

POLICY TITLE	SAFEGUARDING ADULTS
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Policy Owner:	Scott Cummins, Deputy Head of Quality Assurance & Compliance / Designated Safeguarding Lead Caroline Tomlinson, CEO/Founder
Ratified by:	Kevin Massey, Safeguarding Trustee
Outcome:	This policy aims to: • Set out the measures to ensure our members and visitors are safe and protected from abuse, harm, or neglect wherever possible • Direct all staff and volunteers about their duties and responsibilities for safeguarding in relation to their role • Ensure safeguarding is at the heart of practice and service delivery at every level • Set out the system of leadership and accountability that monitors safeguarding systems and practice
Cross Reference:	• Equality and Diversity Policy • Anti-Bullying Policy • Whistle Blowing Policy • Code of Conduct Policy • Data Security & Data Retention (GDPR) Policy • Spot Checks Policy • Challenging Behaviour Policy • Mental Capacity Policy • Anti-Radicalisation and Extremism Policy • Complaints and Concerns Policy • Notification: Charity Commission Reporting Serious Incidents Policy • Professional Behaviour Policy • Disciplinary Policy • CPOMS Policy

To ensure this policy is relevant and up-to-date, comments and suggestions for additions or amendments are sought from users of this document. To contribute to the process of review, email qualityassurance@my-life.org.uk

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1. Key Safeguarding Personnel

Designated Safeguarding Lead (DSL)

Name: Scott Cummins

Role: Deputy Head of Quality Assurance & Compliance / Designated Safeguarding Lead

Telephone: 01257 472 900

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Deputy Designated Safeguarding Leads (DDSL)

Name: Clare Roberts

Role: Operations Manager

Telephone: 01257 472900 (ext. 1002)

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Name: Caroline Tomlinson

Role: CEO/Founder

Telephone: 01257 472900 (ext. 1016)

Email: caroline.tomlinson@my-life.org.uk

Name: Kelly Robinson

Role: Head of Quality Assurance & Compliance

Telephone: 01257 472900 (ext. 1062)

Email: kelly.robinson@my-life.org.uk

Board of Trustees

Name: Kevin Massey

Role: Lead Trustee for Safeguarding

Email: kevin.massey@my-life.org.uk

Name: Steve Jones

Role: Chair of the Board of Trustees

Email: steve.jones@my-life.org.uk

Agency Contact Details

Name: Local Authority Designated Officer (LADO)

Telephone: 01942 486 042

Email: lado@wigan.gov.uk

Name: Wigan Safeguarding Adults Board

Telephone: 01942 828 300

Email: wsab@wigan.gov.uk

Name: Wigan Safeguarding Children Board

Telephone: 01942 828 300

Email: wscb@wigan.gov.uk

If you believe a child or adult is at immediate risk of significant harm, injury or death, contact the police on 999.

2. Scope

This policy applies to everyone who is employed by My Life Legacy, whether in paid employment or not. It also applies to visitors and contractors.

3. Statement of Policy

Introduction

My Life Legacy has a zero-tolerance policy of abuse within the organisation. Every person has a right to live a life free from abuse and neglect.

The purpose of this policy is to establish My Life Legacy's commitment to keeping children and vulnerable adults safe from abuse, harm, neglect and exploitation. My Life Legacy is committed to promoting the welfare of all our members, service users and visitors, and this policy provides guidance on procedures, roles, responsibility and reporting your concerns.

My Life Legacy is committed to promoting equality, good relations and challenging discrimination in all forms. Our ethos is to embrace diversity, offer equality of opportunity, and to treat every individual with respect. This policy should be applied in accordance with this ethos.

Safeguarding adults is defined as:

- Protecting an adult's right to live in safety, free from abuse and neglect
- People and organisations working together to prevent and stop both the risks and experience of abuse and neglect, while at the same time ensuring that the adult's wellbeing is supported including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding action

The legal definition of an 'adult at risk' is anyone aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and
- Is experiencing, or is 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, or the experience of abuse or neglect.

This policy has been developed in accordance with the principles established by:

- The Care Act 2014
- The Children and Social Work Act 2017
- The Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2023
- The Mental Health Act 1983 (amended 2007)
- The Mental Capacity Act (2005)
- The Human Rights Act 1998
- Safeguarding Children and Safer Recruitment in Education DFE 2012

4. Aims & Objectives

The aim of this policy is to ensure:

- All of our members and visitors are safe and protected from harm
- Safeguarding is at the heart of practice and service delivery at every level
- Effective safeguarding procedures are in place to help individuals feel safe and learn to stay safe
- All staff receive regular training so that they are aware of the signs of abuse and understand their legal responsibilities in relation to safeguarding and child protection
- All agencies are providing appropriate support to children and adults through the adoption of the early health framework
- There is a system of leadership and accountability that monitors safeguarding systems and practice
- All staff and volunteers are clear about their duties and responsibilities for safeguarding in relation to their role
- All staff have access to an appropriate whistleblowing policy that enables them to express concerns without fear of retribution
- The lead responsibility for safeguarding is delegated to an appropriately skilled and knowledgeable member of staff
- Best practice in relation to safe recruitment, including the requirements of the Disclosure and Barring Service (DBS)
- All staff have a clear understanding of important concepts such as choice, control, mental capacity, privacy and dignity
- All staff have read and understood this policy
- All staff are provided with safeguarding training and learning opportunities

This will be achieved by:

- Supporting a person's development in ways that promote security, confidence and independence
- Providing a high quality and safe environment in which adults feel safe, secure, valued and respected
- Raising awareness of all staff of the need to safeguard adults of their responsibilities in identifying and reporting possible cases of abuse and preventing and intervening earlier to address the support and social needs of the individual
- Providing a systematic means of monitoring adults known or thoughts to be at risk of harm and ensure My Life contribute to the assessments of need
- Emphasising the need for good levels of communication between managers and all staff
- Developing a structured procedure which will be followed by all staff in cases of suspected abuse
- Ensure all staff have access to specific training and awareness including: staff behaviour policy, DSL training, online safety, Prevent and whistleblowing
- Developing and promoting effective multi-agency cooperation and communication with external agencies including, health, social care and the Police

- Ensuring that all staff working within My Life Legacy who have access to vulnerable adults have been checked as to their suitability, including verification of their identity, qualifications, and a satisfactory DBS check and a central record is kept for audit

5. Roles & Responsibilities

At My Life Legacy, safeguarding is everybody's responsibility and we ask all staff to maintain the attitude 'it could happen here'. All staff have a role to play in safeguarding individuals and ensure we make safeguarding personal. This means that safeguarding should be person-centred and outcome focused.

All staff undergo safeguarding training at induction, relevant training for DSL's and staff will engage in regular safeguarding review meetings.

Designated Safeguarding Leads

My Life Legacy has identified key personnel to act as a single point of contact in all safeguarding matters for each business area.

DSL for My Life Legacy: **Scott Cummins**

Currently there are three Deputy DSL's: **Caroline Tomlinson, Clare Roberts and Kelly Robinson.**

The DSL's and DDSL's are most likely to have the complete picture and be the most appropriate person to advise on responses to safeguarding concerns. The DSL should take lead responsibility for safeguarding and ensure that My Life Legacy's safeguarding policy is fully implemented. All DSL's and DDSL's will be trained to a minimum of Safeguarding Level 4 and this will be updated every two years as a minimum. The DSL's will also attend multi-agency courses relevant to the needs of the service.

The voice of the individual is central to our safeguarding practice and members are encouraged to express and have their views given due weight in all matters affecting them.

The DSL has responsibility for the day-to-day operational implementation of safeguarding practice. This includes:

- Providing advice, support and expertise to all staff on safeguarding matters
- Managing, when required, the referral of cases of suspected abuse or allegations to the relevant agencies
- Support staff, where necessary, in reporting incidents and concerns, including low-level concerns
- Ensure all staff receive regular training on current safeguarding issues such as peer-on-peer abuse, bullying and female genital mutilation
- Ensure all staff are aware of how to identify and respond to risks to members from extreme, radical views
- Embed safeguarding across the organisation to ensure staff are fully aware of environmental and social factors that may impact a member's welfare (contextual safeguarding)
- Generate timely, accurate safeguarding reports

- Work with the police, where necessary, to enable investigation of allegations of criminal abuse vulnerable adults
- Liaising with other DSL's in health and education settings
- Maintaining detailed, accurate and secure written records of concerns, allegations and referrals
- Referring cases to the Channel programme where there is a radicalisation concern
- Attending case conferences and review meetings as appropriate
- Communication of this policy and safeguarding arrangements to all relevant parties, including families and carers
- Ensuring that all staff, including the Board of Trustees, receive safeguarding training appropriate to their roles
- Work with DSL's across the organisation and the CEO to ensure the safeguarding provision is a high quality and secure function

The Chief Executive Officer will take the lead responsibility for any safeguarding concerns raised in respect of the DSL.

Chief Executive Officer: **Caroline Tomlinson**

The Board of Trustees has a duty to ensure that My Life Legacy meets its statutory safeguarding responsibilities and that all the members supported by My Life Legacy are safe. The DSL provides quarterly reports to the Board to support their execution of this function. In addition to this there is a designated Lead Trustee for safeguarding who carries out regular safeguarding review with the DSL.

Lead Trustee for Safeguarding: **Kevin Massey**

Staff Responsibilities

All staff, volunteers and trustees working on behalf of My Life Legacy have a duty to promote the welfare and safety of all our adult members and visitors. Staff may receive disclosures of abuse, observe or have suspicions of abuse and any such concerns (whether witnessed or otherwise) should be reported immediately to the DSL, DDSL or the most senior member of staff on duty in their absence.

All staff must:

- Familiarise themselves with this policy and all other related policies, and ensure they understand and adhere to these policies
- Maintain an attitude of 'it could happen here' in order to remain vigilant to the possibility of abuse and ensure that any and all safeguarding concerns, including low level concerns, are reported and acted on in the appropriate manner.
- Maintain professional relationships with members at all times. No attempt should be made to build or encourage friendships with members or their families outside of work. This includes telephone and personal contact details and linking through social media
- Ensure all correspondence with members and their families is via the agreed My Life Legacy systems

- Report all concerns, without judgement about their significance, to the DSL
- Maintain confidentiality at all times, in accordance with this policy and associated procedures
- Ensure training is regularly updated in line with the My Life Legacy's expectations, including safeguarding and the Prevent duty
- Actively uphold the expected values of respect, tolerance, compassion and integrity, modelling these values through their behaviour
- To be alert to signs and indicators of possible abuse
- To be able to record and report concerns
- To be able to deal with a disclosure of abuse from a member

Staff should not assume a colleague or other professional will act and share information that might be critical in keeping a person safe. Early information sharing is vital for risk identification and management.

All staff are required to have completed their safeguarding induction training before working with any adults at risk. All staff will have this training and it will be updated every two years as a minimum to ensure staff understand their role in safeguarding. All staff are required to complete Safeguarding Level 2 training via E-Learning prior to commencing employment, as well as Prevent. This is to be renewed on a yearly basis.

All staff **are required** to demonstrate good knowledge of the categories of abuse and associated risk indicators.

All staff **must** undertake Prevent training.

Responding to Concerns, Allegations and Disclosures of Abuse

It is a requirement that all staff **must** familiarise themselves with **The 4 R's**:

- **Recognise**
- **Respond**
- **Record**
- **Refer**

The first step is to **recognise** the signs of abuse so staff **must** familiarise themselves with the areas covered in this policy. If potential abuse, harm or neglect is recognised, staff **must respond** and report the concerns to the DSL immediately or the most senior member of staff in their absence.

All staff **must record** their findings in detail via the relevant recording procedures (CPOMS). Staff **must** ensure the DSL receives the record as soon as possible.

As an organisation we aim to maintain openness and transparency with partner agencies, and we must consider **referring** to the Local Authority. Each Local Authority has a different system for referring safeguarding concerns, all of which are available on SharePoint.

When responding to a disclosure of abuse, staff should consider the following 'Do's' and 'Don'ts':

Do:

- Create a safe environment by offering the individual a private and safe place if possible
- Stay calm and reassure the person and reiterate that he/she is not to blame
- Listen carefully and tell the person what you are going to do next
- Use the tell, explain, describe strategy
- Record in detail without delay

Don't:

- Take photographs of any injuries
- Postpone or delay the opportunity for the person to talk
- Try to investigate the allegation yourself
- Promise confidentiality
- Approach or inform the alleged abuser

6. Information Sharing

My Life Legacy recognises that all information related to safeguarding concerns must be confidential and stored securely.

Information sharing is vital for risk formulation and management, and is integral for safeguarding and promoting the welfare of adults at risk.

Any decisions to share information should be in line with the Data Protection Act 2018 and GDPR, however these are not barriers to sharing information.

All staff have a professional responsibility to share information as a means so safeguard members. Any queries regarding the sharing of confidential information should be discussed with the Caldicott Guardian.

My Life Legacy is committed to working in partnership with families and carers. However, the DSL will not share information where there are concerns that if so doing would:

- Place the individual at increased risk of significant harm
- Prejudice the prevention, detection or prosecution of serious crime
- Lead to unjustified delay in making enquiries about allegations of significant harm

Information Sharing for Safeguarding Practitioners

The UK Government have issued 'Golden Rules' for information sharing in safeguarding:

- GDPR/Data Protection Act 2018 and Human Rights Act 1998 are not barriers but provide a framework to ensure that personal information is shared appropriately

- Be open and honest with the individual
- Seek advice from other practitioners if you are in any doubt about sharing the information
- Share with informed consent where appropriate
- Consider safety and wellbeing
- Necessary, proportionate, relevant, adequate, accurate, timely and secure
- Keep a record of your decision and the reasons for it

All sharing of information will be necessary to the purpose for which it is shared. Information will only be shared with individuals who need to have it and shared via secure channels.

CPOMS

CPOMS is My Life Legacy's chosen software solution for monitoring safeguarding across the organisation. CPOMS is a secure, web-based solution that allows staff to feel confident in the knowledge that the information they report is shared instantly with the relevant people, immediately and securely. All our staff can log on to CPOMS and create information on any member they have concerns about. They cannot, however, access member information without the required permissions (managed by the DSL).

The DSL's are able to swiftly assess the information and take necessary action as required.

7. Monitoring & Evaluation

My Life Legacy's safeguarding policy and procedures will be monitored and updated by:

- Governing Body visits
- Council Service Inspections
- SMT drop-ins and discussions
- Member surveys and questionnaires
- Records of bullying, racist, behaviour incidents and regular monitoring
- Review of parental concerns and parent/carers questionnaires
- Review of the use of intervention strategies

Safeguarding Committee

My Life Legacy has an established Safeguarding Committee which reviews the safeguarding function on a quarterly basis, identifying any common themes or trends and adapting policy to reflect the changes at local and national level. The Committee provides an additional level of scrutiny to the current safeguarding policies and procedures, which feeds into the Board of Trustees. As part of this process, the Lead Trustee for Safeguarding conducts quarterly visits to gain insight into how confident My Life staff are when dealing with potential safeguarding issues, providing an additional level of scrutiny and quality assurance.

The Committee consists of Scott Cummins (Safeguarding Lead), Caroline Tomlinson (CEO/Founder), Kevin Massey (Lead Trustee for Safeguarding) and Marie Hughes (Independent Advisor).

8. Safe Environment, Safe Recruitment, Safe Staffing

Safe Environment

My Life Legacy's Health & Safety policy (separate document) reflects the considerations we give to the protection of children and young people both physically within the environment, and when away from the setting, undertaking off-site trips and visits.

Site security guidance has been compiled to support My Life Legacy in the discharge of its responsibilities by ensuring the development and implementation of suitable procedures, particularly maintaining the security of the premises in response to potential threats to the members and staff (see Terrorist Threat Lockdown Procedure).

Safe Recruitment

My Life Legacy commitment to safer recruitment includes:

- Carefully planning the recruitment process timeline to ensure we have enough time to thoroughly vet each candidate
- Provide detail on job advertisements outlining all the checks we will carry out on candidates
- Informing candidates of My Life Legacy's commitment to safeguarding
- There is at least one person on every recruitment panel that has completed Safer Recruitment Training which is renewed every three years as a minimum
- There is a safeguarding vulnerable adults policy in place as well as a code of conduct which is reviewed on an annual basis
- Carrying out pre-employment checks including Enhanced DBS, qualification checks, reference checks and identity checks
- Procedures are in place for managing allegations of abuse against staff and volunteers
- Staff appropriately trained to fulfil their duties
- There is a DSL in post along with DDSL's who have undertaken the relevant training
- All staff have completed the appropriate safeguarding training and updated by the DSL as appropriate
- This policy is available on the My Life Legacy's website or by other means
- All visitors are required to sign in and wear appropriate visitor ID badges. Visitors of a professional capacity are to provide evidence of their role and employment details upon arrival

As per Safer Recruitment Policy, My Life Legacy has a record of recruitment and pre-employment checks that are tracked on the Single Central Record (SCR). This sets out a range of checks which is maintained and retained by the HR Team.

The SCR will contain details of the following:

- All employees who work at My Life
- All others who have been chosen by My Life to work in regular contact with vulnerable adults. This will cover volunteers, Trustees and, where relevant, others who offer contracted services.

The SCR is checked on a monthly basis by the DSL with an associated form which is stored internally.

Safe Staffing

All staff are required to have completed mandatory face-to-face safeguarding training at the point of induction.

All new members of staff are given access to My Life Legacy's safeguarding policy and procedure, with the DSL's names and contact details clearly displayed.

All staff, including the Board of Trustees, must undergo face-to-face safeguarding training every two years as a minimum to maintain their understanding of the signs and indicators of abuse.

All DSL's are required to complete advanced safeguarding training suitable to their role, and renew this on a two yearly basis.

All staff are required to demonstrate good knowledge of the categories of abuse and associated risk indicators.

All are required to complete mandatory Prevent training prior to commencing employment.

9. Allegations against Staff

There are clear procedures in place for the management of allegations of abuse against staff and volunteers. If an allegation is made or information is received that suggests that a person may be unsuitable to work with vulnerable adults, the CEO and DSL must be informed immediately. The DSL will discuss the content of the allegation with the Safeguarding Adults Board for any adult safeguarding concerns.

All staff are expected to have awareness and knowledge of guidance on behaviour issues, along with My Life Legacy's Behaviour Management Policy and this should be part of induction for all new staff or volunteers.

Under no circumstances will My Life Legacy send vulnerable adult home pending such an investigation, unless this advice is given exceptionally, as a result of a consultation with the Local Authority.

Suspension of a member of staff will be given careful consideration and the DSL will seek advice from HR in order to make a decision and informing the Designated Officer or Local Authority at the earliest opportunity.

In the event of an allegation against the DSL, the CEO will take lead responsibility.

A referral is made to the DBS if a person working with vulnerable adults has been dismissed or removed from post due to safeguarding concerns. Referrals should be made as soon as possible, and ordinarily on conclusion of an investigation. This could include when an individual is suspended, redeployed to work that is not regulated activity, dismissed or when they have resigned. When an allegation is made, an investigation should be carried out to gather enough evidence to establish if it has foundation, and employers should ensure they have sufficient information to meet the referral duty criteria explained within the DBS referral guidance.

Guidance about conduct and safe practice, including safe use of mobile phones, will be provided at induction alongside further safeguarding information.

Person in a Position of Trust (PiPoT)

My Life Legacy recognises local procedures in relation to alerting the Local Authority to information that may affect the suitability of a professional, or volunteer to work with an adult at risk. The alleged victim in these circumstances does not have to be an adult at risk and could be, for example, a partner, young person or child.

Disclosing information to reduce the risk of abuse and in the wider public interest is a key responsibility. This information can be allegations against people who work in a position of trust, either in paid or unpaid capacity with adults at risk. Allegations can relate to:

- A person behaving in a way that has harmed, or may have harmed an adult or child
- A person has possibly committed a criminal offence against, or related to an adult or child
- A person has behaved towards an adult or child in a way that indicates that they may pose a risk of harm to adults at risk

With any upheld complaints or allegations, My Life Legacy will ensure that relevant agencies are appropriately informed. When a person's conduct may impact upon their suitability to work with adults at risk, a PiPoT request for information will be submitted to the Local Authority so that they may give careful consideration to what information should be shared with employers.

If a person subject to a PiPoT investigation attempts to leave employment by resigning in an effort to avoid the investigation or disciplinary process, My Life Legacy is entitled not to accept the resignation and concluded whatever process has been utilised with the evidence available.

10. Training

Induction

The welfare of our members is of paramount importance. All staff, including volunteers, are trained in My Life's safeguarding policies as part of their induction, including Mental Capacity Act/Deprivation of Liberty Safeguards.

Mandatory Safeguarding Training

All staff are required to participate in safeguarding training which is updated every two years as a minimum to ensure their understanding and knowledge of current safeguarding issues. In addition, staff receive statutory training and safeguarding updates via alternate means (emails, newsletters, staff meetings). All staff **must** complete E-Learning training as well as Prevent on a yearly basis.

Advanced Training

The DSL/DDSL undergo additional training which is to be updated every two years as a minimum. The DSL/DDSL's also attend multi-agency courses relevant to the organisation's needs.

11. Whistleblowing

All staff have a duty to ensure standards of quality care by raising concerns regarding wrongdoing or malpractice. Staff can confidentially raise genuine concerns of malpractice and/or misconduct through appropriate means at the earliest point without fear or reprisal.

This is intended to provide a safeguarding to enable staff to raise concerns about one or more of the following that has occurred, is occurring, or is likely to occur. These qualifying disclosures mean that you can raise a concern about risk, malpractice or wrongdoing that is potentially harming the learners and undermining the services that My Life Legacy delivers. Examples of these include:

- Unsafe care
- Unsafe working conditions
- Inadequate induction or training for staff
- Lack of response to a Health & Safety incident
- Suspicions of fraud
- Damaging the environment such as disposing of hazardous materials or medication inappropriately
- A bullying culture
- Incidents of unsafe staffing
- Falsification of records
- Failure to investigate claims of abuse
- Breaching the Data Protection Act 2018

My Life Legacy maintains a zero-tolerance policy for the ill-treatment of others, including bullying or harassment.

My Life Legacy ensures that individuals who raise a concern can do so confidentially in line with the Public Interest Disclosure Act 1998 (PIDA).

My Life Legacy will ensure that any individual who raises a genuine concern under the Whistleblowing Policy will not be at risk of termination of their employment or suffer any form of reprisal which includes, but not limited to, loss or reduction of hours to regular working patterns.

12. Categories of Abuse

The main forms of abuse and neglect are generally classified under the categories of abuse as per Care Act 2014. This should not be considered a definitive list, but an illustrative guide as to the behaviour that may give rise to a safeguarding concern.

Physical Abuse – The non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment. Other examples include: misuse of medication, unlawful use of restraint, inappropriate physical sanctions, deliberately inducing or fabricating an illness, forcible feeding or withholding food

Psychological Abuse – Acts of behaviour that infringes on emotional health of; or that causes distress or anguish to individuals. This may also be present in other forms of abuse. Examples include: intimidation, coercion, harassment, use of threats. Humiliation, bullying, verbal abuse

Sexual Abuse – Direct or indirect involvement in sexual activity without consent. This could also be the inability to consent, pressure or inducement to consent or take part in sexual activity. Examples include: assault by penetration, non-penetrative acts, indecent exposure, sexual harassment, subjection to pornography, production or distribution of sexual images, grooming

Financial or Material Abuse – Unauthorised, fraudulent obtaining and improper use of funds, property, or any resources of an adult at risk of abuse. Examples include: theft, fraud, exploitation, misappropriation of property, possessions or benefits, misuse of power of attorney, deputyship, or other legal authority

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

Neglect/Act of Omission – Ignoring or withholding physical or medical care needs which result in a situation or environment detrimental to individual(s). Ill-treatment and wilful neglect of a person who lacks capacity are now criminal offences under the Mental Capacity Act 2005.

Self-Neglect – Self-neglect is recognised as a safeguarding issue; having consideration of an individual's right to choose their lifestyle, balanced with their mental health and capacity to understand the consequences of their actions, or capacity to take action to meet their own medical needs. Self-neglect is categorised as the behaviour of a person that threatens his/her own health or safety. Self-neglect generally manifests itself as a refusal or failure to provide himself/herself with adequate food, water, clothing, shelter, personal hygiene, medication (when indicated), and safety precautions and can include hoarding behaviours.

Organisational Abuse – Organisational abuse occurs where the culture of an organisation places emphasis on the running of the establishment and the needs of the staff above the needs and care of the adult. This includes neglect and poor practice within an organisation 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 ongoing ill-treatment. It can be through neglect or poor professional practice because of the structure, policies, processes and practices within an organisation.

Discriminatory Abuse – Discriminatory abuse exists when values, beliefs, or culture result in a misuse of power that denied mainstream opportunities to some groups or individuals. This can include hate incidents or crimes, where someone is targeted because of any of the protected characteristics under the Equality Act 2010.

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

Online Abuse – Online abuse is a type of abuse that happens on the internet. It can lead to anxiety, self-harm, suicidal thoughts and even eating disorders. Online abuse can happen on social media, messaging apps, emails, online chats, online gaming and live-streaming sites.

Individuals may experience different forms of online abuse including cyberbullying, emotional abuse, grooming or sexual abuse/exploitation.

A person experiencing online abuse may spend a lot more or a lot less time online. They may appear distant, upset or angry after using the internet. The person may be more secretive about who they are talking to and what they are doing online or on their devices. The person may also have lots of new phone numbers, texts or emails on their devices.

People should never experience abuse of any kind and should be able to use the internet for education and personal developments. My Life Legacy recognises that safeguards need to be put in place to ensure members are kept safe at all times. We aim to keep our members safe by:

- Having a named Safeguarding Lead to monitor and respond to any concerns relating to online abuse
- Providing clear and specific directions to staff and volunteers on how to behave online through our internal code of conduct
- Supporting and encouraging our members to use the internet, social media and mobile phones in a way that keeps them safe and shows respect for others
- Supporting and encouraging parents and carers to do what they can to keep their child or loved one safe online
- Developing clear and robust procedures to enable us to respond appropriately to any incidents if inappropriate online behaviour, in line with local safeguarding procedures
- Reviewing and updating the security of our information systems regularly
- Ensuring personal information about the members who access My Life is held securely and shared only as appropriate
- Ensuring that images of members and their families or loved ones are used only after their written permission has been obtained, and only for the purpose for which consent has been given
- Providing supervision, support and training for staff and volunteers about online safety
- Examining and risk assessing any social media platforms and new technologies before they are used within the organisation

If online abuse occurs, My Life will respond by:

- Ensuring the full implantation of safeguarding procedures as issued within this policy
- Providing support and training for all staff on responding to all forms of abuse including bullying or cyberbullying, sexting and sexual exploitation
- Ensuring our response takes the needs of the person experiencing abuse into account
- Reviewing our strategy to address online abuse at regular intervals, in order to ensure that any problems have been resolved in the long-term

13. Further Resources

Care Act 2014	Care Act 2014 (legislation.gov.uk)
Children and Social Work Act 2017	Children and Social Work Act 2017 (legislation.gov.uk)

Safeguarding Vulnerable Groups Act 2006	Safeguarding Vulnerable Groups Act 2006 (legislation.gov.uk)
Working Together to Safeguard Children 2018	Working together to safeguard children - GOV.UK (www.gov.uk)
Keeping Children Safe in Education 2021	Keeping children safe in education - GOV.UK (www.gov.uk)
Mental Health Act 1983 (amended 2007)	Mental Health Act 1983 (legislation.gov.uk)
Human Rights Act 1998	Human Rights Act 1998 (legislation.gov.uk)
GDPR and Data Protection Act 2018	Data protection - GOV.UK (www.gov.uk)
Information Sharing: Advice for Practitioners 2018	Information sharing advice for safeguarding practitioners - GOV.UK (www.gov.uk)
Sexual Violence and Sexual Harassment between Children in Schools and Colleges 2018	Sexual violence and sexual harassment between children in schools and colleges - GOV.UK (www.gov.uk)
Criminal Exploitation of Children & Vulnerable Adults: County Lines Guidance	Criminal exploitation of children and vulnerable adults: county lines - GOV.UK (www.gov.uk)
Online Abuse & Bullying Prevention Guidance	Online abuse and bullying prevention guide - GOV.UK (www.gov.uk)
Counter-Terrorism and Security Act 2015	Counter-Terrorism and Security Act - GOV.UK (www.gov.uk)
Prevent Duty Guidance 2023	Prevent duty guidance - GOV.UK (www.gov.uk)
Serious Crime Act 2015	Serious Crime Act 2015 (legislation.gov.uk)
Preventing Youth Violence & Gang Involvement	Preventing youth violence and gang involvement - Practical advice for schools and colleges (publishing.service.gov.uk)
Wigan Safeguarding Children Board Policy	Guidance and policies (wiganlscb.com)
Wigan Safeguarding Adults Board Policy	Wigan policy and procedure (wigansafeguardingadults.org)