

Safeguarding Adults Policy

Owned by Bridges for Communities

Date last reviewed – January 2023, by Karen Green, Safeguarding lead

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Introduction

Bridges for Communities exists to connect people from different cultures and faiths, giving them the opportunity to build friendships and understand one another better. It seeks to challenge the stereotypes and prejudice that exist between different groups of people, doing so by promoting interaction and friendship.

It seeks to give people who would not ordinarily meet the chance to do so, promoting friendship and understanding between diverse communities. By simply bringing people together and giving them opportunities to develop friendships, stereotypes are challenged and perceptions are changed.

As well as connecting people in this way, Bridges for Communities works to support some of the most marginalised in society, namely asylum seekers and refugees. It also provides training for people who want to build bridges in their local communities.

Specific programmes run by Bridges for Communities and considered within the scope of this policy include:

- Peace Feast: sharing a meal together gives people from different cultures and faiths the opportunity to meet and build friendships.
- Sharing Festivals: bringing people together around religious festivals and feasts – like Ramadan and Christmas – to break down barriers and challenge stereotypes.
- Befriending: providing one-to-one support for refugees and asylum-seekers in Bristol, who may be isolated or struggling.
- Stitching Together – providing courses to enable refugee and asylum seeking women to start or develop sewing skills.
- Resettlement support: helping to support refugees who have been resettled in Bristol, through volunteer support and cultural awareness training.
- Cultural Exchange: organising trips to connect people in the UK and the Middle East, facilitating opportunities for perceptions to be changed and for friendships to be built.

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- Training: providing cultural awareness training for working cross-culturally, and refugee support training for groups working with refugees, asylum-seekers, and vulnerable migrants.
- RefuLingua: providing refugees with a volunteering opportunity through teaching their language to people in Bristol.
- Bristol Welcome Events: social events and trips that enable refugees and asylum seekers to meet with others and connect with their local community.
- Schools linking project – connecting with schools to facilitate children across the city getting to know each other.
- Walk With Me – organising walks to enable people from refugee or asylum seeking background to meet local people in a neutral space.

Bridges for Communities is committed to Safeguarding Adults in line with national legislation and relevant national and local guidelines.

We will safeguard adults by ensuring that our activities are delivered in a way which keeps all adults safe.

Bridges for Communities is committed to creating a culture of zero-tolerance of harm to adults which necessitates: the recognition of adults who may be at risk and the circumstances which may increase risk; knowing how adult abuse, exploitation or neglect manifests itself; and being willing to report safeguarding concerns.

This extends to recognising and reporting harm experienced anywhere, including within our activities, within other organised community or voluntary activities, in the community, in the person's own home and in any care setting.

Bridges for Communities is committed to best safeguarding practice and to uphold the rights of all adults to live a life free from harm from abuse, exploitation and neglect.

Policy Statement

Bridges for Communities believes everyone has the right to live free from abuse or neglect regardless of age, ability or disability, sex, race, religion, ethnic origin, sexual orientation, marital or gender status.

Bridges for Communities is committed to creating and maintaining a safe and positive environment and an open, listening culture where people feel able to share concerns without fear of retribution.

Bridges for Communities acknowledges that safeguarding is everybody's responsibility and is

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committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

Bridges for Communities recognises that health, well-being, ability, disability and need for care and support can affect a person's resilience. We recognise that some people experience barriers, for example, to communication in raising concerns or seeking help. We recognise that these factors can vary at different points in people's lives.

Actions taken by Bridges for Communities will be consistent with the principles of adult safeguarding ensuring that any action taken is prompt, proportionate and that it includes and respects the voice of the adult concerned.

Purpose

The purpose of this policy is to demonstrate the commitment of Bridges for Communities to safeguarding adults and to ensure that everyone involved in Bridges for Communities is aware of:

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

Scope

This safeguarding adult policy and associated procedures apply to all individuals involved in Bridges for Communities including all staff – paid and unpaid, trustees and volunteers, and to all concerns about the safety of adults whilst taking part in our organisation and its activities.

Implementation

In order to implement this policy Bridges for Communities will ensure that:

- Everyone involved with Bridges for Communities is aware of the safeguarding adult procedures and knows what to do and who to contact if they have a concern relating to the welfare or wellbeing of an adult.
- Any concern that an adult is not safe is taken seriously, responded to promptly, and followed up in line with Bridges for Communities Safeguarding Adults Policy and Procedures.



- The well-being of those at risk of harm will be put first and the adult actively supported to communicate their views and the outcomes they want to achieve. Those views and wishes will be respected and supported unless there are overriding reasons not to (see the Safeguarding Adults Procedures).
- Any actions taken will respect the rights and dignity of all those involved and be proportionate to the risk of harm.
- Confidential, detailed and accurate records of all safeguarding concerns are maintained and securely stored in line with our Data Protection Policy and Procedures.
- Bridges for Communities will cooperate with the Police and the relevant Local Authorities in taking action to safeguard an adult.
- All staff, trustees and volunteers understand their role and responsibility for safeguarding adults and have completed and are up to date with safeguarding adult training and learning opportunities appropriate for their role.
- Bridges for Communities uses safe recruitment practices and continually assesses the suitability of volunteers and staff.
- Bridges for Communities shares information about anyone found to be a risk to adults with the appropriate bodies. For example: Disclosure and Barring Service, Services, Police, Local Authority/Social Services.
- This policy and related policies are reviewed by the Board of Trustees on an annual basis and whenever there are changes in relevant legislation and/or government guidance as required by the Local Safeguarding Board, or as a result of any other significant change or event.

Linked policies and procedures

Bridges for Communities is committed to developing and maintaining its capability to implement this policy and procedures.

In order to do so the following will be in place:

- A designated Safeguarding Lead/ Welfare Officer (see roles, below).
- Safeguarding adult procedures that deal effectively with any concerns of abuse or neglect, including those caused through poor practice.

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- A clear line of accountability within the organisation for the safety and welfare of all adults.
- Regular management reports to the Board of Trustees detailing how any safeguarding reports have been addressed.
- Arrangements to work effectively with other relevant organisations to safeguard and promote the welfare of adults, including arrangements for sharing information, for example with the resettlement team at Bristol City Council
- Code of behaviour for trustees, staff and volunteers that specify zero tolerance of abuse in any form.
- Policies and procedures that address the following areas and which are consistent with this Safeguarding Adults policy.
 - ✓ Safeguarding Children
 - ✓ Managing complaints, including allegations against staff and volunteers
 - ✓ Cyber security
 - ✓ Equality, diversity and inclusion
 - ✓ Code of conduct
 - ✓ Discipline and grievance -includes bullying and harassment
 - ✓ Health and Safety
 - ✓ Role description for the designated safeguarding officer
 - ✓ Whistleblowing
 - ✓ Safe recruitment and selection (staff and volunteers)
 - ✓ GDPR – Information policy, data protection and information sharing (includes photos and images)

Roles

Director

The Managing Director of Bridges for Communities (Dan Green) is responsible for ensuring compliance with this policy. The Managing Director is also responsible for investigating allegations against staff or volunteers. The Managing Director will report to trustees any significant concerns, and any concerns that need to be reported to the Charities Commission. They will also keep a log of any incidents.

Safeguarding Lead

The Bridges for Communities **Safeguarding Lead is Karen Green** – 07547498520.

The Safeguarding Lead is responsible for providing safeguarding advice to the Director, staff and volunteers, and for ensuring staff and volunteers have adequate training in the identification and reporting of abuse. The Safeguarding Lead is also responsible for onward notification of reports of abuse.

The deputy safeguarding lead is Mark Walters – 07999554996

The trustee responsible for safeguarding is Danny Gregory - 07833587561

Because of the marriage relationship between the current Safeguarding Lead and Managing Director (Dan & Karen Green), if there is a conflict of interest or the concern is about either of them then it should be raised with Danny Gregory (Trustee).

Although Bridges for Communities, by the nature of its activities, has limited statutory obligations with respect to safeguarding it recognises that it may encounter situations or plan to undertake activities where unsupervised contact with children or vulnerable adults is a possibility. The Safeguarding Lead is therefore responsible for ensuring that Bridges for Communities retains the ability to make informed safeguarding decisions, and is responsible for reviewing the activities of Bridges for Communities on an ongoing basis with a view to ensuring that this policy remains relevant.

Training of Staff and Volunteers

All staff and volunteers interacting with potentially vulnerable adults and children will be provided with a basic level of safeguarding training prior to commencing their work, to allow them to identify potential types and signs of abuse and raise their concerns with the Bridges for Communities Safeguarding Lead through clear pathways of reporting. This includes volunteers on the following programmes:

- B.friend.
- Resettlement Befriend.
- Welcome Events.
- Stitching Together.
- Any other programmes the Director, in conjunction with the Safeguarding Lead, considers appropriate.

Training provided to volunteers will also make clear what activities and services Bridges for Communities supports, and will highlight those activities which would be considered regulated activities and which Bridges for Communities therefore does not support as part of its work.

Disclosure and Barring

Because Bridges for Communities does not, in the normal course of its activities, carry out regulated activities with respect to either adults or children, it is not appropriate for volunteers to be routinely checked through the Disclosure and Barring Service (DBS). Bridges for Communities recognises, however, that other agencies which partner with Bridges for Communities may require DBS checks, and Bridges for Communities will fully comply with any such requirement.

Bridges for Communities may also choose to carry out a basic DBS check for volunteers or staff.

Where Bridges for Communities does carry out regulated activities (for example, providing tuition to children), a DBS check will be sought.

Safeguarding Adults Legislation

Safeguarding Adults in England is compliant with United Nations directives on the rights of disabled people and commitments to the rights of older people. It is covered by:

- The Human Rights Act 1998
- The Data Protection Act 2018
- General Data Protection Regulations 2018

The practices and procedures within this policy are based on the relevant legislation and government guidance.

- England – The Care Act 2014 Care and Support Statutory Guidance (especially chapter 14) 2014

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:

- Murder/attempted murder
- Physical Assault
- Sexual Offences
- Domestic Abuse/Coercive control
- Forced Marriage
- Female Genital Mutilation
- Theft and Fraud
- Modern slavery and Human exploitation
- Hate crime
- Harassment
- Listing and Barring of those unsuitable to work with adults with care and support needs

There is also legislation about the circumstances in which decisions can be made on behalf of an adult who is unable to make decisions for themselves:

- The Mental Capacity Act 2005 (MCA) came into effect in April 2007. An amendment, contained in the Mental Health Act 2007, concerning deprivation of liberty safeguards came into force in April 2009.
- The Deprivation of Liberty Safeguards (DoLS) were introduced into the Mental Capacity Act 2005, (which became effective in April 2009,) and provides a legal framework in circumstances where deprivation of liberty appears to be unavoidable and aims to prevent breaches of the European Convention on Human Rights.
- DoLS apply to people in hospitals and care homes aged 18 years and over who lack capacity to consent to arrangements that amount to a deprivation of liberty.

Definition of an Adult at Risk

The Safeguarding Adults legislation creates specific responsibilities on Local Authorities, Health, and the Police to provide additional protection from abuse and neglect to Adults at Risk.

When a Local Authority has reason to believe there is an adult at risk, they have a responsibility to find out more about the situation and decide what actions need to be taken to support the adult.

The actions that need to be taken might be by the Local Authority (usually social services) and/or by other agencies, for example the Police and Health. Bridges for Communities may need to take action as part of safeguarding an adult. The Local Authority role includes having multi-agency procedures which coordinate the actions taken by different organisations.

An Adult at risk is defined in the Care Act 2014 as an individual aged 18 years and over who:

- (a) has needs for care and support (whether or not the local authority is meeting any of those needs) AND;
- (b) is experiencing, or at risk of, abuse or neglect, AND;

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.

Abuse and Neglect

Abuse is a violation of an individual's human and civil rights by another person or persons. It can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it. Any or all of the following types of abuse may be perpetrated as the result of deliberate intent, negligence, omission or ignorance.

There are different types and patterns of abuse and neglect and different circumstances in which they may take place.

Physical abuse

Includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic abuse

Domestic abuse can manifest itself in many ways including psychological, physical, sexual, financial, emotional or based on honour. The Domestic Abuse Act 2021 defines domestic abuse as occurring between two people (aged 16 and over) who are 'personally connected to each other' and the behaviour is deemed 'abusive'. Behaviour is 'abusive' when any of the following is identified:

- physical or sexual abuse;
- violent or threatening behaviour;
- controlling or coercive behaviour;
- economic abuse;
- psychological, emotional or other abuse, such as spiritual 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 individual has not consented or was pressured into consenting.

Sexual abuse may also take the form of sexual exploitation which can involve coercion and an exchange for basic necessities or something that the perpetrator seeks to gain from the victim.

Psychological abuse

Psychological abuse may take the form of:

- emotional abuse
- threats of harm or abandonment
- deprivation of contact
- humiliation
- blaming
- controlling
- intimidation
- coercion
- harassment
- verbal abuse
- cyber bullying
- isolation
- unreasonable and unjustified withdrawal of services or supportive networks

Financial or material abuse

Includes theft, fraud, internet scamming, coercion in relation an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Some of the potential signs or indicators may be:

- change in living conditions
- lack of heating, clothing or food
- unexpected or sudden inability to pay bills
- unexpected or sudden changes in financial accounts, documents or unexpected change of behaviour, or loss of trust in professionals should the person be experiencing any of the above from people they know.

Financial abuse is not only material, it can impact on a person's mental health and wellbeing as it may be perceived as a loss of control over an important aspect of their lives. It may lead to social isolation and loneliness and may impact on the person's relationships with others, particularly if the perpetrator may have been someone they trust. In some instances, it can also result in financial hardship where the victim faces difficult meeting their everyday living or care costs.

Modern slavery

Encompasses slavery, human trafficking, and forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Modern slavery may not immediately seem like it warrants an adult social care or adult safeguarding response as local responses may be led by community safety or justice teams. However, modern slavery should be considered an adult safeguarding concern and local authorities have statutory duties to provide support for suspected or known victims. This is set out in the Care Act 2014 and

the Modern Slavery Act 2015.

The Modern Slavery Act statutory guidance 2020 outlines the signs that someone may be a victim, the support available to victims and responsibilities of public bodies and professionals.

Discriminatory abuse

Includes forms of harassment, slurs or similar treatment; because of race, gender, and gender identity, age, disability, sexual orientation or religion.

Organisational abuse

Includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect of poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and acts of omission

Includes ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self-neglect

Self-neglect is used to describe a wide range of behaviours which relate to neglect to care for one's own personal hygiene, health or surroundings. The person themselves may not recognise the impact of their behaviour or may not use the same terminology to describe their own situation. Ultimately, self-neglect becomes a cause for concern where there are serious risks identified to an individual's health, wellbeing or lifestyle. Self-neglect may take the form of a neglect of nutrition or hydration, or behaviours such as hoarding.

Signs and Indicators of Abuse and Neglect

There are many signs and indicators that may suggest someone is being abused or neglected. There may be other explanations, but they should not be ignored. The signs and symptoms include but are not limited to:

- Unexplained bruises or injuries – or lack of medical attention when an injury is present.
- Person has belongings or money going missing.
- A change in the behaviour or confidence of a person.
- Self-harm.
- A fear of a particular group of people or individual.
- A parent/carer always speaks for the person and doesn't allow them to make their own choices
- They may tell you / another person they are being abused – i.e. a disclosure

Wellbeing Principle

The concept of 'well-being' is threaded throughout UK legislation and is part of the Law about how health and social care is provided. Our well-being includes our mental and physical health, our relationships, our connection with our communities and our contribution to society.

Being able to live free from abuse and neglect is a key element of well-being.

The legislation recognises that statutory agencies have sometimes acted disproportionately in the past. For example, removing an adult at risk from their own home when there were other ways of preventing harm.

For that reason any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.

Person Centred Safeguarding/ Making Safeguarding Personal

The legislation also recognises that adults make choices that may mean that one part of our well-being suffers at the expense of another – for example we move away from friends and family to take a better job. Similarly, adults can choose to risk their personal safety; for example, to provide care to a partner with dementia who becomes abusive when they are disorientated and anxious.

None of us can make these choices for another adult. If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.

The concept of 'Person Centred Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety. Organisations work to support adults to achieve the outcomes they want for themselves. The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm. Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.

If someone has difficulty making their views and wishes known, then they can be supported or represented by an advocate. This might be a safe family member or friend of their choice or a professional advocate (usually from a third sector organisation).

The principles of adult safeguarding according to the Care Act 2014 are:

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.

- Prevention – It is better to take action before harm occurs.
- Proportionality – The least intrusive response appropriate to the risk presented.
- Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
- Accountability – Accountability and transparency in delivering safeguarding.

Mental Capacity and Decision Making

We make many decisions every day, often without realising. UK Law assumes that all people over the age of 16 have the ability to make their own decisions, unless it has been proved that they can't. It also gives us the right to make any decision that we need to make and gives us the right to make our own decisions even if others consider them to be unwise.

We make so many decisions that it is easy to take this ability for granted. The Law says that to make a decision we need to:

- Understand information
- Remember it for long enough
- Think about the information
- Communicate our decision

A person's ability to do this may be affected by things such as learning disability, dementia, mental health needs, acquired brain injury and physical ill health.

Most adults have the ability to make their own decisions given the right support however, some adults with care and support needs have the experience of other people making decisions about them and for them.

Mental capacity refers to the ability to make a decision at the time that decision is needed. A person's mental capacity can change. If it is safe/possible, then wait until they are able to be involved in decision making or to make the decision themselves.

For example:

- A person with epilepsy may not be able to make a decision following a seizure.
- Someone who is anxious may not be able to make a decision at that point.
- A person may not be able to respond as quickly if they have just taken some medication that causes fatigue.

Mental Capacity is important for safeguarding for several reasons.

Not being allowed to make decisions one is capable of making is abuse. For example, a disabled adult may want to take part in an activity but their parent who is their carer won't allow them to and will not provide the support they would need. Conversely the adult may not seem to be benefiting from an activity other people are insisting they do.

Mental Capacity must also be considered when we believe abuse or neglect might be taking place. It is important to make sure an 'adult at risk' has choices in the actions taken to safeguard them, including whether or not they want other people informed about what has

happened, however, in some situations the adult may not have the mental capacity to understand the choice or to tell you their views.

The principles of Mental Capacity legislation (Mental Capacity Act 2005) are:

- We can only make decisions for other people if they cannot do that for themselves at the time the decision is needed.
- If the decision can wait, wait – e.g. to get help to help the person make their decision or until they can make it themselves.
- If we have to make a decision for someone else then we must make the decision in their best interests (for their benefit) and take into account what we know about their preferences and wishes.
- If the action we are taking to keep people safe will restrict them then we must think of the way to do that which restricts to their freedom and rights as little as possible.

If a person who has a lot of difficulty making their own decisions is thought to be being abused or neglected, then they will be referred to the Local Authority, and this should result in health or social care professionals making an assessment of mental capacity and/or getting the person the support they need to make decisions. Anyone with an assessment under the Mental Capacity Act will need to have their case reviewed monthly.

Decisions taken in order to safeguard an adult who cannot make the decision for themselves could include:

- Sharing information about safeguarding concerns with people that can help protect them.
- Stopping them being in contact with the person causing harm.

The Mental Capacity Act does allow restrictions and restraint to be used in a person's support, but only if they are in the best interests of a person who lacks capacity to make the decision themselves. Such restrictions or restraint can take away a person's freedom and so deprive them of their liberty (decisions about what amounts to a deprivation of liberty are ultimately made by courts).

Restrictions and restraint must be proportionate to the harm the care giver is seeking to prevent, and can include:

- the use of some medication, for example, to calm a person
- close supervision in the home, or the use of isolation
- requiring a person to be supervised when out
- physically stopping a person from doing something which could cause them harm
- removing items from a person which could cause them harm
- holding a person so that they can be given care, support or treatment
- bedrails, wheelchair straps, restraints in a vehicle, and splints
- repeatedly saying to a person they will be restrained if they persist in a certain behaviour.

Where a managing authority thinks it needs to deprive someone of their liberty they have to ask for this to be authorised by a supervisory body – usually the local authority. In exceptional circumstances a person may need to be deprived of their liberty before the supervisory body can respond to a request for a standard authorisation – in these situations the managing authority can use an urgent authorisation. The managing authority can deprive a person of

their liberty for up to seven days using an urgent authorisation; this can be extended by a further seven days if the supervisory body agrees.

Staff and volunteers for Bridges for Communities will not be in a position to place such restrictions or restraints and so do not need to be experts about what is and is not a deprivation of liberty, but should be aware of situations where a person might be deprived of their liberty and raise any concerns as safeguarding concerns using Bridges for Communities' safeguarding procedures.

Recording and Information Sharing

All charities must comply with the Data Protection Act (DPA) and the General Data Protection Regulations (GDPR) – see separate GDPR policy.

Bridges for Communities will be clear as to the grounds for processing and sharing information about concerns of abuse.

Records relating to safeguarding concerns must be accurate and relevant. They must be stored confidentially with access only to those with a need to know.

Information about adult safeguarding concerns should only be shared with the consent of the adult. However, the circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.

When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.

Sources of Information and Support

If you're concerned about the well-being of an adult you can call Care Direct on 0117 922 2700 (there is an answerphone service outside of office hours) or fill in the online form at:

<https://www.bristol.gov.uk/social-care-health/form-adult-care-and-health-reported-suspected-adult-abuse>

If an adult is at direct risk call the emergency services on 999

Men's Advice Line

For male domestic abuse survivors
Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline
Tel: 0800 999 5428

National 24Hour Freephone Domestic Abuse Helplines
Tel: 0808 2000 247
www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk
www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or
0808 808 0700 (Helpline)
Email: services@respond.org.uk
www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:
Telephone: 0800 138 1625
Web Chat: www.stophateuk.org/talk-to-us/
E mail: talk@stophateuk.org
Text: 07717 989 025

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839
Fax: 020 8392 1830
Email: info@suzylamplugh.org
www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 0808 168 9111
www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support