



the
greenhouse
christian centre

Safeguarding Policy May 2024

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Section 1: Organisation Information

The Greenhouse Trust U.K.

The Greenhouse Christian Centre
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Poole
Dorset
BH13 6DT
Tel No: 01202 764776
Email: info@the-greenhouse.org

Centre Director: Mark Strand

Safeguarding Coordinator: Melanie Perry

Safeguarding Coordinator Email: melanie.perry@the-greenhouse.org

Charity Number: 1090568

Company Number: 4291153

Regulators: Charity Commission

Insurance Company: Ansvar Insurance Company

The following is a brief description of our place of worship / organisation and the type of work / activities we undertake with children and adults who have care and support needs:

The Greenhouse Christian Centre is a residential centre running Christian retreats for individuals and groups. As such, we do not work directly with children or adults with additional care and support needs and when such persons do attend the centre, either individually or as part of the retreat, they do so with their own carer. Therefore, we do not currently count as having 'regulated activities' as defined by the Disclosure and Barring Service. Regardless, we recognize the need for vigilance and good practice to ensure the highest safeguarding standards are met for all our guests as detailed in this policy.

Section 2: Introduction

Good governance helps an organisation prevent abuse and means it can respond quickly and with integrity when concerns arise. The Board of Trustees oversee the governance of the centre.

The board of trustees are appointed to have independent authority and legal responsibility for how the charity is run and have a critical role in decision making and compliance as well as setting the values, standards and behaviours of the organisation.

The standards and behaviours may be referred to as the culture of the organisation or “the way we do things around here”. Culture can be shaped in both negative and positive ways.

“The culture of a charity goes beyond mere compliance with legal and regulatory demands. Charity governance is most effective when it provides assurances not just that legal requirements are met, but that the behaviour of people working for the charity, and those who come into contact with it, is proper and ethical. Culture, alongside good governance, can be pivotal to whether a charity achieves its stated object” (ICSA The Governance Institute, 2017)

Positions of Trust

All adults working with children, young people and adults with additional care and support needs are in a position of trust. All those in positions of trust need to understand the power this can give them over those they care for and the responsibility they have because of this relationship.

It is vital that all workers ensure they do not, even unknowingly, use their position of power and authority inappropriately. They should always maintain professional boundaries and avoid behaviour which could be misinterpreted.

As of April 2022 it is illegal (England and Wales)(Northern Ireland) for those in Positions of Trust in a faith setting to engage in sexual activity with a 16 or 17 year old under their care or supervision.

The following Safeguarding Policy and Statement aims, to not only meet the requirements of ensuring a safe environment for those accessing activities in our organisation but to also build an open culture where:

- those who lead do so by example,
- there is commitment to the safeguarding of all
- those that work or volunteer are safely recruited and trained for their roles.
- there are accountability structures with codes of conduct
- the values of the organisation are embedded in its day-to-day actions and behaviours of its people
- there is open communication.

Our commitment

As a Leadership we recognise the need to provide a safe and caring environment for children, young people and adults. We acknowledge that children, young people and adults can be the victims of physical, sexual and emotional abuse, and neglect. We accept the UN Universal Declaration of Human Rights and the International Covenant of Human Rights, which states that everyone is entitled to “all the rights and freedoms set forth therein, without distinction of any kind, such as race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth or other status”. We also concur with the Convention on the Rights of the Child which states that children should be able to develop their full potential, free from hunger and want, neglect and abuse. They have a right to be protected from “all forms of physical or mental violence, injury or abuse, neglect or negligent treatment or exploitation, including sexual abuse, while in the care of parent(s), legal guardian(s), or any other person who has care of the child.” As a Leadership we have therefore adopted the procedures set out in this safeguarding policy in accordance with statutory guidance. We are committed to build constructive links with statutory and voluntary agencies involved in safeguarding.

A model safeguarding statement for display can be found in APPENDIX 1.

The policy and any attached practice guidelines are based on the ten safeguarding standards published by Thirtyone:eight (thirtyoneeight.org/ten-standards)

Section 3: Prevention

Understanding abuse and neglect

Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by inflicting harm or failing to prevent harm. Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

To safeguard those working with or visiting the GCC 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:

1. States 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.

2. Such protective measures should, as appropriate, include effective procedures for the establishment of social programmes to provide necessary support for the child and for those who have the care of the child, as well as for other forms of prevention and for identification, reporting, referral, investigation, treatment and follow-up of instances of child maltreatment described heretofore, and, as appropriate, for judicial involvement.

Also for adults the UN Universal Declaration of Human Rights with particular reference to Article 5:

No one shall be subjected to torture or to cruel, inhuman or degrading treatment or punishment.

Detailed definitions, and signs and indicators of abuse, as well as how to respond to a disclosure of abuse, are included here in our policy. APPENDIX 2.

Safer recruitment

The Leadership will ensure all workers will be appointed, trained, supported and supervised in accordance with government guidance on safe recruitment. This includes ensuring that:

- There is a written job description / person specification for the post
- Those applying have completed an application form
- Those short listed have been interviewed
- Safeguarding has been discussed at interview
- Written references have been obtained, and followed up where appropriate
- A self-declaration form and disclosure and barring check (DBS) has been completed where necessary (we will comply with Code of Practice requirements concerning the fair treatment of applicants and the handling of information)
- Qualifications where relevant have been verified

- A suitable training programme is provided for the successful applicant
- The applicant has completed a probationary period
- The applicant has been given a copy of the organisation's safeguarding policy and knows how to report concerns.

Safeguarding training

The Leadership is committed to on-going safeguarding training and development opportunities for all workers, developing a culture of awareness of safeguarding issues to help protect everyone. All our workers will receive induction training and undertake recognised safeguarding training on a regular basis.

The Leadership will also ensure that children and adults with care and support needs are provided with information on where to get help and advice in relation to abuse, discrimination, bullying or any other matter where they have a concern. Definitions can be found in Appendix 2.

Practice Guidelines

Although GCC does not directly work with children, young people and adults with care and support needs we wish to operate and promote good working practice. This will enable workers to run activities safely, develop good relationships and minimise the risk of false or unfounded accusation.

In line with accepted good practice, anyone offering prayer ministry, whether part of the Staff Team or Pastoral Team, will only do so with at least one other person present, or if this not possible then will ensure they are in an open public area in view of other people. At no point should any member of the pastoral or staff team be alone with a guest behind closed doors. See Pastoral Team Handbook which is available to the Pastoral Team.

Should we introduce any new activities, these will be individually risk assessed on a case-by-case basis.

Management of Workers – Codes of Conduct

As a Leadership we are committed to supporting all workers and ensuring they receive support and supervision. All workers will be given clear expectations about what is expected of them both within their job role and out in line with the Staff Handbook, Volunteer Manual and Pastoral Team Handbook as appropriate.

They will also receive further training as necessary.

Section 4: Partnership working

The diversity of organisations and settings means there can be great variation in practice when it comes to safeguarding children, young people and adults. This can be because of cultural tradition, belief and religious practice or understanding, for example, of what constitutes abuse.

We therefore have clear guidelines with regards to our expectations of those with whom we work in partnership, whether in the UK or not. All Retreat Leaders will be sent a copy of our Safeguarding Policy stating that our expectation is that they will need to adhere to it.

It is also stated in our Group Bookings Terms and Conditions that we expect group leaders to adhere to Safeguarding best practices and a copy of our policy is available on request.

We believe good communication is essential in promoting safeguarding: to those we wish to protect, to everyone involved in working with children and adults and to all those with whom we work in partnership. This safeguarding policy is just one means of promoting safeguarding.

Section 5: Responding to allegations of abuse

Under no circumstances should a volunteer or worker carry out their own investigation into an allegation or suspicion of abuse. Follow procedures as below:

- Document the concern:

The worker or volunteer should make a report of the concern in the following way:

- The person in receipt of allegations or suspicions of abuse should report concerns as soon as possible to:

Name: Melanie Perry (hereafter the "Safeguarding Co-ordinator")

Tel: 01202 764776

Email: melanie.perry@the-greenhouse.org

The above is nominated by the Leadership to act on their behalf in dealing with the allegation or suspicion of neglect or abuse, including referring the matter on to the statutory authorities.

- In the absence of the Safeguarding Co-ordinator or, if the suspicions in any way involve the Safeguarding Co-ordinator, then the report should be made to:

Name: Mark Strand

Tel: 01202 764776

Email: mark.strand@the-greenhouse.org

If the suspicions implicate both the Safeguarding Co-ordinator and the Deputy, then the report should be made in the first instance to:

thirtyone:eight

PO Box 133, Swanley, Kent, BR8 7UQ.

Tel: 0303 003 1111. Option 2

Alternatively contact Social Services or the police.

- The Safeguarding Co-ordinator should contact the appropriate agency or they may first ring the thirtyone:eight helpline for advice. They should then contact social services in the area the child or adult lives.

Name of local authority:

Children's Social Care Services

Tel: 01202 123 654 BCP First Response Hub: 01202 123334

Out of hours Tel: 01202 738256

Website Address: www.bpcouncil.gov.uk

Adult Social Care Services

Tel: 01202 123654

Out of hours Tel: 0300 1239895

Website Address: www.bpcouncil.gov.uk

Police Protection Team Tel: Dial 101 and ask for Police Protection Team

- The Safeguarding Co-ordinator may need to inform others depending on the circumstances and/or nature of the concern.
 - Chair of Trustees or Centre Director who may need to liaise with the insurance company or the charity commission to report a serious incident.
 - Designated officer or LADO (Local Authority Designated Officer) if the allegation concerns a worker or volunteer working with someone under 18.
- Suspicions must not be discussed with anyone other than those nominated above. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.
- Whilst allegations or suspicions of abuse will normally be reported to the Safeguarding Co-ordinator, the absence of the Safeguarding Co-ordinator or Deputy should not delay referral to Social Services, the Police or taking advice from Thirtyone:eight.

- The Leadership will support the Safeguarding Co-ordinator/Deputy in their role and accept that any information they may have in their possession will be shared in a strictly limited way on a need-to-know basis.
- It is, of course, the right of any individual as a citizen to make a direct referral to the safeguarding agencies or seek advice from Thirtyone:eight, although the Leadership hope that members of GCC will use this procedure. If, however, the individual with the concern feels that the Safeguarding Co-ordinator/Deputy has not responded appropriately, or where they have a disagreement with the Safeguarding Co-ordinator(s) as to the appropriateness of a referral they are free to make direct contact to an outside agency. We hope by making this statement that the Leadership demonstrate its commitment to effective safeguarding and the protection of all those who are vulnerable.

The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.

Detailed procedures where there is a concern about a child:

Allegations of physical injury, neglect or emotional abuse.

If a child has a physical injury, a symptom of neglect or where there are concerns about emotional abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact Children's Social Services (or Thirtyone:eight) for advice in cases of deliberate injury, if concerned about a child's safety or if a child is afraid to return home.
- Not tell the parents or carers unless advised to do so, having contacted Children's Social Services.
- Seek medical help if needed urgently, informing the doctor of any suspicions.
- For lesser concerns, (e.g. poor parenting), encourage parent/carer to seek help, but not if this places the child at risk of significant harm.
- Where the parent/carer is unwilling to seek help, offer to accompany them. In cases of real concern, if they still fail to act, contact Children's Social Services direct for advice.
- Seek and follow advice given by Thirtyone:eight (who will confirm their advice in writing) if unsure whether or not to refer a case to Children's Social Services.

Allegations of sexual abuse

In the event of allegations or suspicions of sexual abuse, the Safeguarding Co-ordinator/Deputy will:

- Contact the Children's Social Services Department Duty Social Worker for children and families or Police Child Protection Team direct. They will NOT speak to the parent/carer or anyone else.
- Seek and follow the advice given by Thirtyone:eight if for any reason they are unsure whether or not to contact Children's Social Services/Police. Thirtyone:eight will confirm its advice in writing for future reference.

Detailed procedures where there is a concern that an adult needs protection:

Suspicious or allegations of abuse or harm including; physical, sexual, organisational, financial, discriminatory, neglect, self-neglect, forced marriage, modern slavery, domestic abuse.

If there is concern about any of the above, Safeguarding Co-ordinator/Deputy will:

- Contact the Adult Social Care Team who have responsibility under the Care Act 2014 to investigate allegations of abuse. Alternatively Thirtyone:eight can be contacted for advice.
- If the adult is in immediate danger or has sustained a serious injury contact the Emergency Services, informing them of any suspicions.

If there is a concern regarding spiritual abuse, Safeguarding Co-ordinator will:

- Identify support services for the victim i.e., counselling or other pastoral support.
- Contact Thirtyone:eight and in discussion with them will consider appropriate action with regards to the scale of the concern.

Allegations of abuse against a person who works with children/young people

If an accusation is made against a worker (whether a volunteer or paid member of staff) whilst following the procedure outlined above, the Safeguarding Co-ordinator, in accordance with Local Safeguarding Children Board (LSCB) procedures will:

- Liaise with Children's Social Services regarding the suspension of the worker
- Make a referral to a designated officer formerly called a Local Authority Designated Officer (LADO) whose function is to handle all allegations against adults who work with children and young people whether in a paid or voluntary capacity.
- Make a referral to Disclosure and Barring Service for consideration of the person being placed on the barred list for working with children or adults with additional care and support needs. This decision should be informed by the LADO if they are involved.

Allegations of abuse against a person who works with adults with care and support needs

The safeguarding co-ordinator will:

- Liaise with Adult Social Services in regards the suspension of the worker
- Make a referral to the DBS following the advice of Adult Social Services

The Care Act places the duty upon Adult Services to investigate situations of harm to adults with care and support needs. This may result in a range of options including action against the person or organisation causing the harm, increasing the support for the carers or no further action if the 'victim' chooses for no further action and they have the capacity to communicate their decision. However, this is a decision for Adult Services to decide not GCC.

Section 6: Pastoral Care
Supporting those affected by abuse

The Leadership is committed to offering pastoral care, working with statutory agencies as appropriate, and support to all those who have been affected by abuse who have contact with or are part of the place of GCC.

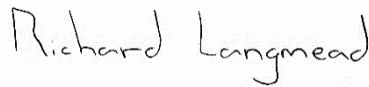
Working with offenders and those who may pose a risk

When someone attends GCC is known to have abused children, is under investigation, or is known to be a risk to adults with care and support needs; the Leadership will supervise the individual concerned and offer pastoral care, but in its safeguarding commitment to the protection of children and adults with care and support needs, set boundaries for that person, which they will be expected to keep. These boundaries will be based on a risk assessment and through consultation with appropriate parties.

Adoption of the policy

This policy was agreed by the leadership and will be reviewed annually on:

Signed by:
Richard Langmead



Chair of Trustees

Signed by:
Mark Strand



Centre Director

Date: 1st May 2024

APPENDIX 1: Safeguarding statement

PROTECTION OF CHILDREN AND ADULTS POLICY STATEMENT

The Greenhouse Trust UK (GCC)

The following statement was agreed by the leadership on 1st May 2024

- GCC is committed to the safeguarding of children and adults with care and support needs and ensuring their well-being.
- We recognise that we all have a responsibility to help prevent harm or abuse to children and adults with care and support needs in all their recognised forms.
- We recognise that the personal dignity and rights of adults and children and will ensure all our policies and procedures will reflect this.
- We believe all people should enjoy and have access to every aspect of the life of the Greenhouse Christian Centre.
- We undertake to exercise proper care in the appointment and selection of those who will work with children and adults with care and support needs.
- We believe every child and adult should be valued, safe and happy. We want to make sure that all those we have contact with know this and are empowered to tell us if they are experiencing significant harm.

We are committed to:

- Following statutory denominational and specialist guidelines in relation to safeguarding children and adults and will ensure that all workers will work within the agreed procedure of our safeguarding policy.
- Implementing the requirements of all relevant legislation including, but not limited to; Working Together to Safeguard Children 2018, the Disability Discrimination Acts 1995 and 2005, Equality Act 2010 and referring concerns about adults with care and support needs to the local authority under the Care Act 2014.
- Supporting, resourcing and training those who undertake this work.
- Ensuring that we are keeping up to date with national and local developments relating to safeguarding.
- Ensuring that everyone agrees to abide by these recommendations and the guidelines established by GCC.
- Supporting all in the place of worship/organisation affected by abuse.

We recognise:

- Children’s Social Services has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about a child. Adult Social Care has lead responsibility for investigating all allegations or suspicions of abuse where there are concerns about an adult with care and support needs.
- Where an allegation suggests that a criminal offence may have been committed then the police should be contacted as a matter of urgency.
- Safeguarding is everyone’s responsibility.

We will review this statement and our policy annually.

If you have any concerns for a child or adult, then speak to one of the following who have been approved as safeguarding co-ordinators for this place of worship/organisation.

Melanie Perry

Safeguarding Coordinator

Mark Strand

Deputy Safeguarding Coordinator

A copy of GCC’s policy can be seen on request to the Safeguarding Coordinator or Duty Manager in the front office.

Signed by Mark Strand, Centre Director

Signed:



Date: 1st May 2024

APPENDIX 2: Types of Abuse with Signs and Indicators

Physical abuse

Physical abuse is the deliberate use of physical force by one person against another to cause harm.

It may result in physical harm or injury to the other person or it may not, and may be a one-off act or ongoing.

Physical abuse can include:

- Hitting, slapping, biting or pinching.
- Rough handling, shaking, pushing, or throwing.
- Burning or scalding.
- Drowning, or suffocating
- Poisoning, misuse of medication or the denial of treatment.
- Intentional exposure to extreme heat or cold, or force feeding.
- Misuse or illegal restraint, inappropriate physical punishment, or depriving someone of their liberty.

Physical harm may also be caused when a child's Parent/Carer fakes the symptoms of, or deliberately causes illness or ill health in a child.

Injuries caused by accidents such as trips and falls are not uncommon, especially in children, but these usually occur on bony or prominent areas such as knees, shins and elbows.

Abusive injuries tend to involve softer areas that are harder to damage accidentally e.g. upper arms, forearms, chest, back, abdomen and thighs.

Possible signs and indicators:

- Visible injuries and bruising.
- Unexplained cuts, marks or scars.
- Injuries that don't match the explanation given.
- Getting injured often
- Unexplained falls
- Subdued or changed behaviour
- Changes in weight, being excessively under or overweight or malnourished.
- Failing to get medical treatment or changing Doctors often.

Emotional abuse

Emotional abuse (or Psychological abuse) involves harming a person emotionally and includes any persistent emotional ill-treatment that causes severe and long-lasting adverse effects on a person's emotional development.

Some level of emotional abuse is present in all types of abuse and ill treatment of one person by another, but it can also occur on its own.

Emotional abuse can include:

- Consistently telling someone that they are worthless, unloved or inadequate.
- Using intimidation, coercion, and harassment.
- Having inappropriate expectations for a person's age or development.
- Seeing or hearing another person being mistreated, such as in domestic abuse.
- Not giving someone opportunity to express their views or to take part in normal social interaction.
- Bullying, including online bullying.
- Causing someone to frequently feel frightened or in danger.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger
- Reluctance to be alone with a particular person

Neglect

Neglect (or acts of omission) is the failure to meet a person's basic physical or emotional needs which is likely to have a serious negative impact on their health or development.

It happens when a person deliberately withholds, or fails to provide an appropriate level of care and support which is needed by another person.

It can involve a Parent/Carer and can also happen during pregnancy e.g. as a result of maternal substance abuse.

Neglect may happen because of a lack of knowledge or awareness, or through a failure to take reasonable action whether deliberate or not.

In its extreme form, neglect can be a significant risk as it can lead to serious long-term effects and even be life-threatening.

Neglect is the most common form of child abuse in the UK.

Neglect can include:

- Not providing adequate food, clothing, or assistance with personal hygiene.

- Not providing adequate shelter and heating.
- Failing to protect someone from harm or danger.
- Not ensuring appropriate supervision (including the use of inadequate care-givers)
- Failing to give prescribed medication or provide access to appropriate health care or treatment.
- Failing to provide access to educational services.
- Ignoring a person's basic emotional needs.
- Failing to take action when a person is taking unnecessary risk (especially when the person lacks capacity to properly assess risk).

Possible signs and indicators:

- Poor appearance or hygiene e.g. being smelly or dirty
- Living in an unsuitable home environment e.g. having no heating
- Inappropriate or inadequate clothing
- Signs of malnutrition or not being given enough food
- Having frequent and untreated medical issues or an accumulation of untaken medication.
- Body issues such as sores, skin complaints, poor muscle tone or prominent joints.
- Poor language or social skills
- Being left alone for a long time
- Being withdrawn, depressed or anxious
- Tiredness or finding it hard to concentrate or take part in activities
- Self-soothing behaviours such as drug or alcohol misuse and self-harm.
- Poor school attendance or performance

Sexual abuse

Sexual abuse (or Sexual violence) is any behaviour perceived to be of a sexual nature which is unwanted or takes place without consent or understanding.

The abuse may involve physical contact and touching or non-contact activities.

Sexual abuse is found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation. It can be perpetrated by family or non-family members, women, men and other children.

Children and young people

The sexual abuse of children or young people - also called **Child Sexual Abuse (CSA)** - is involving a child or young person in an activity for the sexual gratification or gain of another person, whether or not it is claimed they have consented or agreed.

Sexual abuse of a child can include:

- Forcing or enticing a child or young person to take part in sexual activities, including penetrative or non-penetrative acts, whether they are aware of what is happening or not.
- Including children in looking at adult sexual content or activities, or having their photo taken or being filmed for the production of indecent images.
- Using sexual language towards a child or encouraging them to behave in sexually inappropriate ways.
- Grooming a child in preparation for abuse, either in person or online.

Child sexual exploitation is a form of child sexual abuse where a child is sexually exploited for money, power or status.

Sexual abuse may awaken premature sexual feelings in a child that they find hard to deal with and feel guilty about and they may need reassurance that they are not to blame for the abuse.

Penetrative sex with a child under 13 years by an adult or another child is classed as rape.

One of the ongoing effects of childhood sexual abuse may be that adult survivors experience difficulties forming meaningful relationships with other adults.

Sexual abuse of Adults

The sexual abuse of adults involves sexual acts to which the person has not consented or has been pressured into consenting to.

Sexual abuse of a adults can include:

- Penetrative or non-penetrative sexual acts, whether they aware of what is happening or not e.g. sexual assault, oral sex, rape, attempted rape, and date rape.
- Indecent exposure, sexual harassment, inappropriate looking or touching, groping, sexual teasing or innuendo,
- Being made to look at or be involved in the production of sexually abusive material, or being made to watch sexual activities.
- Stalking and grooming.

Possible signs and indicators:

- Physical injuries and bruising, particularly to the thighs, buttocks, upper arms and neck.
- Bleeding, pain or itching in the genital area or when walking or sitting.
- Sexually transmitted diseases or infections.
- Pregnancy in a woman who is unable to consent to sex.

- Uncharacteristic or age-inappropriate use of sexual language or significant changes in sexual behaviour or attitude.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from, relationships or being alone with a particular person.

Domestic abuse

Domestic abuse (or Domestic Violence) is any incident, or pattern of incidents, of controlling coercive or threatening behaviour, violence, or abuse by one adult against another where they are or have been intimate partners or family members.

It can include violence by a son, daughter, mother, father, husband, wife, life-partner, sibling, grandparent or by an extended family member, whether they are directly related, in-laws or step-family. It happens across all sections of society, regardless of gender, age, ability, religion, race, ethnicity, financial background or sexual orientation.

Both men and women can be victims, although a greater number of women experience domestic abuse and are more likely to be seriously injured or killed because of it.

Children and Young People can suffer this form of abuse and are considered victims if they see, hear or experience the effects of abuse and they are related to the victim or the offender.

It is usually frequent and persistent, can happen inside and outside the home, and can continue even after a relationship has ended.

Coercive control

Coercive control is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse used to harm, punish, or frighten another person. It is designed to make a person subordinate or dependent by isolating them from sources of support, exploiting them and their resources, depriving them of the means needed for independence, resistance and escape, and regulating their everyday behaviour.

Domestic abuse can include:

- Emotional abuse
- Physical abuse
- Sexual abuse
- Financial abuse
- Forced marriage, Female Genital Mutilation, and 'honour crimes'.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness or anger

- Reluctance to be alone with a particular person
- Visible injuries and bruising.
- Injuries that don't match the explanation given.
- Unexplained falls
- Subdued or changed behaviour
- Changes in weight, being excessively under or overweight or malnourished.
- Signs of coercive control
- Feeling that the abuse is their fault when it is not
- Isolation – not seeing friends and family
- Limited access to money

Financial abuse

Financial abuse (or Material abuse) is the attempted or actual misappropriation or misuse of a person's money, property, benefits, or other assets, by means of intimidation, coercion, deception, or other ways to which the person does not or cannot consent to.

Financial abuse includes having money or other property stolen, being defrauded or put under pressure in relation to money or other property, and having money or other property misused.

Financial abuse can include:

- Theft, burglary, or fraud (including internet scamming).
- Exploitation and embezzlement.
- Coercion or being put under pressure concerning a person's finances (including wills, property, inheritance or financial transactions).
- Misuse or misappropriation of property, possessions or benefits.
- Withholding pension or other benefits.

Possible signs and indicators:

- Unusual financial activity such as making an unexpected change to a will, a sudden sale or transfer of a property, or unusual activity in a bank account.
- Sudden inclusion of additional names on a bank account or where a signature does not resemble the person's normal signature.
- Reluctance or anxiety by a person when discussing their finances.
- A substantial gift to a carer or other third party.
- A sudden interest by a relative or other third party in the welfare of the person.
- Bills remaining unpaid.

- Complaints that personal property is missing.
- Signs of coercive control or neglect.

Self-neglect

Self-neglect is when an adult lives in a way that puts their own health, safety or well-being at risk.

It is an extreme lack of self-care that is often related to deteriorating health and ability in older age, poor mental health, or other issues such as addictions, however not everyone who self-neglects needs to be safeguarded.

Incidents of abuse may be one-off or multiple and affect one person or more. People who self-neglect will often decline help from others.

There are limitations to what help can be offered if the adult has mental capacity to make their own decisions about how they live, even if they may suffer significant harm or death as a result of their own action or inaction.

Any action taken should seek to minimise any risks while respecting the person's choices, trying to engage with the person to offer as much support as possible without causing distress.

It is important to all efforts to engage with and support the person are clearly recorded.

Self-neglect can include:

- Neglecting to care for personal hygiene, health or surroundings to the extent that it threatens personal health and safety.
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs
- Behaviours such as hoarding.

Possible signs and indicators:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Neglecting household maintenance
- Hoarding
- Collecting a large number of animals in inappropriate conditions
- Non-compliance with health or care services
- Inability or unwillingness to take medication or treat illness or injury

Modern slavery

Modern slavery (or Human Trafficking) is the recruitment, movement, and holding of a person by improper means, such as force, threat or deception, for the purposes of exploitation or abuse.

Victims of human trafficking can be male or female, children or adults, and may come from migrant or indigenous communities.

Modern slavery is different from illegal immigration as people who are trafficked are tricked, coerced, lured or forced by criminals to work for them or others in their criminal networks around the world.

People are forced into and held by threats of violence and intimidation against them or their family, fear, debt bondage, isolation and the removal of identification or travel documents, or imprisonment and torture.

Children living in the UK can also be targeted and trafficked internally.

Modern slavery can include:

- Forced labour
- Domestic servitude
- Sexual exploitation such as prostitution and pornography
- Bonded labour (forcing someone to pay a debt that can't be paid).
- Criminal activity
- Private fostering
- Forced marriage

Possible signs and indicators:

- Signs of physical abuse or emotional abuse
- Signs of neglect
- Isolation from the community
- Seeming under the control or influence of others
- Lack of personal effects or identification documents
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers
- Fear of law enforcers

Discriminatory abuse

Discriminatory abuse is when a person is treated unfairly, bullied, or abused because of a particular characteristic.

It is against the law to discriminate against someone because of:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

These are called protected characteristics.

Discriminatory abuse links to other forms of abuse and may have similar effects e.g. Physical abuse motivated by racism would be classified as Discriminatory abuse.

Discriminatory abuse can include:

- Unequal treatment
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Physical abuse and emotional abuse
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Hate crime

Hate crime is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity.

Possible signs and indicators:

- Low self-esteem, attachment issues, depression, self-harm, and eating disorders.
- Signs of distress, tearfulness, anger or anxiety
- The person appears withdrawn and isolated

- The support on offer does not take account of the person's individual needs in terms of a protected characteristic

Organisational abuse

Organisational abuse (or Institutional abuse) is when a person is abused or mistreated within an institution such as a care home or hospital, or by an organisation providing care in the person's own home.

It can include one-off incidents or long-term mistreatment, and can be through neglect or poor professional practice as a result of inadequate resources, structures, policies, processes and practices within an organisation.

The abuse may happen because of a culture that denies or restricts privacy, dignity, choice and independence, and involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and to ensure that the necessary preventative and protective measures are in place.

Organisational abuse can include:

- A run-down or overcrowded environment
- Insufficient staff or high staff turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Not offering choice or promoting independence.

Possible signs and indicators:

- Signs of neglect
- Inadequate staffing levels
- Poor standards of care
- Lack of adequate procedures
- Absence of visitors
- Few social, recreational and educational activities
- Unnecessary exposure during bathing or using the toilet
- Lack of management overview and support
- Signs of physical abuse or emotional abuse

Spiritual Abuse

Spiritual abuse is coercion and control of a person by another in a spiritual context.

The victim experiences the abuse as a deeply emotional personal attack.

This abuse may include:

- Manipulation and exploitation
- Enforced accountability
- Censorship of decision making
- Requirements for secrecy and silence
- Pressure to conform
- Misuse of scripture or the pulpit to control behaviour
- Requirement of obedience to the abuser
- The suggestion that the abuser has a 'divine' position
- Isolation from others, especially those external to the abusive context

Linked with emotional abuse, spiritual abuse could be defined as an abuse of power, often done in the name of God or religion, which involves manipulating or coercing someone into thinking, saying or doing things without respecting their right to choose for themselves.

Some indicators of spiritual abuse might be a leader who is intimidating and imposes his/her will on other people, perhaps threatening dire consequences or the wrath of God if disobeyed.

The leader may say that God has revealed certain things to them and so they know what is right. Those under their leadership are fearful to challenge or disagree, believing they will lose the leader's (or God's) acceptance and approval.

Other types of abuse:

Child abuse linked to faith or belief

Child Sexual Exploitation

Complex abuse

Discriminatory abuse

Fabricated or induced illness

Female Genital Mutilation

Forced Marriage