



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Safeguarding Policy

The Care Act 2014 places an individual's wellbeing at the centre of the care and support system. The Care Act places responsibilities on social housing providers to look out for potential abuse and to work with the Local Authority Safeguarding Teams to protect individuals and implement safeguarding procedures. We have a responsibility and 'duty of care' to our residents to recognise abuse and report appropriately.

The trustees and employees of Elizabeth Dowell's Almshouse Trust acknowledge that all residents, staff, volunteers and visitors have a right to a safe and secure environment and respect for their dignity, privacy, independence and individuality.

Adult safeguarding is about preventing and responding to concerns of abuse, harm or neglect to adults. Staff should work together in partnership with adults so that they are:

- Safe and able to protect themselves from abuse and neglect.
- Treated fairly with dignity and respect.
- Protected when they need to be.
- Able easily to get the support, protection and services they need.

This safeguarding policy has been developed to protect those who live, work and visit the Elizabeth Dowell's Trust and to ensure any concerns will be dealt with quickly and effectively.

Who to contact if you have a concern.

If having read this policy, you have any concerns regarding suspected abuse please report these to the Manager (Miriam Bergin) who has been designated as having responsibility for any safeguarding issues and can be contacted at the office or on 07913 103239. If unavailable, the Chair should be informed immediately of any safeguarding issue that has arisen.

1. Definitions

- 1.1 Abuse is a violation of an individual's human and civil rights by an act or a failure to act on the part of a person or persons.
- 1.2 Abuse can occur in any relationship, both formal and informal and may result in significant harm to, or exploitation of the person subjected to it.
- 1.3 Abuse may consist of a single act or repeated acts
- 1.4 Harm; ill-treatment, impairment or avoidable deterioration of physical or mental health



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

1.5 An Adult at Risk is a person aged 18 or over who is in need of care and support regardless of whether they are receiving them, and is at risk of being abused or neglected, and are unable to protect themselves against abuse or neglect because of those needs.

1.6 Adult safeguarding is protecting a person's right to live in safety, free from abuse and neglect.

2. **Types of Abuse.** (As identified by the Care Act but not necessarily exclusive) They are not mutually exclusive and a person may be subjected to more than one type of abuse at the same time (See Appendix A for more detailed explanations)

- Physical
- Sexual
- Financial
- Neglect
- Psychological
- Organisational/Institutional
- Discriminatory
- Hate Crime
- Mate Crime
- Domestic Violence/Abuse
- Self Neglect
- Modern Slavery
- Radicalisation
- Female Genital Mutilation
- Honour Based Violence
- Abuse through Social Media

3. Risk Factors associated with Abuse

3.1 Anyone may fit this criteria at a particular time of their lives. However, the following people may be at higher risk: older people, adults with physical or learning disability, mental health needs, long term health needs, or those who are drug or alcohol dependent.

3.2 Risk factors may include loneliness, social isolation, difficulty with communication, dependent on carers either physically, psychologically or financially, emotional vulnerability or the person may have unusual behavioural traits, poor quality relationships, pressures and responsibilities, lack of emotional support and social contact, frequent requests for help and the problem not being resolved.

4. Recognising Abuse



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Common indicators are listed in Appendix B. Their presence is not proof abuse has occurred, but must be regarded as indicators of possible significant harm. Such indicators justify the need for careful assessment and discussion with the designated person, and may require consultation with and/or referral to the Local Adult Safeguarding Services.

5. When Safeguarding comes within the responsibility of the Local Authority (Section 42 Care Act)

The threshold is defined as:

- 'An adult in need of care and support (whether or not that support is provided by the local authority)
- who is experiencing or is at risk of abuse and neglect,
- and as a result of these needs is unable to protect him or herself against abuse or neglect or the risk of it'

If in doubt the Local Authority can be contacted for guidance. Someone may not meet the criteria for referral to the Local Authority but any cause for concern should be responded to appropriately and recorded. Sometimes it may be an accumulation of small incidents that point to a more serious situation occurring; for example, coercive control or domestic violence.

The charity will, where appropriate, work with other agencies to resolve matters

6. The six principles of the Care Act provide guidance. They are;

6.1 EMPOWERMENT: person led decisions and informed consent.

6.2 PREVENTION: better to take action before harm occurs.

6.3 PROPORTIONALITY: least intrusive response appropriate to the risk presented.

6.4 PROTECTION: support and representation.

6.5 PARTNERSHIP: communities have a part to play in prevention, detection and reporting neglect and abuse.

6.6 ACCOUNTABILITY: accountability and transparency in our response to safeguarding.

7. Procedure to be followed if abuse is suspected.

It is not the responsibility of employees or representatives of Elizabeth Dowell's Almshouse Trust to decide that abuse of an adult is occurring but it is their responsibility to act on any concerns.

7.1 All staff should have an understanding of abuse and neglect and Know how and when to take action.



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

- 7.2 Any resident who feels they or another resident are being abused in any manner should immediately contact the charity via the Manager or the Chair.
- 7.3 A concern may also be raised by a staff member, a carer or a member of the public. They should also contact the Manager (or a Trustee) as soon as possible
- 7.4 The designated person (The Manager) will undertake an initial enquiry to establish the facts.
- 7.5 Any allegation of abuse needs to be handled sympathetically and sensitively whilst ensuring that no judgement is made at the outset. At this stage it is important that the complainant is not in contact with the alleged abused and that sensitivity is used when handling the situation.
- 7.6 Depending on the circumstances of the individual case:
- 7.6.1 Ensure the person concerned is safe
 - 7.6.2 If necessary, seek medical assistance
 - 7.6.3 Listen carefully and find out the wishes of the abused person
 - 7.6.4 Do not make promises.
 - 7.6.5 Explain what you are going to do and what information will be shared and why
 - 7.6.6 Ascertain the basic facts (but do not start investigating) including;
 - Date, time and place of alleged abuse
 - Name of complainant
 - Where different, name of the person who has allegedly been abused
 - Nature of alleged abuse
 - Description of any injuries observed
 - Account of the incident which has been given
 - 7.6.7 Write a report recording any observations (photographs are acceptable with the person's permission) and details of accounts given (in the persons own words if possible)
 - 7.6.8 If a complainant requests that the information is kept confidential, it is important that they are advised that cases of alleged abuse will be referred to the appropriate agencies and explain the reasons why.
- 7.7 The designated person will gather information (as above) and arrange a meeting between the Chair of Trustees and Chair of Welfare. A full record of the meeting will be made.
- This meeting is to establish facts and decide, given the nature of the report, if the individual and the incident fall within the Care Act section 42 criteria for referral to the Adult Safeguarding Team or if another course of action is more appropriate.



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

7.8 The Adult Safeguarding Team may be contacted for advice. If the police or other emergency services were called the incident must be reported to the Local Authority

Contact details are as follows: -

Birmingham City Council on **0121 303 1234** or email CSAdultSocialCare@birmingham.gov.uk
Emergency Duty Team office hours;

- Monday to Thursday from 5.15pm to 8.45am
- Friday to Monday from 4.15pm to 8.45am

7.9 If a referral is made to the Adult Safeguarding Team, then any further action should be guided by them (see Appendix C).

7.10 If the Adult Safeguarding Team is not involved the situation will continue to be monitored by the Manager who will report to the Chair on a basis agreed at the meeting.

7.11 If you think there has been a **crime**, but it is **not an emergency**, contact [West Midlands Police](#) as soon as possible on **101** or Crimestoppers on 0800 555 111

7.12 Any serious incidents of this nature which are reported to the Local Authority must also be notified to the Charity Commission.

This policy has been approved for issue by the board of trustees of Elizabeth Dowell's Almshouse Trust

Signature:

Name: Charles Wall

Date: 14th July 2025

Review date July 2026



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Appendix A

Types of Abuse

Physical Abuse: hitting, slapping, punching, pushing, kicking, burns, misuse of medication, inappropriate restraint or sanctions

Sexual Abuse: rape sexual assault, sexual acts where the adult has not consented, could not have consented, or was pressurised into consenting, non-contact sexual abuse e.g. coerced to be photographed or videoed or for someone to look at their bodies. Sexual activity involving staff is considered abusive.

Financial Abuse: theft, fraud, exploitation, pressure in connection with wills, or property, inheritance or financial transactions, misuse or misappropriation of property, possessions, or benefits.

Neglect or Acts of Omission ignoring medical or physical care needs, failure to provide access to appropriate health care, social care or educational development training, heating, medication, adequate nutrition and essential needs.

Psychological: emotional abuse, threats of harm or abandonment, deprivation of contact, blaming, controlling, intimidation, coercion, harassment, verbal abuse/ excessive criticism, isolation or withdrawal from services or support networks.

Organisational/Institutional: where there is a culture of abusive behaviour, tolerance of abusive behaviour, repeated failure to address abusive behaviour. It may be an isolated incidence through to a pervasive ill treatment or gross misconduct when an organisation fails to treat individual needs in favour of the needs of the organisation. This can occur in any organisation not just those associated with delivering health or personal care in residential/hospital setting.

Discriminatory: abuse that is motivated by discriminatory or oppressive attitudes towards race, gender, sexual orientation, cultural background, religion, physical or learning disability or sensory impairment, age, mental health. This may take the form of harassment, verbal abuse or disparaging remarks.

Hate Crime: Can come under safeguarding if the person has care and support needs and comes under the requirements of sect 42 of the Care Act for a safeguarding adult Enquiry. Hate crime can be defined as any hate incident which constitutes a criminal offence, perceived by the victim or any other person as being motivated by prejudice or hate.

Mate Crime: is usually used to refer to where the adult with care and support needs is the victim of abuse or exploitation by one or more people where the victim wants them to be their friend or believes them to be their friend.



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Domestic Violence/ Abuse: physical, sexual, psychological, or financial, violence that takes place within an intimate or family type relationship and/or forms a pattern of coercive, controlling and threatening behaviour. It should be addressed under safeguarding only-

- If the person has care and support needs and is unable to protect him or herself from abuse
- Where it is proportionate and beneficial to the person involved taking into account their wishes, capacity and level of risk

Otherwise, individuals should be given information about agencies that can support them to take their own action (Women's Aid, National Domestic Violence helpline, local domestic violence teams)

Self-Neglect Self neglect becomes a safeguarding concern when the level of neglect becomes life threatening. Otherwise, serious self-neglect may be helped through Social Services or Mental Health Services.

Modern Slavery: Modern Slavery can take a number of forms. Sexual exploitation, forced labour, domestic servitude, criminal exploitation. This can include forced drug dealing or the setting up of drug bases in people's own homes. Police should be notified if modern slavery is suspected. It is often the most vulnerable who are targeted, the homeless, those with learning disabilities, or mental health issues.

Radicalisation: The Prevent Strategy aims to protect those who are vulnerable to exploitation from those who seek to support or commit acts of violence. This may be right wing extremism as well as Islamic extremism. The most vulnerable are often targeted. The police should be contacted if it is suspected that an individual is being radicalised.

Female Genital Mutilation: Involves procedures that intentionally alter or injure female genital organs for non-medical reasons. The procedure has no health benefits for girls and women. It is illegal to practise FGM in the UK or to take girls who are British nationals or permanent residents of the UK abroad for FGM whether or not it is lawful in another country.

Honour Based Violence. Will usually be a criminal offence, and referring to the police must always be considered. It has or may have been committed when families feel that dishonour has been brought to them. Women are predominantly (but not exclusively) the victims and the violence is often committed with a degree of collusion from family members and/or the community. Some of these victims will contact the police or other organisations. However, many others are so isolated and controlled that they are unable to seek help.

Abuse through Social Media. Often hard to detect. Can include emotional and psychological abuse, sexual and financial abuse



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Appendix B

Signs and Indicators of Abuse

Indications that an adult may be experiencing abuse include the following:

- the adult appears frightened of the carer/peers/adults
- the adult acts in a way that is inappropriate to her/his age
- unexplained or suspicious injuries such as bruising, cuts or burns, particularly if situated on a part of the body not normally prone to such injuries
- an injury for which the explanation seems inconsistent
- unexplained changes in behaviour
- unexplained shortage of money
- inappropriate sexual awareness
- engaging in sexually explicit behaviour
- distrust of adults, particularly those with whom a close relationship would normally be expected
- has difficulty in making friends
- is prevented from socialising with other adults/young people
- displays variations in eating patterns including overeating or loss of appetite
- loses weight for no apparent reason
- becomes increasingly dirty or unkempt



ELIZABETH DOWELL'S ALMSHOUSE TRUST

Office at Dowell's Close, Moseley

Birmingham, B13 8ES

manager@dowellstrust.org.uk

0121 442 6633 | 07913 103239

Appendix C

Information that may be needed by a Local Authority Safeguarding Team when raising a concern.

Be open and honest from the outset. Any information sharing should be clear regarding the nature of the problem and the purpose of sharing. It should be based on fact not assumption and restricted to those who need to know. It should be relevant to the specific incidents and should be limited to the needs of the situation at the time. It should be necessary, relevant accurate and proportionate

- 1 Alleged victim's name, and addresses (including previous addresses if known)
- 2 Date of birth
- 3 The details of the concern or disclosure, circumstances, dates, times, witnesses,
- 4 Type of abuse
- 5 Key people, family, agencies, workers involved
- 6 Details of whether the alleged victim knows of the referral and has given consent. If not why not
- 7 Alleged victim's preferred outcomes
- 8 Any concerns about capacity
- 9 What discussion has taken place
- 10 Any others at risk
- 11 Extent of harm
- 12 Details of any immediate action taken e.g. police contacted or action taken to reduce risk.