger, please complete this form to the best of your knowledge within 48 hours of identifying the risk. Please note that person at risk protection concerns must be reported directly to your line manager or Safeguarding Leads immediately (preferably within the same working day). You may wish to complete this form before contacting this person or you may wish to complete the report after contacting this person. This report is to be used as a tool to develop the most unbiased information-based report possible. For confidentiality reasons, the report should be written and signed solely by you. It should be sent only to the designated contact person. It will be held in a safe and secure place and treated in the strictest confidence. Alternatively please follow our whistleblowing policy and procedures.

**About You**

Your name:

Your job title:

Workplace:

Your relationship to the person at risk:

Contact details:

**About the Person at risk**

Name:

Gender:

Age:

Address:

Guardians/Responsible partner org:

**About your Concern**

Was the abuse observed or suspected?

Is this concern based on first hand information or information divulged to you by someone else? (If so who?)

Did the person at risk disclose abuse to you?

Date of the alleged incident:

Time of the alleged incident:

Location of the alleged incident:

Name of alleged perpetrator:

Job title:

Nature of the allegation:

Your personal observations (visible injuries, emotional state, etc.) [N.B. Make a clear distinction between what is fact and what is opinion or hearsay]

Exactly what the person or other source said to you [if relevant] and how you responded to him or her: [Do not lead the victim. Record actual details]

Any other information not previously covered:

Were there any other children/people involved in the alleged incident?

Action Taken:

Signed: Date:

# 

# Appendix D: Legal Framework

Adults at Risk are defined in legislation within The Care Act 2014. An **adult at risk** is an individual aged 18 years and over who:

1. has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
2. is experiencing, or at risk of, abuse or neglect, AND;
3. as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

In addition we adhere to the UN Universal Declaration of Human Rights with particular reference to Article 5 which states: *No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.*

In addition we adhere to the UN Convention on the Rights of the Child and have as our starting point as a definition of abuse, Article 19 which states:

1. *Parties shall take all appropriate legislative, administrative, social and educational measures to protect the child from all forms of physical or mental violence, injury or abuse, neglect or negligent treatment, maltreatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s) or any other person who has the care of the child.*

For the purposes of this policy all clients and participants of programmes should be considered covered by this policy regardless of whether they fit the definition above.

There are **six principles** that underpin The Care Act 2014. By drawing upon these six principles in our organisational approach, World Jewish Relief will ensure that that adults we support are effectively safeguarded both proactively and in response.

|  |  |  |
| --- | --- | --- |
| **Six Principles of The Care Act 2014** | **Our Intervention Approach Principles** | **How?** |
| Empowerment | Empower and Support | Place the adult’s choice at the centre of decision-making |
| Proportionality | Empower and Support | Ensure we take appropriate steps that don’t over or under react to risk |
| Partnership | Empower, Support and Help | We will work with others to support our clients and participants |
| Prevention | Support and Help | We will try and intervene before harm occurs |
| Protection | Support and Help | We will recognise our role in protecting clients and participants |
| Accountability | Support | We will do what we say we will and hold other agencies to account |

Safeguarding Adults within the UK is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. In addition to The Care Act 2014, It is covered by:

* The Human Rights Act 1998
* The Data Protection Act 2018
* General Data Protection Regulations 2018
* Adult Safeguarding Policy (Northern Ireland) 2015
* Social Services and well-being (Wales) Act 2016
* The Adult Support and Protection (Scotland) Act 2007

Many other pieces of UK legislation also affect adult safeguarding. These include legislation about different forms of abuse and those that govern information sharing. For example, legislation dealing with Physical Assault, Sexual Offences, Domestic Abuse, Hate Crime, Female Genital Mutilation and Modern Slavery.

There may be times when we are supporting someone who appears to lack capacity. When working in circumstances in which decisions may need to be made on behalf of an adult who is unable to make decisions for themselves, the underpinning legislation is The Mental Capacity Act 2005.