

# Guidelines for Safeguarding Adults at Risk

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## 1. Introduction

This policy document has been produced to help people within Community Church Chafford Hundred (CCCH) working directly with adults at risk to understand how to raise concerns they may have about abuse. This policy links in with the Southend, Essex and Thurrock Safeguarding Adult Guidelines (2015)

It is the responsibility of everyone to recognise suspected or actual abuse and to take appropriate action in line with the procedures in this document.

This policy document relates to adults aged 18 years and over. Should you have safeguarding concerns in relation to children (anyone under the age of eighteen years), please refer to the Community Church Chafford Hundred Guidelines for Safeguarding Children (2016).

## 2. Framework for safeguarding adults

CCCH recognises the vital role that all organisations in Essex play in safeguarding adults at risk. As part of their role in working together to ensure that safe and effective systems are in place the CCCH have developed these guidelines to set out clearly how concerns about adults at risk of abuse will be managed.

The guidelines have been developed within the framework set out in “No Secrets: Guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse” (DH 2000). It is, however, recognised that adult safeguarding has moved on significantly since No Secrets was written including:

- The Law Commission's Review of Adult Social Care legislation
- Implementation of the Mental Capacity Act 2005
- Changes and developments in Domestic Violence legislation
- Developments in how Hate Crime is treated
- Winterbourne View, Ash Court, Mid Staffs and other high profile scandals
- Care Act 2014

These guidelines will apply in all settings where community church provide services and are written in line with all relevant local and national guidelines.

### 3. Contact Details

You can contact Essex Safeguarding Adults Line on the following number:

**03452 66 66 63**

If you believe an adult is in immediate danger, dial 999 and ask for Police.

### 4. Responsibilities for safeguarding adults

CCCH recognises its responsibility to safeguard adults at risk. It is difficult to acknowledge sometimes that abuse can happen within a place of worship but any group or organisation working with adults is vulnerable. It is the responsibility of us all at CCCH to prioritise the welfare of adults and to recognise behaviours that can put adults at risk.

CCCH needs to have appropriate arrangements in place. In particular these arrangements should include:

- Procedures for staff and others to report concerns that they may have about adults at risk they meet that are in line with Local Safeguarding Adult Board procedures
- Appropriate codes of practice for staff, particularly those working directly with adults such as those issued by their denomination or faith group
- Recruitment procedures in accordance with *Safe from Harm* (Home Office 1993) principles and Local Safeguarding Adult Board procedures.

We are aware that many adults are the victims of different kinds of abuse and that they can be subjected to social factors that have an adverse impact upon their lives, such as domestic violence or substance misuse. There are also customs practiced by some believers that are unlawful in England and which place adults at risk. These include forced marriages; honour killings; female genital mutilation; and ritualistic abuse. We aim to create a safe and respectful environment for worship within which adults can thrive.

These guidelines are for the use of all paid staff, volunteers, and visitors. Through them, we will endeavour to ensure that:

- Adults are listened to, valued and respected
- All members of CCCH are aware of the need to be alert to the signs of abuse and know what to do with their concerns

- All paid staff and volunteers are subject to rigorous recruitment procedures in line with Disclosure and Barring Service (DBS) guidelines
- All paid staff and volunteers are given appropriate support and vulnerable adult training. We will expect all paid staff and volunteers to sign a copy of the safeguarding adults policy indicated that they have read the policy, have been trained in the policies application and agree to adhere to it.

## 5. CCCH Contact Details

All safeguarding adult concerns should be acted upon immediately. If you are concerned that an adult might be at risk or is actually suffering abuse, you should tell the designated safeguarding adult officer within CCCH.

Your designated officer is: Deborah Hendrey

[Deborah.hendrey@mycommunitychurch.org.uk](mailto:Deborah.hendrey@mycommunitychurch.org.uk)

If the designated officer is not available please speak to the deputy who is: Paul Archer

[Paul.archer@mycommunitychurch.org.uk](mailto:Paul.archer@mycommunitychurch.org.uk)

If the designated officer and the deputy are not available, speak to the Lead Church Elder:

David Bareham: [david.Bareham@mycommunitychurch.org.uk](mailto:david.Bareham@mycommunitychurch.org.uk)

**In an emergency situation, contact a social worker directly:**

**03452 66 66 63**

**If you believe an adult is in immediate danger, dial 999 and ask for the Police.**

**These key contact details must be displayed in a clearly visible location, easily accessible to church members during meetings.**

## 6. Who are adults at risk?

An adult at risk is any person aged 18 or over who

- Is or maybe in need of a community care services by reason of mental, physical or learning disability, age or illness

And who

- Is or maybe unable to take care of him or herself or unable to protect him or herself against significant harm or serious exploitation

They may include:

- People with a mental health problem or mental illness (including dementia)
- People with a physical disability
- People with a sensory impairment
- People with a learning disability
- People who are frail and/or experiencing a temporary illness

Abuse can take place in any setting – this policy is applicable to all settings; an individual's private home, care home, hospital, day service, public transport, police station, church premises or college etc.

## 7. What is Abuse?

“Abuse is a violation of an individual's human and civil rights by any other person or persons.”

“Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.”

(No Secrets, Department of Health 2000)

The Southend, Essex and Thurrock Safeguarding Adult Guidelines (2015) also define twelve different categories of abuse as follows:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Financial or Material abuse
- Neglect and acts of omission
- Discriminatory abuse
- Organisational abuse
- Domestic violence
- Modern slavery
- Self-neglect
- Hate crime
- Radicalisation

## 8. Physical Abuse

Physical abuse is defined as the non-accidental infliction of physical force that results (or could result) in bodily injury, pain or impairment. Examples include:

- An inflicted physical injury, which is not satisfactorily explained
- An injury where there is knowledge or suspicion that it was inflicted intentionally or through lack of care
- Assaults on the body including hitting, slapping, pushing, kicking resulting in injuries such as burns, abrasions, fractures, dislocation, welts, wounds or marks of physical restraint



- Misuse of medication or medical process e.g. giving an elderly lady sleeping tablets
- Inappropriate restraint

Possible indicators of physical abuse are:

- Multiple bruising that is inconsistent with the explanation given
- Cowering and flinching
- Bruises or marks resulting from a slap or kick
- Abrasions, especially to neck, wrists and/or ankles
- Unexplained burns
- Scalds, especially with a well defined edge from immersion in water
- Hair loss in one area, scalp sore to touch
- Frequent minor accidents without seeking medical help
- Unusually sleepy or docile
- Unexplained fractures
- Frequent “hopping” from one GP to another or from one care agency to another
- Untypical self harm, emotional distress, low self esteem

## 9. Sexual Abuse

Sexual abuse is defined as the direct or indirect involvement in sexual activity without consent. This could also be the inability to consent, pressured or induced to consent or take part.

Examples include:

- Rape
- Indecent assault
- Indecent exposure
- Exposure to inappropriate sexual behaviour or images/material

Possible indicators of sexual abuse are:

- Unexplained and uncharacteristic changes in behaviour
- New tendency to withdraw and spend time in isolation
- Recent development of openly sexual behaviour/language
- Deliberate self harm
- Incontinence/bedwetting
- Irregular or disturbed sleep patterns
- Difficulty/discomfort in walking
- Unexplained soreness around the genital area
- Repeated urinary tract infections
- Bruising or bleeding in the genital or rectal area
- Excessive washing

- Unexplained “love bites”
- Stained or torn underclothing especially with blood or semen
- Sexually transmitted disease
- Pregnancy

## 10. Emotional Abuse

Emotional abuse is defined as acts or behaviour which impinges on the emotional health of, or which causes distress or anguish to individuals. This may also be present in other forms of abuse.

Examples include:

- Threats of harm or abandonment
- Humiliation, shaming or ridicule
- Harassment, bullying, intimidation
- Control or coercion
- Deprivation of choice or privacy
- Deliberate social isolation
- Infantilisation – treating an adult like a child

Possible indicators of emotional abuse are:

- Disturbed sleep or tendency to withdraw from others
- Loss of appetite or over eating especially at inappropriate times e.g. late at night
- Anxiety, confusion or general resignation
- Extreme submissiveness or dependency in contrast to known capacity
- Sharp changes in behaviour in the presence of certain persons

- Excessive or inappropriate craving for attention
- Self abusive behaviour – self mutilation, head banging, hand biting
- Loss of weight without apparent loss of appetite
- Loss of confidence

## **11. Financial or Material Abuse**

Financial or material abuse is defined as the unauthorised, fraudulent obtaining and improper use of funds, property or any resources of a vulnerable person.

Examples include:

- The misuse or misappropriation of property, possessions or benefits
- Theft, fraud, exploitation
- Pressure in connection with wills, property or inheritance or financial transactions
- Extortion of money, property and possessions by threat, coercion or fraudulent means
- Refusal to let the vulnerable person have access to their own money, property or possessions

Possible signs of financial/material abuse are:

- Unexplained or sudden inability to pay bills
- Unexplained or sudden withdrawal of money from accounts
- Personal possessions of value go missing without explanation
- Contrast between known income and actual living conditions
- Someone responsible for paying bills, buying food etc, is not doing so

- Unusual interest by a relative, friend or neighbour etc, in financial assets especially if little real concern is shown in other matters
- Next of kin insists on informal arrangements re: financial affairs
- Where help is refused under pressure from potential beneficiaries
- Unusual purchases unrelated to the known interests of the vulnerable people

## 12. Neglect or acts of omission

Neglect is defined as the 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).

Examples include:

- Failure of a person who has responsibility for a vulnerable person to provide access to appropriate health, social care or educational services (Unintentional or deliberate)
- Withholding necessities of life, including nutrition, medication, heating, shelter (Unintentional or deliberate)
- The failure to intervene in behaviour which is dangerous to the vulnerable adult or to others

Possible indicators of neglect are:

- Poor hygiene and cleanliness of a person who has assistance with their personal care
- Unkempt or unsuitable clothing for the weather conditions/environment
- Untreated illness or condition
- Dehydration, weight loss, malnutrition
- Repeated infections

- Repeated/unexplained falls or trips
- Unexplained or untreated pressure ulcers or other sores
- Incontinence issues not addressed - e.g. odour on clothes and/or furnishings
- Clear failure to ensure the taking of medication appropriately
- Inconsistent or reluctant contact with other agencies (health, social care, education, voluntary agencies)
- Withholding of appropriate devices such as hearing aids, glasses etc.

## 13. Discriminatory Abuse

Discriminatory abuse exists when values, beliefs or culture result in a misuse of power that denies mainstream opportunities to some groups or individuals.

It includes discrimination on the basis of race, gender, age, sexuality, disability or religion, examples of which are:

- Unequal treatment
- Verbal abuse
- Inappropriate use of language
- Harassment
- Exclusion

Possible signs of discriminatory abuse are:

- The vulnerable person is subjected to racist, sexist/gender or homophobic abuse
- The vulnerable person is subject to abuse relating to their age, illness or disability
- Not meeting cultural or religious needs

- Imposing unwanted political, cultural, religious beliefs
- Acts or comments motivated to harm and damage, including incitement of others to commit abuse based on difference
- Lack of effective communication provision – e.g. interpreters

## 14. Organisational Abuse

Organisational abuse is the abuse by an organisation imposing rigid and insensitive routines; poor practices embedded in systems, unskilled, intrusive or invasive interventions; or an environment allowing inadequate privacy or physical comfort.

The majority of cases of organisational abuse relate to formal institutions such as social care, hospitals and care homes. However, it is important to be aware that abuse takes place in institutions, as members of CCCH may visit these establishments.

Possible indicators of institutional abuse are:

- Contact with the outside world not encouraged
- Few visitors or notification required before visiting
- Visiting restricted, not accounting for individuals preferences or allowing privacy on visits
- Little opportunity for outside activities
- Routines of “care” engineered for the convenience of staff
- No choice or flexibility re: getting up or going to bed
- Lack of choice or consultation about meals or opportunities for snacks and drinks
- Lack of consultation, involvement, preparation, discussion when medical or personal care tasks carried out
- Lack of privacy e.g. not knocking before staff enter bedrooms

- Lack of privacy when carrying out personal care tasks
- Unusually subdued behaviour
- Residents keep out of the way of staff
- Care of personal clothing lacking, dressed in other peoples clothes, given others spectacles, teeth, or hearing aids
- Strong smell of urine – bed linen or clothes not changed appropriately
- Chairs/tables positioned to restrict movement
- Inappropriate use of medicines or nursing procedures to make clients easier to manage rather than for bona fide health needs
- Not allowing views or opinions to be expressed
- Loss of rights as a citizen e.g. denying opportunity to vote
- Poor moving and handling practice

## 15. Domestic violence

The Government defines domestic violence as:

"Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality."

Domestic violence legislation covers people from 16 years upwards and also encompasses honour based abuse, forced marriage and female genital mutilation.

Whatever form the abuse takes, domestic abuse is rarely a one-off incident, and should instead be seen as a pattern of abusive and controlling behaviour through which the abuser seeks power over their victim. Typically the abuse involves a pattern of abusive and controlling behaviour, which tends to get worse over time. The abuse can begin at any time, in the first year, or after many years of life together. It may begin, continue, or escalate after a couple have separated and may take place not only in the home but also in a public place.



Domestic abuse occurs across society, regardless of age, gender, race, sexuality, wealth, and geography. The figures show, however, that it consists mainly of violence by men against women. Children are also affected, both directly and indirectly and there is also a strong correlation between domestic violence and child abuse suggesting overlap rates of between 40-60%.

Despite what many people believe, domestic abuse is not due to the abuser's loss of control over his or her behaviour. Domestic abuse is a deliberate choice made by the abuser.

In the majority of cases the following can be said to be true of the perpetrators behaviour;

- They are not violent with other people i.e. the boss
- They are able to stop and compose themselves if the police arrive or the doorbell rings
- If they use physical violence they are able to choose where to cause visible injuries - often in places where others cannot see them
- They damage the victims possessions but rarely their own

Signs of domestic violence

Victims of domestic violence may present in the following ways:

- Unexplained injuries
- Explanation of injuries that don't appear true i.e. "I fell over"
- Isolated from friends and family
- Unable to go out without permission
- Constantly being harassed or followed by their partner
- No access to money
- No self esteem

## 16. Modern slavery

There are many different characteristics that distinguish slavery from other human rights violations, however only one needs to be present for slavery to exist. Someone is in slavery if they are:

- forced to work - through mental or physical threat;

- owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse;
- dehumanised, treated as a commodity or bought and sold as 'property';
- physically constrained or has restrictions placed on his/her freedom of movement.

Contemporary slavery takes various forms and affects people of all ages, gender and races.

## 17. Self-neglect

Self-neglect is any failure of an adult to take care of himself or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets.

Self-neglect can happen as a result of an individual's choice of lifestyle, or the person may

- Be depressed,
- Have poor health,
- Have cognitive (memory or decision making) problems, or
- Be physically unable to care for self.

Self-neglect includes:

- Living in grossly unsanitary conditions
- Suffering from an untreated illness, disease or injury
- Suffering from malnutrition to such an extent that, without an intervention, the adult's physical or mental health is likely to be severely impaired.
- Creating a hazardous situation that will likely cause serious physical harm to the adult or others or cause substantial damage to or loss of assets, and
- Suffering from an illness, disease or injury that results in the adult dealing with his or her assets in a manner that is likely to cause substantial damage to or loss of the assets.

## 18. Hate crime

Hate crimes are any crimes that are targeted at a person because of hostility or prejudice towards that person's:

- Disability

- Race or ethnicity
- Religion or belief
- Sexual orientation
- Transgender identity

This can be committed against a person or property.

A victim does not have to be a member of the group at which the hostility is targeted. In fact, anyone could be a victim of a hate crime.

## 19. Radicalisation

Radicalisation is a process by which an individual or group comes to adopt increasingly extreme political, social, or religious ideals and aspirations that reject or undermine the status quo or undermine contemporary ideas and expressions of freedom of choice. The outcomes of radicalization are shaped by the ideas of the society at large; for example, radicalism can originate from a broad social consensus against progressive changes in society or from a broad desire for change in society.

## 20. What to do about your concerns

In the event that an adult makes an allegation or disclosure of abuse, it is important that you:

- Listen to them and/or closely observe their presentation and behaviour;
- Let them know that you take what they are saying seriously;
- Do **not** attempt to question or interview them yourself;
- Let them know that you will need to tell someone else in order to help them.
- **Do not promise to keep what they tell you secret;**
- Inform the CCCH designated safeguarding adult officer as soon as possible;
- Make a written record of the incident or events, sign and date;

Sometimes you may just feel concerned about an adult but do not know whether to share your concerns or not. In this situation you should always raise your concerns with the CCCH designated safeguarding adult officer, who will help you to decide what to do.

The responsibility for investigating allegations of abuse, whether they result from the disclosure or the concerns of another adult, lies with the duty social worker in the local adult Social Services Department and the Police. It is the responsibility of CCCH's safeguarding adults officer or their deputy to support the reporter of abuse in making a referral to social care.

If they decide to pursue a safeguarding adult investigation, the safeguarding adult officer and deputy will take responsibility to:

- Work closely and collaboratively with all professionals involved in the investigation, in order to keep the adult safe;
- Attend a safeguarding adult conference if invited.
- Attend any subsequent safeguarding adult review conferences.

## **21. Allegations made against leaders, staff and volunteers**

As CCCH members come into contact with adults we need to be aware of the possibility that allegations of abuse will be made against members of the congregation. Allegations will usually be that some kind of abuse has taken place. Allegations can be made for a variety of reasons. Some of the most common are:

- Abuse has actually taken place;
- Something happens to an adult that reminds them of an event that happened in the past;
- Some adults know how powerful an allegation can be; if they are angry with you about something they can make an allegation as a way of hitting out;
- An allegation can be a way of seeking attention.

All allegations should be brought to the notice of the Safeguarding Adult officer immediately. In cases where the allegation is made against the safeguarding adult officer, the complainant should be directed to the Lead Elder at CCCH or take the following action him or herself:

- Make sure that the adult in question is safe and away from the person alleged to have abused the adult;
- Contact the Duty social worker in the team relevant to where the adult lives
- Irrespective of any investigation by the Social Services or the police, you should follow the appropriate disciplinary procedure; common practice is

for the alleged abuser to be suspended from attending the church, faith group or workplace until the outcome of any investigation is clear;

- Consider whether the person has access to children/vulnerable adults anywhere else and whether those organisations or groups need to be informed;
- Act upon the decisions made in any strategy meeting.

All incidents should be investigated internally after any external investigation has finished, to review practice and put in place any additional measures to prevent a similar thing happening again.

## **22. Support**

It is important that CCCH supports the person allegations have been made against. We will have an identified person on a case-by-case basis from the CCCH pastoral team who will fulfil this role. As well as providing support through listening and through prayer, this person will advise on appropriate outside help, such as counselling or legal services.

## **23. Safe recruitment for employment of staff and students.**

The application of rigorous procedures for the recruitment of any staff or students who come into contact with vulnerable adults, both directly and indirectly, can reduce the likelihood of allegations of abuse being made that are founded. As an absolute minimum, CCCH has put the following standards in place:

- All prospective workers staff or students will complete an application form which asks for details of their previous employment and for the names of two referees (for prospective employee from within the congregation, referees must be from outside the church membership)
- All prospective staff or students will have a new Disclosure and Barring Service (DBS) check before they start employment- anyone who refuses to do so will not be employed;
- All prospective staff or students will be interviewed to establish previous experience of working in an environment where there is contact with vulnerable adults and perceptions of acceptable behaviour;
- Nobody will commence employment work before references have been received and the DBS process completed with a disclosure certificate received. Referees will be reminded that references should not misrepresent the candidate or omit to say things that might be relevant to their employment;

- All appointments to work with vulnerable adults will be subject to an agreed probationary period;
- New members of staff will work to an agreed job description, clearly outlining the responsibilities of the role;
- These guidelines will be available to everyone and fully discussed as part of the induction process.

## **24. Our Policy**

- CCCH will have a designated safeguarding adults officer and a deputy who must undergo training. It is the responsibility of this person to make themselves available for consultation by staff, volunteers, visitors, children, adults and their families;
- The name of the designated officer and their duties will be displayed publically so that everyone are aware of who to talk to if they have concerns;
- All staff working with vulnerable adults will receive supervision from a more experienced staff member on a regular basis. Complete records will be kept of all supervision sessions including areas of discussion and agreed requirements for further training.
- All records and staff or volunteer personal information will be kept in a confidential file in a safe and secure place, furthermore all electronic records pertaining to staff or volunteers will be retained according to the Staff Data Protection Policy.
- Any allegation or concern about an adult will be dealt with in a confidential manner. No information will be shared with anyone other than those who need to know;

## **25. Multi-Agency Public Protection Arrangements (MAPPA) with Chafford Hundred Community Church**

Should the local authorities or an individual contact the church about MAPPA it is the responsibility of the Safeguarding Adult Officer to liaise with all external agencies in designing appropriate supervision, pastoral care, risk assessments and contracts for individuals. It will be required that this information is shared with the church elders and any other appropriate people within the church.

## 26. Implementation checklist

These safeguarding adult procedures will only be effective if all staff and volunteers at CCCH own and understand them. This checklist is designed to help you to go through that process:

- Identify designated safeguarding adult officer for CCCH
- Add designated safeguarding adult officer's name and contact details to procedure
- Ensure the designated safeguarding adult officer attends training on safeguarding adults and updates that training regularly
- Ensure that all staff and volunteers know what to do if they have concerns about an adult
- Ensure all existing staff and volunteers who have contact with vulnerable adults have an Enhanced DBS check
- Ensure that new staff/volunteers who have contact with vulnerable adults have an Enhanced DBS check before they start work
- Ensure that the premises used by CCCH conforms to health and safety Guidelines

## 27. References

Archer, P (2016) *Community Church Chafford Hundred Guidelines for Safeguarding Children* CCCH

Department of Health (2000) *No Secrets* HMSO

HMSO (2005) *Mental capacity act*. HMSO

HMSO (2003) *Sexual offences act*. HMSO

SET (2015) *Southend, Essex and Thurrock Safeguarding Adult Guidelines* SET