

Safeguarding policy – version 15

Date communicated for use:

31st March 2026

Date of next review:

March 2027

About this policy and who it is for

- 1.1 We have this policy to help make sure we are all aware of our responsibility to promote the human rights and wellbeing of people we support. Its main focus is to help stop people coming to harm through abuse, neglect, and exploitation. Also, to make sure we all know what to do when we are concerned somebody may come to harm or has been harmed.
- 1.2 The policy applies to all colleagues, including Board members/trustees and volunteers. However, the procedures it describes are especially relevant to direct support colleagues.
- 1.3 This policy is a Dimensions Group policy. This means it applies to all its subsidiaries as listed in **Dimensions Policy Statements**. The document also contains details about, our regulators, equality, diversity and inclusion, data protection, and policy reviews.

The documents, forms and other policies mentioned in **bold** in this policy can be found on the Hub (Dimensions intranet).

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Policy statement (why we have this policy)

Everyone has the right to live free from abuse or neglect regardless of any protected characteristic.

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

We acknowledge that safeguarding is everybody's responsibility and are committed to prevent abuse and neglect through safeguarding the welfare of all adults involved.

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

- 2.1 We will do all we can to help colleagues promote the human rights of people we support and stop them being harmed, abused, neglected, and coerced. This means we will provide the training and information they need to understand human rights and to identify abuse and respond to it when they suspect it's happening.
- 2.2 We will deal with all allegations and concerns appropriately. This means, we will:
 - report allegations and concerns to the right people and agencies
 - investigate them when we need to, and
 - learn from them and share what we learn with the wider organisation.

We will also share what we learn with external colleagues where appropriate.

- 2.3 When a colleague harms a person we support, we will take disciplinary action as appropriate.
- 2.4 We will support anyone we are concerned about as well as we can. This includes involving them as fully as possible in all safeguarding procedures. We will also involve their family or other representatives as appropriate.

The impact of not following this policy

- 3.1 If you don't follow this policy, people we support may suffer a breach of their human rights or be abused. Or they may come to some other kind of harm.

- 3.2 They and their representatives may lose confidence in us as their support provider. They and/or their representatives might not want us to support them anymore.
- 3.3 There could be negative consequences with our regulators.
- 3.4 If you don't report a crime that's been committed, there might be consequences for you with the police.
- 3.5 So to help keep the people we support and the organisation safe, we might take action against any colleague who goes against this policy. That might be performance management action or disciplinary action.

Policy content

What the law says

- 4.1 In England, The Care Act 2014 sets out the legal framework that we and the local authorities work to when it comes to safeguarding. In Wales, it's the Social Services and Well-being (Wales) Act 2014. Their aims and language are similar. So, in this section, we have used these to give an overview of our safeguarding duties.
- 4.2 Safeguarding duties apply to any adult who:
 - has care and support needs
 - is experiencing, or at risk of, abuse or neglect, and
 - as a result of their needs, can't protect themselves
- 4.3 It's the LA's (Local Authority) responsibility to investigate, or to get someone else to investigate, safeguarding concerns and to decide whether to take action. In England, this is called a section 42 enquiry. In Wales, it's a section 126 enquiry. (See [Enquiries and investigations](#)).
- 4.3 Key principles that underpin safeguarding work:

in England	in Wales
<ul style="list-style-type: none"> • Empowerment – People being supported and encouraged to make their own decisions and to give informed consent • Prevention – It is better to take action before harm occurs 	<ul style="list-style-type: none"> • Well-being - Everyone contributing to promote safeguarding and the well-being of the person • Co-production – Promote working with person and their representatives in what matters to them

<ul style="list-style-type: none"> ● Proportionality – The least intrusive response appropriate to the risk presented ● Protection – Providing support and representation to those in need ● Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detection and reporting neglect and abuse ● Accountability – Accountability and transparency in delivering safeguarding 	<ul style="list-style-type: none"> ● Multi-disciplinary working - Working together to understand the needs for care, support and safety. ● Information sharing – We should share information to safeguard people
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- 4.4 The safeguarding process should be personal to the person at risk. This means everybody involved must do all they can to make sure it's person-led and outcome-focussed.
- 4.5 All public bodies must work together to make sure that care and support is joined up. 'Public bodies' include – but this isn't a list of all of them:
- all Multi-agency Public Protection Arrangements (MAPPA) representatives
 - The Police
 - The Probation Service
 - Health-related agencies
 - Housing services
 - Support providers – that is, organisations like us.
- 4.6 The law provides a framework for making decisions on behalf of adults who can't make decisions for themselves (Mental Capacity Act 2005).
- 4.7 The law provides a framework for good practice in safeguarding that makes the overall **well-being** of the adult at risk a priority of any intervention.

Types of abuse

- 5.1 It is important to have an awareness of the categories of abuse that are recognised. However, if you notice that something isn't right, and you think someone is at risk, but you are not sure what category of abuse this is, it is important to still report it.

Safeguarding legislation in England and Wales lists categories of abuse differently however, they all include some or all of the following categories. We have listed these below along with possible indicators for each:

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint, or inappropriate physical sanctions.

Possible indicators

- No explanation for injuries or inconsistency with the account of what happened.
- Injuries are inconsistent with the person’s lifestyle.
- Bruising, cuts, welts, burns and/or marks on the body or loss of hair in clumps.
- Frequent injuries.
- Unexplained falls.
- Subdued or changed behaviour in the presence of a particular person.
- Signs of malnutrition.
- Failure to seek medical treatment or frequent changes of GP.

Sexual abuse – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography (including upskirting), subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented to, lacks the capacity to consent to or was pressured into consenting to.

Possible indicators

- Bruising, particularly to the thighs, buttocks and upper arms and marks on the neck.
- Torn, stained or bloody underclothing.
- Bleeding, pain or itching in the genital area.
- Unusual difficulty in walking or sitting.
- Foreign bodies in genital or rectal openings.
- Infections, unexplained genital discharge, or sexually transmitted diseases.
- Pregnancy in a woman who is unable to consent to sexual intercourse.
- The uncharacteristic use of explicit sexual language or significant changes in sexual behaviour or attitude.

- Incontinence not related to any medical diagnosis.
- Self-harming.
- Poor concentration, withdrawal, sleep disturbance.
- Excessive fear/apprehension of, or withdrawal from, relationships.
- Fear of receiving help with personal care.
- Reluctance to be alone with a particular person.

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

Possible indicators

- Change in presentation when a particular person is present.
- Withdrawal or change in the psychological state of the person.
- Insomnia.
- Low self-esteem.
- Uncooperative and aggressive behaviour.
- A change of appetite, weight loss/gain.
- Signs of distress: tearfulness, anger.
- Apparent false claims, by someone involved with the person, to attract unnecessary treatment.

Financial or material abuse – including theft, fraud, internet scamming, 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. Please refer to **Supporting people to manage their money policy**, for examples of financial abuse when supporting people with their money.

Possible indicators

- Missing personal possessions.
- Unexplained lack of money or inability to maintain lifestyle.
- Unexplained withdrawal of funds from accounts.
- Power of attorney or lasting power of attorney (LPA) being obtained after the person has ceased to have mental capacity.

- Failure to register an LPA after the person has ceased to have mental capacity to manage their finances, so that it appears that they are continuing to do so.
- The person allocated to manage financial affairs is evasive or uncooperative.
- The family or others show unusual interest in the assets of the person.
- Signs of financial hardship in cases where the person's financial affairs are being managed by a court appointed deputy, attorney or LPA.
- Recent changes in deeds or title to property.
- Rent arrears and eviction notices.
- A lack of clear financial accounts held by a care home or support setting.
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person.
- Disparity between the person's living conditions and their financial resources – for example insufficient food in the house.
- Unnecessary property repairs.

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

Possible indicators

- Poor environment – dirty or unhygienic.
- Poor physical condition and/or personal hygiene.
- Pressure sores or ulcers.
- Malnutrition or unexplained weight loss.
- Untreated injuries and medical problems.
- Inconsistent or reluctant contact with medical and social care organisations.
- Accumulation of untaken medication.
- Uncharacteristic failure to engage in social interaction.
- Inappropriate or inadequate clothing.
- An isolated action, or lack of action that poses a risk to the person
- In England, the Care Act statutory guidance defines ten types of abuse in total; the additional categories are listed below.

Domestic abuse – including psychological, physical, sexual, financial, emotional abuse; so-called ‘honour’ based violence, female genital mutilation and forced marriage (automatically considered to be coercive if under 18 years old).

Possible indicators

- Low self-esteem.
- Feeling that the abuse is their fault when it is not.
- Physical evidence of violence such as bruising, cuts, broken bones.
- Verbal abuse and humiliation in front of others.
- Fear of outside intervention.
- Damage to home or property.
- Isolation – not seeing friends and family.
- Limited access to money.

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

Possible indicators

- Signs of physical or emotional abuse.
- Appearing to be malnourished, unkempt or withdrawn.
- Isolation from the community, seeming under the control or influence of others.
- Living in dirty, cramped, or overcrowded accommodation and or living and working at the same address.
- Lack of personal effects or identification documents.
- Always wearing the same clothes.
- Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
- Fear of law enforcers.

Discriminatory abuse – including forms of harassment, slurs, or similar treatment, because of any protected characteristic. Please see our Equality statement in the **Dimensions Policy Statements** for details.

Possible indicators

- The person appears withdrawn and isolated.
- Expressions of anger, frustration, fear or anxiety.

- The support on offer does not take account of the person's individual needs in terms of a protected characteristic.
- The person disengages with activities/rituals they would normally do that are related to their protected characteristic

Organisational abuse – including neglect and poor care practice within an institution or any care setting such as a hospital or care home, 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 as a result of the structure, policies, processes, and practices within an organisation.

Possible indicators

- Lack of flexibility and choice for people using the service.
- Inadequate staffing levels.
- People being hungry or dehydrated.
- Poor standards of care.
- Lack of personal clothing and possessions and communal use of personal items.
- Lack of adequate procedures.
- Poor record-keeping and missing documents.
- Absence of visitors.
- Few social, recreational and educational activities.
- Public discussion of personal matters.
- Unnecessary exposure during bathing or using the toilet.
- Absence of individual care plans.
- Lack of management overview and support.

Self-neglect – neglecting themselves to the degree that this threatens their personal safety and wellbeing. This covers a wide range of behaviour from neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Possible indicators

- Very poor personal hygiene.
- Unkempt appearance.
- Lack of essential food, clothing or shelter.
- Malnutrition and/or dehydration.
- Living in squalid or unsanitary conditions.

- Neglecting household maintenance.
- Hoarding.
- Collecting a large number of animals in inappropriate conditions.
- Non-compliance with health or care services.
- Inability or unwillingness to take medication or treat illness or injury.
- Not wanting to go out or socialising less than usual.

5.2 Anyone can carry out abuse. This includes:

- spouses or partners
- other family members
- neighbours
- co-tenants
- friends
- acquaintances
- local residents
- people who deliberately exploit adults they perceive as vulnerable to abuse
- paid staff or professionals
- volunteers
- strangers
- online contacts.

And abuse can happen anywhere – for example, in:

- someone's own home
- the workplace
- a public place
- a hospital
- a care home
- a college
- online.

The following are other categories of abuse that are not identified in the Care Act 2014 or Social Services and Well-being Act (Wales) 2014, however are other recognised forms of abuse.

Grooming, Mate Crime, and Hate Crime

- 5.3 Grooming is when someone pretends to be friendly in order to use or harm their victim. For example, financially or sexually. It might happen over a long period of time. So, the person at risk often isn't even aware that it's happening. A person with a learning disability is especially vulnerable because groomers may think they will be more easily deceived than other people.
- 5.4 Hate Crime is a criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice based on a person's characteristics. Hate Crime could be motivated by; disability and any other protected characteristic (see **Equality, diversity, and inclusion policy**).
- 5.5 Mate crime is a 'catch-all' term often used for the various crimes a 'pretend friend' might commit. A mate crime could be financial, sexual, physical or psychological.

Cyber or online bullying

- 5.6 Cyber or online bullying might fall into any one of the categories listed above. But specifically, it happens through:
- text messages
 - emails, or
 - on social media platforms.
- 5.7 There are seven typical types of cyber bullying:
- **Harassment** – this is when someone sends offensive, rude or insulting messages sometimes repeatedly.
 - **Denigration** – this is when someone spreads information about a person that's fake and damaging.
 - **Flaming** – this is when someone uses extreme and offensive language in order to distress a person. Typically, 'trolls' engage in this activity. Their intention is to upset people, usually in an online community – a forum or chat room – or on a blog.
 - **Impersonation** – this is when someone hacks into a person's email or social networking account to use their online identity to post nasty or embarrassing material.
 - **Outing and trickery** – this is when someone shares personal information about a person or tricks them into telling secrets and forwards it to others.

- **Cyber stalking** – this is when someone sends messages to a person again and again that include threats or harassment or intimidating messages.
- **Exclusion** – this is when someone deliberately leaves a person out of group messages, online apps, gaming sites and so on.
- **Trolling** - Posting inflammatory comments online to intentionally upset or provoke someone.
- **Fraping** - Using a person’s social media account without permission, to post harmful content.
- **Sextortion** - Coercing someone into sharing intimate content, with threats of release.

5.8 Online grooming is very common because it’s easier to deceive someone online than in real life. Groomers often operate in gaming communities, pretending to share interests with genuine gamers as a way of getting to know them.

County lines

5.9 County lines is a term used to describe gangs and organised criminal networks who deal drugs out of cities into suburban and rural areas. They are likely to recruit children and adults they can manipulate to act as ‘runners’ to avoid getting caught themselves.

5.10 However, as well as drugs, county lines criminals are associated with:

- Sexual exploitation
- Money laundering
- Human trafficking.

5.11 For more detailed guidance and a case study, see **Criminal exploitation of vulnerable adults**.

Cuckooing

5.12 Cuckooing is a practice where people will take over a person’s home and use the property for exploitative or criminal purposes. Cuckooing can be done for different reasons, these can include:

- storage or dealing of drugs
- sex work
- financial or material abuse of the person
- or for a place for the person cuckooing to live.

Once a person is being or at risk of being cuckooed, they will be even more vulnerable to more types of abuse.

Identifying cuckooing is important to prevent escalation and risk to a person. It can be hard to identify early, and one of the first signs is a person disengaging from support or contact with family, friends or professionals. Also look out for:

- an increase in people coming and going from the property
- new friends seemingly generous and spending a lot of time at the property
- signs of drug use or drug dealing
- property going missing for no apparent reason, or unexplained 'gifts' such as money or items being suspiciously donated.

If you believe that someone is at risk of, or is being, Cuckooed, in addition to raising safeguarding concerns with your LA, you should involve the police, the local council and the owners of the property.

You can ask the police and/or council to apply for a Partial Closure Notice which can be applied for via the courts. These notices can prevent anyone other than the person who lives there or other named individuals visiting the home. A Full Closure Notice can stop all people going to the home completely.

The Prevent strategy and Channel programme

6.1 'Prevent' is a key part of the government's overall counter-terrorism strategy CONTEST. The 'Channel' programme is a key part of Prevent. It uses a multi-agency approach to protect young and vulnerable people from radicalisation. Radicalisation means being drawn into a group with extreme beliefs that could be dangerous. For example, because they encourage terrorism.

The programme aims to protect by:

- identifying people at risk
- assessing that risk, and
- developing a support plan for the person.

6.2 Its purpose is to protect people from all forms of ideological radicalisation. The most significant of these threats is currently from organisations associated with Al Qa'ida, Daesh (ISIS), terrorists associated with extreme right-wing ideologies and lone actors inspired by them.

6.3 The Counter-Terrorism and Security Act says that certain kinds of organisation should help keep people from getting involved in terrorism.

And Home Office guidance identifies people with learning disabilities as a vulnerable group. This means, we need to be aware for people we support being groomed for terrorism.

If you have any suspicions, report them. Your local authority and/or police force will have a Prevent lead and a reporting process.

Legislation and external guidance

This policy and related procedures consider the following legal requirements and regulatory codes, standards, and guidance:

- Data Protection Act 2018
- General Data Protection Regulations (UK-GDPR)
- Equality Act 2010
- Health and Social Care Act 2008 (Regulated Activities) (Amendment) Regulations 2015
- The Care Act 2014
- Social Services and Well-being (Wales) Act 2014
- Regulation and Inspection of Social Care (Wales) Act 2016
- Mental Capacity Act 2005
- Human Rights Act 1998
- Counter-Terrorism and Security Act 2015
- Guidance for providers on meeting the regulations (Care Quality Commission, 2015)
- Care and Support Statutory Guidance Care issued under Care Act 2014, Department of Health, 2014
- Statutory guidance in relation to part 7 (Safeguarding) of Social Services and Well-being (Wales) Act, 2014
- Domiciliary Care Standards
- Channel Duty Guidance: Protecting Vulnerable People from being drawn into terrorism (HM Government 2015)
- *Adult safeguarding: sharing information*, Social Care Institute of Excellence
- **[How to report a serious incident in your charity](#)**
- **[Wales Safeguarding Procedures 2019](#)**
- **[CQC's 'Abuse or allegation of abuse concerning a person who uses the service' notification form](#)**
- **[CQC's 'Serious injury to a person who uses the service' notification form](#)**

- [CQC's 'Incidents reported to or investigated by the police' notification form](#)
- [CQC's 'Death of a person using the service' notification form](#)
- [CQC's 'Events that stop the service running safely and properly' form](#)

Dimensions related guidance, procedures, forms, or flowcharts

- [Employee Assistance Programme \(EAP\)](#)
- **Criminal exploitation of vulnerable adults**
- **Safeguarding contacts and protocols grab-sheet**
- **Somebody is worried about you**
- **Telling a relative or friend that a safeguarding concern has been raised**
- **Supported decision making: a guide for supporters**
- **Modern slavery and human trafficking statement**
- **Safeguarding enquiries protocol**
- **Flowchart for Injuries and Bruises**
- **Sharing information in Safeguarding flowchart**
- **Safeguarding Escalation Guidance**
- **CIW Position Statement for Safeguarding incidents**
- **How Dimensions will support you with Safeguarding – easy read**
- **How Dimensions will support you with Making Safeguarding Personal – easy read**

Glossary

Not all these words and terms appear in this policy. However, you may come across them in a safeguarding context.

Term	Definition
Abuse	Includes physical; sexual; emotional; psychological; financial or material; neglect or acts of omission; discriminatory and organisational; domestic; modern slavery; self-neglect. It may consist of a single act or repeated acts. It can occur in any relationship and may result in harm to, or exploitation of the person subjected to it.
Association of Directors of Adult Social Care (ADASS)	The national leadership association for directors of local authority adult social care services.
Adults with care and support needs	This is a person who is over 18 years old and has needs for care and support. Where safeguarding enquiries are concerned it doesn't matter when it isn't clear whether the person is entitled to these services.
Advocacy	Taking actions to help people <ul style="list-style-type: none"> • say what they want • secure their rights • represent their interests, and • get the services they need.
Best interests	Anything done or decision made on behalf of a person who lacks mental capacity must be done in their best interest and in the least restrictive way.
Care management	This is the process of assessment of need, planning and co-ordinating of care to meet their long-term care needs, improve their quality of life and maintain their independence for as long as possible.
Carer	Generally, this term refers to unpaid carers – relatives, friends, and so on.
Case conference	This is a multi-agency meeting held to discuss the outcome of a safeguarding (section 42) enquiry or assessment and to put in place a protection of safety plan.
Coercion	To coerce is to persuade a person by force or threats.
Consent	This is the person at risk's voluntary and continuing permission for all other concerned parties to intervene on

Term	Definition
	their behalf. They must understand the reasons and likely consequences of the intervention.
Disclosure and Barring Service (DBS)	This the organisation responsible for barring unsuitable people from the children’s and adult’s workforce.
Emergency duty team	This is what local authorities usually call the team that responds to out-of-hours safeguarding concerns.
Enquiry review meeting	<p>This is the meeting that brings together people involved in the enquiry process to:</p> <ul style="list-style-type: none"> ● review the safeguarding plan ● review progress of the investigation ● share information, and ● agree further action.
Enhanced provider monitoring (EPM)	This is another term for ‘large scale enquiry’.
Evidence	<p>Any information in the form of:</p> <ul style="list-style-type: none"> ● statements from anybody involved ● documents ● pictures, or ● records.
Female genital mutilation (FGM)	All procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.
Large scale enquiry (LSE)	The process that a LA follows when it’s concerned about institutional abuse or provider failure. It offers a framework for multi-agency engagement with the provider to help improve the service or manage risks.
Multi-agency public protection arrangements (MAPPA)	These are the statutory arrangements for managing sexual and violent offenders.

Term	Definition
Multi-agency risk assessment conference (MARAC)	This is a multi-agency forum of organisations that manage high-risk cases of domestic abuse, stalking and 'honour'-based violence.
Multi-agency safeguarding hub (MASH)	This is a multi-agency forum of organisations created to share information about and make decisions on specific safeguarding concerns.
National Police Chief's Council (NPCC)	The NPCC brings police forces in the UK together to help policing coordinate operations, reform, improve and provide value for money.
Partial Closure Notice/Full Closure Notice	Legal powers under the <i>Anti-social Behaviour, Crime and Policing Act 2014</i> that allow the police (and local authorities) to restrict access to a property to prevent nuisance or criminal activity. Commonly used in cases of cuckooing.
Person at risk	This the person we are concerned about.
Person In Position Of Trust (PIPOT)	This is someone who works with or cares for adults with care and support needs in a paid or voluntary capacity.
Planning discussion	This is the initial discussion between the investigating agency and relevant others to: <ul style="list-style-type: none"> • clarify concerns • identify the harm and the current risk • agree an interim protection plan, and • plan the enquiry.
Potential source of risk	This is anyone who we believe to be responsible for or implicated in the abuse of an adult.
Review	The process of re-examining a safeguarding plan for its effectiveness.
Runner	Someone who takes illegal drugs from one place to another.
Safeguarding Adults Board (SAB)	This is the board made up of the various organisations in a local authority involved in safeguarding adults.

Term	Definition
Safeguarding enquiry (section 42 enquiry/section 126 enquiry (Wales))	<p>This is the process a local authority undertakes to:</p> <ul style="list-style-type: none"> • establish the facts of the case • ascertain the person at risk's views and wishes • assess their need for protection and support • protect them if needed • decide what follow-up action is needed, and • enable them to achieve resolution and recovery. <p>The duty to make an enquiry lies with the LA, but they can ask another agency to make the enquiry on their behalf.</p>
Safeguarding plan	<p>This the written plan that outlines the measures in place to protect and support the person at risk.</p>
Safeguarding adults review	<p>This is a review of the practices of agencies involved in a safeguarding matter. The SAB will commission it. Its aim is to learn lessons and improve the way we work.</p>
Sanction	<p>A punishment. So, examples of a physical sanction are a slap or stopping a person from accessing a particular room for behaving in a certain way.</p>
Troll	<p>Someone who leaves an intentionally annoying or offensive message on the internet in order to upset someone or to cause trouble.</p>
Upskirting	<p>Placing equipment such as a camera or mobile phone beneath a person's clothing to take a photograph without permission.</p>
Wilful neglect	<p>This is a deliberate omission or failure to carry out an act of care by someone who has care of a person who lacks capacity to care for themselves.</p>

Ownership and approval

Policy owner	Jennifer Hickson, Safeguarding and Quality Governance Manager
Policy Responsible Executive Lead	Rhoda Iranloye, Chief Quality Governance and Lived Experience Officer
Approval level	Dimensions Board via Safeguarding Panel
People and groups consulted	Diversity Matters National Colleague Forum Policy Subgroup
Policy review period	Annually

Version control

Version number	Approved date	Communication date	Summary of changes
15	29 th January 2026 (Safeguarding Panel) 25 th March 2026 (Board)	31 st March 2026	Reviewed and updated to latest Group policy standards. 4.3 added Key principles for safeguarding in Wales. 5.1 Domestic abuse – updated about coercion and forced marriage of under 18’s. 5.1 Self-neglect updated with more detailed definition of self-neglect and updated indicators. 5.1 Discriminatory abuse updated indicators. 5.1 Upskirting included in definition of sexual abuse. 5.1 Financial or material abuse - reference to Supporting people to manage their money policy for examples of financial abuse. 5.7 updated including, Trolling, Fraping and

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			<p>Sextortion as types of cyber bullying.</p> <p>5.12 added information on Full and Partial closure notices in Cuckooing incidents.</p> <p>7.1 Stage 2 - update for requesting referrals for advocacy.</p> <p>7.1 Stage 3 - update on days for safeguarding planning meetings to occur in Wales.</p> <p>7.1 Stage 4 – update on the level used to close all safeguarding enquiries on Radar.</p> <p>7.3 included requirement to make LA aware if a person or representative requires an interpreter.</p> <p>7.10 updated easy read documents and titles.</p> <p>7.11 updated about additional information in summary of sharing safeguarding information.</p> <p>8.5 removed definitions of Duty of Candour – refer to the Duty of Candour (being open and honest) policy.</p> <p>8.7 updated about medication errors that are reportable to CQC.</p> <p>8.9 updated about events that are reportable to CIW.</p> <p>8.11 Business support now included.</p> <p>9.1 clarification. Dimensions related guidance updated.</p> <p>11.6 new paragraph about alleged source of harm being a colleague.</p>

Version number	Approved date	Communication date	Summary of changes
			12.1 included requirement for preferred communication methods in MSP. Glossary updated.