

Safeguarding Adults - Information, Definitions and Contacts

Please find below a range of information and resources to enable you to support adult safeguarding situations, including preventing abuse and neglect from happening in the first place.

In addition, there are Adult Safeguarding and Mental Capacity playlists and webinar recordings including 'self-neglect and mental capacity' on the Partners in Care YouTube channel [here](#).

Document author: Karen Littleford, Safeguarding Adults Lead, Partners in Care, May 2024, v.14.

| Policy and Procedure | |
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| West Midlands Policy and Procedures | West Midlands Adult Safeguarding Editorial Group (2024) <i>Adult Safeguarding: Multi-agency policy and procedures for the protection of adults with care and support needs in the West Midlands, Version 3</i> . West Midlands: WMASEG. Click here to access or on the West Midlands Information Hub here |

| Definitions, Safeguarding Principles and Types of Abuse | |
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| Safeguarding Adults Definitions | <p>Safeguarding adults is about:</p> <p>'Protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.' (DHSC, 2024)</p> <p>Who Might Need Adult Safeguarding Services?</p> <p>The adult may be someone who:</p> <ul style="list-style-type: none"> • is an older person who needs care and support due to ill health, physical disability or cognitive impairment • has a learning disability • has a physical disability and/or a sensory impairment • has mental health needs, including dementia • has a long-term illness or condition • misuses substances or alcohol • is an informal carer and is subject to abuse • does not have capacity to make a decision about being safe and is in need of care and support |

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| Safeguarding Adults Duties under The Care Act (2014) | <p>A local authority must act when it has ‘reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):</p> <p>has needs for care and support (<i>whether or not the authority is meeting any of those needs</i>),</p> <p>is experiencing, or is at risk of, abuse or neglect, and</p> <p>as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.’ (Care Act 2014, section 42)</p> |
| The aims of safeguarding adults | <ul style="list-style-type: none"> ✓ To prevent harm and reduce the risk of abuse or neglect to adults with care and support needs ✓ To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives “Making Safeguarding Personal” ✓ To promote an outcomes approach in safeguarding that works for people resulting in the best experience possible ✓ To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect (NHS England North, 2017). |

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| Concerns about an adult who <i>does not</i> have care and support needs | <p>Wherever someone is being harmed, or at risk if harm, there are agencies that can help, even if a formal safeguarding response is not triggered. These include:</p> <ul style="list-style-type: none"> ✓ The police ✓ The adults G.P. ✓ Carers support groups ✓ Housing support ✓ Domestic abuse services ✓ The National Referral Mechanism for victims of modern slavery ✓ Community and support groups ✓ Charities such as Age UK or Hourglass ✓ Advocacy services ✓ Other social services teams – a local authority has duties to promote an individual’s wellbeing, to prevent or delay care needs from developing, and to assess someone if there are safeguarding concerns and it appears that the person may have care and support needs, even if the person does not want an assessment there may be times when the local authority has a duty to assess. All of these may be helpful in a complex situation (Scie, 2020). |
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Safeguarding Principles and Making Safeguarding Personal

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| Safeguarding Statutory Principles. The Six Principles are embedded in the Care Act guidance. | <ol style="list-style-type: none"> 1. Empowerment People being supported and encouraged to make their own decisions and informed consent 2. Prevention It is better to take action before harm occurs. 3. Proportionality The least intrusive response appropriate to the risk presented. 4. Protection Support and representation for those in greatest need. 5. Partnership Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse. 6. Accountability Accountability and transparency in safeguarding practice. (DHSC, 2024) <p>Safeguarding Principles cards here</p> |
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| Making Safeguarding Personal | <p>Making Safeguarding Personal (MSP) is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is about seeing people as experts in their own lives and working alongside them. It is a shift from a process supported by conversations to a series of conversations supported by a process (WMASEG, 2024). You can find further information on Making Safeguarding Personal Cards here and listen to some podcasts from Research in Practice here</p> |
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| Types of Abuse identified in the Care and Support Guidance | | |
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| <p>You can refer to the Adult Safeguarding: Multi- agency policy and procedures for the protection of adults with care and support needs in the West Midlands for further information.</p> | | |
| Type of abuse | Examples of Abuse - this is not an exhaustive list but <i>some</i> examples of abuse that an adult could experience | Potential indicators of abuse (there is no exhaustive list of indicators as this will be individual to the person) |
| Physical Abuse | <p>Including assault - hitting, slapping, pushing, punching, burning, misuse of medication to restrain the adult, inappropriate restraint, or inappropriate physical sanctions, force-feeding the adult. Rough handling when supporting the adult or deliberately making someone physically uncomfortable. Unlawfully depriving a person of their liberty. Using physical 'punishment' (WMASEG, 2024, DHSC, 2024)</p> | <p>Unexplained/explained injuries, bruises in various stages of healing, bruises inconsistent with falls, moving between agencies e.g. G.P. & Accident and Emergency Departments, burns or scars, unexplained cuts or scratches to mouth, lips, gums, eyes or external genitalia, untypical self-harm, reluctance to undress or uncover parts of the body, history of injury, sudden and unexplained urinary and/or faecal incontinence, evidence of over/under medication, person flinches at physical contact, person asks not to be hurt, person appears frightened or subdued in the presence of particular people. An adult could die as a result of experiencing physical abuse.</p> |
| Psychological Abuse | <p>Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks. Unreasonable or unjustified withdrawal of the adult from services or their support networks. Preventing the adult from meeting their religious and cultural needs or stopping them from expressing or exercising their choice and opinion (Scie, 2017a). 'Gas lighting' behaviours when someone manipulates you into questioning and second-guessing your reality (Leve, 2017). The adult may be experiencing psychological abuse in person, or online, including cyber bullying.</p> | <p>Untypical lack of interest, passivity, or resignation, anxious or withdrawn (possibly in the presence of the potential source of risk). There may be untypical changes in behaviour including loss of appetite or overeating. The adult may give up asking for the things that they previously enjoyed doing as they have been denied access to them.</p> <p>The adult may be isolated as they have been denied visitors or phone calls. The adult's movement may be restricted by use of furniture or other equipment. They may have depression or anxiety, low self-esteem, changes to their sleep patterns or untypical behaviour including aggression. The adult could attempt or complete suicide. (WMASEG, 2024, DHSC, 2024).</p> |

Types of Abuse identified in the Care and Support Guidance

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| Financial or Material Abuse | <p>Including theft, fraud, exploitation, scams, coercion in relation to 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. 'Predatory marriage,' where the adult does not have capacity to consent to the marriage and the aim of the marriage is for exploitative purposes.</p> <p>The adult could be prevented from accessing their own money, benefits, or assets. Abuse of a position of trust could involve staff or volunteers accepting gifts or loans from the adult or even identify fraud where that person takes a loan out in the adult's name.</p> <p>Rogue trading where someone carries out unnecessary work on the property or overcharges for the work which may be of a poor standard.</p> <p>Mate crime could also come under financial abuse where someone befriends an adult who they perceive as being lonely, isolated, or vulnerable in order to financially exploit that person.</p> | <p>Lack of money, especially after benefits have been paid, inadequately explained withdrawals, lots of mail, disparity between assets/income and living conditions, recent changes of deeds/title of house, items missing, Lasting Power of Attorney being misused or obtained when the person lacks the capacity to make that decision. The recent addition of authorised signatories on an adult's accounts or cards. Recent acquaintances expressing a sudden or disproportionate interest in the person and their money. The heating is off when you would expect it to be in use, personal allowance not available, lack of food in the house, "Red" bills or services disconnected, change in appearance (becoming dishevelled), change in the individual's circumstances, behaviour or habits i.e., shopping, no access to services they previously enjoyed such as the hairdressers, and not purchasing items they used to.</p> <p>The adult could become physically ill due to financial abuse, for instance due to their inability to heat their home or eat nourishing food because of the financial abuse.</p> |
| Sexual Abuse | <p>Including rape, indecent exposure, sexual assault, or sexual acts to which the adult has not consented or was pressured into consenting. Non-consensual masturbation of either or both persons or non-consensual sexual penetration or attempted penetration of the vagina, anus, or mouth. Any sexual activity that the adult lacks the capacity to consent to. Inappropriate looking, sexual teasing or innuendo or sexual harassment. Sexual photography or forced use of pornography or witnessing of sexual acts (Scie, 2017a).</p> | <p>Urinary tract infections, sexually transmitted diseases, pain, itching, bleeding, unexplained problems with catheters, the adult is subdued and withdrawn or has poor concentration, physical marks, cuts or bruises particularly in genital or rectal areas, self-harm, disclosure, sexualised behaviour, significant changes in behaviour, noticeable reactions to certain individuals, objects or times of the day/night, clothing is torn, stained or bloody, a woman who lacks capacity to consent to a sexual act becomes pregnant, untypical use of sexual language, changes to sleep patterns or ability to sleep. The adult could attempt or complete suicide.</p> |

Intimate and sexual relationships with people in a position of trust.

Any sexual relationship that develops between adults where one is in a position of trust, power, or authority in relation to the other (e.g. care worker/health worker/social worker/Police officer etc.) may also constitute sexual abuse. People in a position of trust may misuse their position in order to pursue a sexual or improper emotional relationship with an adult with needs for care and support. This behaviour can include: committing a sexual act, initiating sexual contact with, or responding to any perceived sexually motivated behaviour from another person; entering into any communication that could be perceived as sexually motivated or lewd; or for any other sexual purpose.

Intimate relationships that are initiated between a worker in a position of trust, power, or authority in relation to an adult with needs for care and support will usually trigger an enquiry under this procedure, and in certain circumstances, can be a criminal offence. Sections 38-44 of the Sexual Offences Act 2003 outline a number of sexual offences that apply to health and social care workers in certain circumstances where the care worker has engaged in sexual activity with, or in the presence of, an adult with a mental disorder, incited sexual activity or caused the adult to watch sexual activity. (WMASEG, 2024: p33)

Types of Abuse identified in the Care and Support Guidance

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| Neglect or acts of omission | <p>Including ignoring medical or physical care needs, which could result in issues such as pressure ulcers. A 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. A failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the mental capacity to assess risk for themselves.</p> <p>Putting items such as food or drinks out of an adults reach or not supporting them access them, this could be unintentional or intentional.</p> <p>Not taking account of individuals' cultural, religious, or ethnic needs or not taking account of educational, social, and recreational needs. Preventing the adult accessing their glasses, hearing aids, dentures, etc. or a failure to ensure privacy and dignity (Scie, 2017a).</p> <p>Items that are deliberately removed such as a call bell could constitute 'wilful neglect' under the Criminal Justice and Courts Act 2015 (s.20 & s.21), Mental Health Act (1983) s.127 or Mental Capacity Act (2005) s.44.</p> | <p>The adult has inadequate heating and/or lighting, their physical condition deteriorates, they have confusion due to dehydration, infection, hypothermia.</p> <p>The adult is exposed to unacceptable risk; callers/visitors are refused access to the person. Pressure ulcers develop or do not heal, they experience weight loss, no access to appropriate medication or medical care, no privacy or dignity, change in appearance, poor skin and hair, smell of urine, missed appointments, dried faeces in pubic hair or under fingernails. Signs of the adult experiencing neglect of oral health care. The adult is exposed to unacceptable risk. The adult's death could result from severe cases of neglect.</p> <p>For information about pressure ulcers and adult safeguarding please refer to the Safeguarding adults protocol: pressure ulcers and raising a safeguarding concern here and Pressure ulcers: how to safeguard adults here</p> |

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| <p>Discriminatory Abuse</p> | <p>Discriminatory abuse refers to forms of abuse motivated by prejudice or bias, including but not limited to, those who have protected characteristics. It can be a feature of any other form of abuse (e.g., neglect arising from ageist attitudes or financial abuse due to homophobic views) but may not be recognised as abuse in its own right because it appears alongside other abuse types (see Discriminatory abuse briefing for practitioners, Local Government Association 2022).</p> <p>Broader societal issues also make discriminatory abuse more likely, due to widening societal inequalities – for example inadequate housing or experiences of poverty. Discriminatory abuse also links with hate crime (see below) and mate crime (WMASEG, 2024).</p> <p>It includes discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs jokes or comments or similar treatment. Name calling, belittling the adult, not providing treatment because of an adults age (age discrimination), lack of choice, refused access to services or being excluded inappropriately.</p> <p>Denying access to communication aids, not allowing access to an interpreter, signer, or lip-reader. The adult may receive substandard service provision relating to a protected characteristic (Scie, 2017a).</p> | <p>Observation of oppressive practice, the individual is isolated from others, person stops “practising” their beliefs, stops asking for needs to be met, changes behaviour to fit in with group, physical health deteriorates, withdrawal from services or refusal to access services or usual activities, potential for self-harm, possible disclosure of abuse or suicide attempts.</p> |
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| <p>Self-neglect This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surrounding and includes behaviour such as hoarding. It is important to consider capacity when self-neglect is suspected. Consideration of the risks to others may be necessary (adult family members, children, neighbours).</p> | <p>This may involve poor self-care leading to a decline in personal hygiene or specific issues such as long toenails impeding mobility, poor nutrition, Poor healing/sores, poorly maintained clothing which may be unsuitable for the weather or conditions, isolation from family, friends and services which may help or support, failure to take medication. Services may not be successfully engaging with the adult who is then not accepting services that would improve their situation.</p> <p>The adult may be living in very unclean or verminous circumstances. They may be hoarding items in the house, sometimes to the extent that rooms in the house cannot be used for the purpose that were intended. The hoarded items may make the property unsafe and increase the risk of fire. In some cases, a large number of pets may be present (what about the condition of the pets?). The household maintenance may have been neglected.</p> | <p>Poor self-care leading to a decline in personal hygiene, poor nutrition, poor healing/sores, poorly maintained clothing, long toenails resulting in mobility issues, isolation. Health issues related to the adult's failure to take medication or engage with health interventions that would improve their situation.</p> <p>Fire risks due to hoarded items, practices around smoking, risks from vermin, mould, and other environmental hazards. Large numbers of pets in the home.</p> <p>The person may have physical or mental health issues, mobility challenges or barriers, be experiencing trauma or be dealing with bereavement or an insufficient income. These factors can influence the adult's ability to deal with or manage their situation. In such scenarios the situation can seem overwhelming and prevent them dealing with it or seeking support from others.</p> |
| Self-neglect Guidance | <p>Shropshire - please refer to the Responding to Self-Neglect in Shropshire: Good Practice Guidance and Local Procedure which can be accessed here</p> <p>Telford and Wrekin – please refer to the West Midlands - Adult Self-Neglect Best Practice Guidance here and the Hoarding Policy and Procedure and Hoarding and Clutter Image Rating Assessment tool.</p> | |
| Organisational Abuse | <p>Including neglect and poor care practice within an organisation or care setting such as a hospital or care home, or where care is provided within their own home. It ranges from one off incidents to on-going ill-treatment. It may be through neglect or poor professional practice as a result of the structure, policies, processes, and practices within an organisation. It includes the mistreatment, abuse, or neglect of an adult by a regime or individuals in a setting or service where the adult lives or that they use. Such abuse violates the person's dignity and represents a lack of respect for their human rights. The routines, systems and regimes of an organisation may result in poor or inadequate standards of care and poor practice which affect the whole setting and deny, restrict, or curtail the dignity, privacy, choice, independence, or fulfilment of adults with care and support needs. This type of abuse is more likely to occur when staff receive little support from management, are inadequately trained, are poorly supervised, poorly supported in their work, receive inadequate guidance or where there is unnecessary or inappropriate rules and regulations, lack of stimulation or the development of individual interests, inappropriate staff behaviour, such as the development of factions, misuse of drugs or alcohol, failure to respond to leadership, restriction of external contacts or opportunities to socialise (WMASEG, 2024: 3.6.7.).</p> | |

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| <p>Modern Slavery Illegal Exploitation of people for personal/commercial gain. Victims trapped in servitude which they were deceived or coerced into.</p> | <p>Slavery</p> <ul style="list-style-type: none"> • human trafficking • forced labour and domestic servitude. • traffickers and slave masters using whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment (DHSC, 2024) <p>Domestic Servitude - forced to work in private houses with restricted freedoms, long hours, no pay.</p> <p>Forced labour - long hours, no pay, poor conditions, verbal, and physical threats.</p> <p>Sexual Exploitation – being forced to work in prostitution sexual exploitation can also involve child abuse.</p> <p>Debt bondage – being forced to work to pay off debts that realistically they never will be able to pay off.</p> | <p>The adult may look malnourished or unkempt, withdrawn, anxious and unwilling to interact, under the control and influence of others, live in cramped, dirty, overcrowded accommodation, no access or control of their passport or identity documents or use false or forged documents, appear scared, avoid eye contact, and be untrusting, show signs of abuse and/or have health issues, show old/untreated injuries, or delay seeking medical care with vague/inconsistent explanation for injuries, appear to wear the same or unsuitable clothes, with few personal possessions, fear authorities and in fear of removal or consequences for family, in debt to others or a situation of dependence.</p> |

There is an assumption that victims of modern slavery are often trafficked to the UK from other countries, but residents of the UK are also among those victims exploited in the UK and elsewhere (WMASEG, 2024).

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| <p>Modern Slavery – further information</p> | <p>If you suspect modern slavery, report it to the Modern Slavery Helpline on 08000 121 700 or the police on 101. In an emergency always call 999.</p> | <p>National Referral Mechanism</p> <p>The National Referral Mechanism is a framework for identifying potential victims of human trafficking or modern slavery and ensuring they receive the appropriate support. National referral mechanism guidance: adult (England and Wales) updated 2023 here</p> |
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Domestic Abuse (Home Office, 2021)

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| <p>Definition: Behaviour of a person (A) towards another person (B) is domestic abuse if:</p> <p>a) A and B are each aged 16 or over and are <i>personally connected</i> to each other and</p> <p>b) the behaviour is abusive</p> <p>A’s behaviour may be behaviour “towards” B despite the fact that it consists of conduct directed at another person (for example B’s child)</p> <p>Children are victims of domestic abuse if they:</p> <p>a) see or hear, or experience the effect of the abuse and</p> <p>b) Are related (as a parent or relative) to A or B</p> <p>c)</p> | <p>People are personally connected if</p> <p>a. They are or have been married to each other</p> <p>b. They are or have been civil partners of each other</p> <p>c. They have agreed to marry one another (whether or not the agreement has been terminated)</p> <p>d. They have entered into a civil partnership agreement (whether or not the agreement has been terminated)</p> <p>e. They are or have been in an intimate personal relationship with each other</p> <p>f. They each have, or there has been a time when they each have had a parental relationship in relation to the same child (parental relationship is if the person is a parent of the child or has parental responsibility for them)</p> <p>g. They are relatives</p> |
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| Domestic Abuse (Home Office, 2021) | |
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| <p>Domestic Abusive behaviour includes:</p> <ul style="list-style-type: none"> a) Physical or sexual abuse b) Violent or threatening behaviour c) Controlling or coercive behaviour d) Economic abuse (any behaviour that has a substantial adverse effect on person B’s ability to acquire, use or maintain money or other property or obtain goods or services) e) Psychological, emotional, or other abuse. | <p>Further detail in the Domestic Abuse Statutory Guidance, July 2022. Statutory guidance supporting the understanding of the definitions of 'domestic abuse' and 'personally connected' as set out in the Domestic Abuse Act 2021. Access here</p> |
| <p>Other Forms of Abuse (not exhaustive)</p> | <p>Local authorities should not limit their view of what constitutes abuse or neglect [...] (DHSC, 2023:14.17) See Adult Safeguarding: Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands.</p> |
| <p>Mate crime – befriending to exploit financially, physically, or sexually. Mate crime happens when someone says they are your friend, but they do things that take advantage of you, including asking you for money a lot. A real friend does not need to be bought, and someone who takes your money or possessions and asks you to pay for lots of things, or makes you feel uncomfortable is not a true friend. If someone who says they are your friend hurts you, steals from you or makes you do something you don’t want to do, you should tell someone you trust right away (Mencap, 2019). Click here for more information.</p> <p>Mate Crime Resources Tricky Friends animation Shropshire subtitles here British Sign language here in Ukrainian here Tricky Friends animation Telford and Wrekin here</p> <p>Hate crime – A hate crime is any criminal offence that is motivated by hostility or prejudice based upon parts of a person’s identity or perceived identity in relation to disability, race, religion, sexual orientation, or transgender identity. Anyone can be affected by hate crime, and it can occur anywhere including online. It can feel particularly personal as someone has been targeted because of who they are or who they are perceived to be. These crimes are covered by legislation (Crime and Disorder Act 1998 and section 66 of the Sentencing Act 2020) which allows prosecutors to apply for an uplift in sentence for those convicted of a hate crime (WMASEG, 2024: 3.6.6.) click here</p> <p>Cuckooing, Home Invasion or Home Takeover– gangs/individuals take over the homes of local ‘vulnerable’ adults by force or coercion in order to exploit them or use their home for criminal activity (Home Office, 2017) see County Lines + Cuckooing Presentation click here also see ‘Lets Stop Cuckooing’ from Crimestoppers here and videos on YouTube here under ‘County Lines and Cuckooing’. There is also a separate handout on Cuckooing here</p> <p>Fabricated or Induced Illness (FII) - happens when a parent or caregiver exaggerates or deliberately causes symptoms of illness in the adult who is dependent on them. The parent or carer tries to convince doctors that the adult is ill, or that their condition is worse than it really is. The parent or carer does not necessarily intend to deceive doctors, but their behaviour is likely to harm the adult. For example, the adult may have unnecessary treatment or tests, be made to believe they're ill, have their education disrupted or opportunities for independence curtailed. (NHS, 2019, WMASEG, 2024).</p> <p>A Safeguarding Adult Review (SAR) in 2022 featured suspected Fabricated and Induced Illness (FII) in a young adult- report HERE. It highlighted the lack of familiarity or experience with FII among some local authority adult social care practitioners. It also highlighted the lack of safeguarding guidance related to FII in adults for adult social care safeguarding teams.</p> | |

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| Other Forms of Abuse (not exhaustive) | Local authorities should not limit their view of what constitutes abuse or neglect [...] (DHSC, 2023:14.17) See Adult Safeguarding : Multi-agency policy & procedures for the protection of adults with care & support needs in the West Midlands. |
| <p>Predatory Marriage Predatory Marriage is the practice of intentionally targeting and marrying a vulnerable (often older) person to persuade them to marry for financial, material, or other gain. This type of abuse disproportionately impacts older people who may be taken advantage of, it is often carried out to gain access to the person’s estate and assets upon their death (legally in the UK a marriage revokes any former Will made, and the newly married predatory spouse will benefit from the person’s estate and assets on their death). In this situation, marriage is a cover for exploitation and economic gain so a person may be befriended, by someone who presents as a new friend or informal carer, appearing to be friendly to the adult, their family, and friends, this may change over time (Hourglass, 2022). The person befriending the adult may be focused on financial gain, but gaslighting, grooming and coercive control can be a feature (Franks, 2022). The marriage in these situations often takes place in secret, away from the persons family and friends.</p> <p>There will likely be aspects of coercion and control within a predatory marriage relationship, and aspects and behaviours such as-</p> <ul style="list-style-type: none"> - Grooming: Predators may identify a vulnerable target and spend time “grooming” them to persuade them that they hold them in high esteem and to make them feel valued and loved. - Isolation: Predators may spend time creating physical/emotional divisions between the individual and their friends and family. - Harassment: Predators may stimulate or create conflict and division within families & friend groups. (WMASEG, 2024) <p>Exploitation by radicalisers – being recruited into violent extremism (WMASEG, 2024 3.5.10.) click here</p> <p>Exploitation of disadvantaged groups e.g. people who are homeless or rough sleeping click here</p> | |

Reporting Adult Safeguarding Concerns

Refer to The 7 Essential Adult Safeguarding Questions handout in your after course resource or access them [here](#) for Shropshire and [here](#) for Telford and Wrekin

Contacts for Reporting Adult Safeguarding Concerns

Shropshire Council

First Point of Contact (FPOC) 0345 678 9044 *Adult Social Care and Safeguarding Concerns - state you are raising a safeguarding adults concern*

Emergency Social Work Team (out of hours): 03456 789040

Telford and Wrekin Council

Telford and Wrekin Family Connect 01952 385385 option 3

state you are raising a safeguarding adults concern

Out of hours Emergency Duty Team 01952 676500

If you need to speak to the police

Police Emergency - 999

Non-emergency – 101

Social Media, Websites and Resources

Safeguarding Partnerships and Networks Websites

Safeguarding Adults and Children Partnership Websites

Shropshire

Shropshire Safeguarding Community Partnership website [here](#)

Telford and Wrekin

Telford and Wrekin Safeguarding Partnership website [here](#)

Local Training Providers and Local Authorities

Joint Training, Shropshire Council

Website: <https://www.shropshire.gov.uk/joint-training/>

Twitter: @JointTraining click [here](#)

Facebook: @JointTrainingShropshire click [here](#)

Partners in Care

Website: <https://www.partnersincare.org.uk/>

X (Twitter): @Partners_inCare click [here](#)

Facebook: click [here](#)

LinkedIn: click [here](#)

YouTube: click [here](#)

Shropshire Council and Telford and Wrekin Council

Shropshire Council

Website: click [here](#)

Twitter: @ShropCouncil click [here](#)

Facebook: @shropshirecouncil click [here](#)

Telford and Wrekin Council

Website: click [here](#)

Twitter: @TelfordWrekin click [here](#)

Facebook: @TelfordWrekin click [here](#)

Resources

NHS England Safeguarding Adults click [here](#)

Self-Neglect and Mental Capacity Resources

Self-neglect page Shropshire Safeguarding Community Partnership click [here](#)

Video of Presentation from Professor Michael Preston-Shoot

One Hour of Professor Michael Preston-Shoot talking about what works well when working with adults who self-neglect click [here](#)

Accompanying PowerPoint from Professor Michael Preston-Shoot click [here](#)

Learning Resources Learning from SARs for best mental capacity practice (relevant to supporting adults who self-neglect) – Video of Presentation - Learning from SARs for best mental capacity practice, Professor Michael Preston-Shoot click [here](#)

PowerPoint Presentation - Learning from SARs for best mental capacity practice, Professor Michael Preston-Shoot click [here](#)

Self-Neglect and MCA Webinar (2021) from Telford and Wrekin and Shropshire Council click [here](#)

Safeguarding Adults Forum - Self-neglect and Mental Capacity (2022) [here](#)

Support Services

| Organisations offering support and or advice | Organisation | Website | Contact |
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| | Action Fraud report fraud and scams | https://www.actionfraud.police.uk/ | Report/get advice about fraud or cybercrime 0300 123 2040 |
| | AXIS (for adult and child survivors of sexual abuse) | https://www.axiscounselling.org.uk/ | 01743 357777 01952 278000 |
| | Age UK Shropshire and Telford and Wrekin | https://www.ageuk.org.uk/shropshireandtelford/ | Shropshire: 01743 233 123 Email: enquiries@ageukstw.org.uk Telford: 01952 201 803 Information line: 01952 216 018 Email: telford.enquiries@ageukstw.org.uk |
| | Hourglass - calling time on the harm and abuse of older people. | https://wearehourglass.org/ | Call the helpline 080 8808 8141 |
| | Lesbian and Gay Foundation | https://lgbt.foundation/?cfchlmanagedtk=pmDR eEEKs6BWpii.aSdpr mHO5j8rcyMs4O8sSlsyMo uUU-1631285775-0-gqNtZGzNAqWjcnBszRM9 | Advice Support & Information 0345 330 3030 |
| | Men's advice line | https://mensadviceonline.org.uk/ | support for male victims of domestic abuse 0808 801 0327 |
| | ManKind Initiative | https://www.mankind.org.uk/ | 01823 334244 |
| | Refuge The National Domestic Violence Helpline. | https://www.nationaldahelpline.org.uk/ | Freephone 24hr national domestic violence helpline. 0808 2000 247 |
| | Respect Helpline | http://respect.uk.net/ | For perpetrators of domestic abuse 0808 802 4040 |
| | Shropshire Domestic Abuse Service SDAS | https://www.shropshiredas.org.uk/ | 0300 303 1191 Shropshire Domestic Abuse Helpline 24 hours 0800 7831 359 |
| | Telford and Wrekin | https://cranstoun.org/help-and-advice/domestic-abuse/telford-das/ | To access support for survivors, please call us 0800 840 3747 . To access support for those using harmful behaviours, call 01952 454 759 |
| | The Glade Sexual Assault Referral Centre (SARC) Shropshire, Telford and Wrekin | https://www.theglade.org.uk/ | Adult service (18+): 24 Hour Self-Referral Number: 0808 178 2058 Contact The Glade 24/7 0800 970 0377 if you have been the victim of rape or sexual abuse. |
| | The Silverline | https://www.theilverline.org.uk/ | Help for older people 0800 4 70 80 90 |
| | The Survivors Trust | www.thesurvivorstrust.org | Support & advice for anyone who has experienced rape or sexual abuse. 0808 801 0818 |
| | Victim Support (24 hours) | https://www.victimsupport.org.uk/ | 0808 168 9111 |
| | Women's Aid | https://www.westmerciaawomensaid.org/ | Herefordshire, Shropshire call 0800 783 1359. Male Domestic Abuse Helpline 0800 014 9082, available 24hrs daily. |

Safeguarding Adults Resources and Training

Training can be accessed via [Partners in Care](#) and [Joint Training](#) check the relevant website to book courses or make an enquiry.

A Learning Management System (LMS) has been launched for partners within the Shropshire, Telford and Wrekin Integrated Care System (ICS). The LMS will be available free of charge for all ICS partners and will provide essential learning materials via a single, easy-to-access online platform, available from any device. Training can be accessed [here](#)

There are also links below to free to access e-Learning opportunities.

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| eLearning (free to access) | <p>Safeguarding Adults: Level 3 Training - Learn how to ensure the successful safeguarding of adults with this training course from Health Education England here</p> <p>E-LEARNING TRAINING ON PREVENT here</p> <p>SSCP Prevent Awareness via Shropshire Council Leap into Learning here</p> <p>Hate Crime - Be Safe Bolton's online Hate Crime training (<i>contacts within the course are for Bolton not Shropshire or Telford and Wrekin</i>) here</p> <p>Domestic Abuse Basic Awareness Training & Sexual Violence Basic Awareness Training here</p> <p>Forced Marriage - Awareness of Forced Marriage - (Virtual College) here</p> <p>Mental Capacity Act eLearning Social Care Institute for Excellence here</p> <p>Modern Slavery - Identifying and Supporting Victims of Modern Slavery (E-Learning for Healthcare open access) here</p> <p>Modern Slavery (OpenLearn, learning from the Open University) here</p> |
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| Safeguarding Adults Films and Podcasts | <p>Partners in Care You Tube Channel click here to access Check under the various Playlists for Safeguarding related films.</p> <p>Hidden Harms – Domestic Abuse and Older People here</p> <p>What To Do About Self-Neglect here</p> <p>Domestic Abuse & Disability: It Happens To Us Too - here BSL Version here Subtitled version here</p> <p>Ann Craft Trust Podcasts here</p> <p>Thinking it? Report it Film from Somerset Safeguarding Adults Board here</p> <p>Films about Hoarding - Partners in Care You Tube Channel click here to access</p> <p>Other Films about Hoarding here</p> <p>Mate Crime - Tricky Friends animation Shropshire subtitles here British Sign language here in Ukrainian here Tricky Friends animation Telford and Wrekin here</p> <p>Mate Crime - You may find this useful in discussion about whether someone is a friend or a 'fake' friend with clients - ARC Friend or Fake? here</p> |
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Websites

Action Fraud [here](#)

Age UK [here](#)

Association of Directors of Adult Social Services [here](#)

Alcohol Change UK [here](#)

Ann Craft Trust [here](#)

Clouds End [here](#)

Friends Against Scams - Empowering People To Take A Stand Against Scams [here](#)

GMC – Safeguarding Adults [here](#)

Hoarding UK [here](#)

Hourglass [here](#)

Hoarding Disorders UK [here](#)

Help for Hoarders [here](#)

Local Government Association Making Safeguarding Personal [here](#)

NHS Digital Safeguarding Adult's (English Safeguarding Adults Data) [here](#)

Safeguarding Adults: A New Legal Framework [here](#)

Scie - Safeguarding adults [here](#)

Scie – Safeguarding Adults Reviews [here](#)

Scie - Highlights: Safeguarding adults [here](#)

Scie - Self-neglect at a glance [here](#)

Shropshire Council - Adult Social Care [here](#)

Skills for Care – Safeguarding page [here](#)

The Kings Fund *including articles on supporting people who are rough sleepers* [here](#)

Reports

Alcohol Change UK (2019) *Learning from tragedies: an analysis of alcohol-related Safeguarding Adult Reviews* published in 2017. London: Alcohol Change UK. <https://alcoholchange.org.uk/about-us/contact>

Alcohol Change UK (2021) *How to use legal powers to safeguard highly vulnerable dependent drinkers*. London: Alcohol Change UK. https://alcoholchange.org.uk/publication/how-to-use-legal-powers-to-safeguard-highly-vulnerable-dependent-drinkers?utm_source=Safeguarding+Project&utm_campaign=e00a3d774c-EMAIL_CAMPAIGN_2020_09_24_08_19_COPY_01&utm_medium=email&utm_term=0_e00a3d774c-78925261

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Home Office (2021) *Domestic Abuse Act 2021: overarching factsheet*. London: Home Office. <https://www.gov.uk/government/publications/domestic-abuse-bill-2020-factsheets/domestic-abuse-bill-2020-overarching-factsheet>

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