



Safeguarding Policy

Our commitment

CICM commits to safeguarding and promoting the welfare of those working in collections and credit management, in particular CICM learners, apprentices and mentees.

CICM understands the crucial role of managers, teachers and mentors in shaping lives and their unique opportunity to inspire.

This document relates in particular to contact with young people under the age of 18 and adults at risk, however the principles apply to all professional relationships. The policy focuses on safeguarding, and together with CICM policies on equality and diversity and preventing terrorism, CICM aims to establish a safe and responsive professional environment which reduces the risk of you being unjustly accused of improper and unprofessional conduct.

CICM: Prevent policy

Objectives

The policy aims to:

- Raise your awareness of safeguarding issues
- Build understanding of your responsibilities and that of others
- Explain CICM procedures for reducing risks and investigating issues.

Key contacts

Lead Safeguarding Officer +44 (0)1780 727272 support@cicm.com

Natasha Lyon - Assessment Coordinator natasha.lyon@cicm.com

Deputy Safeguarding Officer +44 (0)1780 722900 - support@cicm.com

Andrea Perry – Learning & Development Coordinator andrea.perry@cicm.com

Safeguarding Officer +44 (0)1780 722900 - support@cicm.com

Mary Delahunty – Qualifications & Apprenticeship Delivery Manager
mary.delahunty@cicm.com

Out of hours contacts and emergencies

- In the event of an emergency, including a threat to life, always call the emergency services on 999
- For non-emergency calls you can contact the Police on 101 or for medical concerns the NHS on 111.

- Anti-terrorist hotline: 0800 789 321 – for concerns about possible terrorist activity

Please see *Appendix 3* for external sources of advice and support contact information dependant on need.

What does safeguarding relate to?

Safeguarding relates to procedures to protect the health, well-being and human rights of individuals in a way that allows all children, young people and adults to live a life free from abuse, neglect and harm.

Potential risks include, but is not limited to:

- Abuse (physical, emotional, sexual, organisational, financial)
- Bullying including cyberbullying
- Discrimination
- Radicalisation
- Faith abuse
- Mental health concerns
- Ability/disability discrimination
- Gender based violence
- Domestic abuse
- Forced marriage
- Child sexual exploitation
- Sexual harassment
- Substance misuse
- Fabricated or induced illness
- Teenage relationship abuse
- Gang and youth violence
- Sexting
- Private fostering
- Trafficking and modern slavery.
- Co-ersion
- Female Genital Mutilation
- Whistleblowing – see separate policy

See Appendix 2 guidance at the end of this policy on indication of abuse.

Individuals can become at risk of abuse or neglect due to personal circumstances or their particular need for support. This may be identified by situations such as:

- Receipt of any form of health care or a service due to disability or age
- Receipt of a welfare service such as care in their own home or to support their need to live independently
- Living in sheltered housing or residential accommodation
- Being supervised by the probation services

Our responsibilities

Our responsibilities are to:

- Raise awareness of safeguarding issues.
- Protect children, young people and adults from harm by building understanding of potential risks to their welfare and how to seek help.
- Deal with any concerns in a timely and appropriate manner.
- Minimise the risk of allegations against you.

Our code of conduct

In order to meet the above responsibilities CICM will:

- Make this policy widely available on CICM website and raise awareness of safeguarding issues in a range of ways.
- Provide training for the HQ Team, tutors and mentors on safeguarding, Prevent, equality and diversity issues and related CICM policies.
- Encourage CICM learners to have an awareness of safeguarding, equality and diversity issues so that they understand how to keep safe and seek help. Apprentice learners will have access to training via their main Apprenticeship Training Provider.
- Carry out appropriate recruitment checks for all involved in regulated work, e.g. apprenticeship teaching, because they are likely to have contact with young people under the age of 18 or adults.
- Deal with any safeguarding related concerns in a timely and appropriate manner,
- Review arrangements and policies related to these issues annually.

Our methods

Raising awareness and commitment

CICM will make this policy widely available and raise awareness of safeguarding issues in the following ways:

- Publish CICM policies on Safeguarding, PREVENT, Equality and Diversity on CICM Website
- Include contact details of safeguarding team and how to get help in email footers and course welcome emails. In addition, tutors to regularly share this information with learners on programme.
- Require the CICM HQ team, tutors and members of CICM Credit Academy Board and Assessment Board to complete training and read CICM safeguarding policy, and all on-going updates and revisions to Safeguarding and PREVENT policy.

Training

CICM protects people from harm by:

- Training all new tutors and mentors on Safeguarding, PREVENT, Equality and Diversity issues and related CICM policies.
- Requiring tutors who undertake regulated work to confirm that they understand and commit to the CICM Safeguarding Code of Conduct.
- Requiring all tutors and the CICM Credit Academy team members to recap on Safeguarding, PREVENT, Equality and Diversity training every two years.

Support and guidance

CICM supports CICM members including tutors, learners, and apprentices by:

- Establishing trained safeguarding officers who can be reached through a dedicated email address - support@cicm.com for advice and support on safeguarding matters.
- Providing advice at the end of this policy on:
 - Sources of advice and support contact information
 - CICM Safeguarding code of conduct to minimise risks
 - Types of abuse and indicators
 - How CICM stores and disposes of personal information securely.

Recruitment Protection methods

In addition to the code of conduct, training and support above, CICM has specific recruitment procedures to minimise risks as follows:

CICM has specific recruitment procedures for persons who are in regular and/or unsupervised contact with young people (under 18 years of age) or adults at risk as follows:

- CICM requires any persons in regulated roles or who are applying for such roles to declare any convictions, including those normally considered as spent, cautions or reprimands which are relevant to working with young people or adults at risk.

- CICM regards failure to disclose these matters as a breach of trust and confidence and considers such omission as gross misconduct which would result in a disciplinary hearing with the potential outcome of instant dismissal.
- CICM recruits for roles following standard recruitment procedures, however an offer of employment could be withdrawn depending on the nature and circumstances of any criminal activity.
- CICM contacts the Disclosure and Barring Service (DBS) on recruitment to such roles to make an Enhanced DBS check which includes a children's barred list check. This supplies details about an individual's convictions, cautions, reprimands or warnings recorded on police central records and held locally by police including 'spent' and 'unspent' convictions. See roles which apply in the following table and how CICM stores securely, retains and disposes of DBS information at the end of this policy.

See *Appendix 1* for details on DBS Check process, Code of Conduct and Safeguarding and regulated activity declaration.

Ongoing monitoring

CICM requires those involved in regulated activity to complete and return to the CICM Credit Academy an annual 'Safeguarding regulated activity annual declaration' (See form at end of policy) to:

- Ensure that the person appointed by CICM is at all times suitable to be engaged in the role, by requiring disclosure of certain matters, such as criminal convictions or bankruptcy which may render a person unsuitable for work with regulated groups or some companies.
- Confirm understanding and commitment to the CICM Safeguarding Code of Conduct and policy.

In the event of a criminal conviction coming to light after the formal offer of work has been made or during contract, CICM will follow the process above to consider the circumstances. In such cases, CICM reserves the right to withdraw the offer of appointment where appropriate of terminate contract in line with CICM's Disciplinary Policy (or probationary policy if in probationary period).

Posts requiring DBS and Barring list check

	No check	Basic level DBS (all current CICM HQ staff and any new hires)	Enhanced DBS check and children's barred list check (after recruitment)	Annual safeguarding and regulated activity declaration
Teachers involved in regular tuition of a child or adult at risk			√	√
Learning support tutors (email and telephone contact) of a child or adult at risk			√	√

In-company, virtual or learning support tutors for companies with stringent security arrangements (special arrangement)			√	√
End-point assessment professional discussion assessors (remote) of a child or adult at risk - never left in one to one situation with child or adult at risk	√			
CICM administration team (no regular face-to-face contact)	√	√		
Account managers (occasional site visit) – never left in one to one situation with child or adult at risk	√			
Non-regulated volunteers	√			

Handling concerns

CICM takes all safeguarding concerns and allegations seriously and will report these to a CICM Safeguarding Officer regardless of the agreement of the person concerned.

In all circumstances you must not pass any information to other parties or try to investigate a concern yourself. All concerns should be reported to support@cicm.com in the first instance.

The following give examples of how to handle concerns:

If a person raises a concern/allegation with you

- If a person has concern over their own personal welfare and wellbeing, listen to and record all information, making no judgement or assumptions.
- Take any actions required to secure the **immediate safety** of the person, this may involve staying with them in the case of a young person under 18 or adult at risk until a responsible adult can be located.
- You must report the issue to a CICM Safeguarding Officer regardless of the agreement of the person concerned. This person will decide the appropriate course of action and if referral outside CICM is appropriate.

If a parent contacts you to report a concern about their child

- Listen and record details as explained the first scenario and ensure you collect contact details for the parent.
- You must report the issue to a CICM Safeguarding Officer. This person will decide the appropriate course of action and if referral outside CICM is appropriate, liaising with the parent as appropriate.

- Be mindful of confidentiality as all learners aged 16 and above and of employed status are deemed to be adults and therefore no information should be passed to parents or carers without prior consent to do so from a learner.

If you have a concern about another person/ observe a safeguarding issue in working practices of a company

This may be through observation, alleged by others or in discussions. Follow the procedure above.

If a person has a concern/allegation about a CICM team member

CICM advises all to contact a CICM Safeguarding Officer if they have a concern over their own personal wellbeing. Contact details are at the beginning of this policy.

If a person reports unsafe practices or safeguarding issues in their working environment

- Advise the person to follow in-house reporting or whistleblowing procedures - you may support the person in speaking to the appropriate senior team members.
- Report the incident to a CICM Safeguarding Officer they will offer the person additional guidance and signposting, and will monitor the situation.

General contact

Please note that CICM Safeguarding Officers may not be available outside of normal working hours and so in circumstances where a person is in immediate danger, who should report the incident to the police on 999. A CICM Safeguarding Officer will endeavour to make initial contact about concerns within 72 hours. This will involve making an assessment if the individual is at risk of significant harm and decide on the next course of action which may involve the following:

- Signposting to support agencies.
- Referral to the police and local safeguarding authorities.
- Passing information to the DBS.

The Lead Safeguarding Officer keeps a record of all safeguarding concerns, action taken and information, advice and guidance given.

Policies

Safeguarding policy review

CICM Safeguarding Officers will review the policy annually, or as required, before the Safeguarding Lead distributes the final version to all relevant stakeholders.

Other CICM related policies are: data protection policy, Equality and Diversity policy, Health and Safety policy, PREVENT and Whistleblowing policy.

Date of last review: 29.07.2026

Appendix 1: CICM Credit Academy

The following pages includes CICM Credit Academy's DBS Check process, Safeguarding and regulated activity declaration and code of conduct.

DBS Check process involves:

- CICM gains consent from the applicant to undertake a DBS check.
- CICM completes the application for a DBS via an 'umbrella body' [\[1\]](#).
- Applicant completes the information requested by the 'umbrella body'.
- CICM are notified of result of DBS check.
- The DBS certificate is sent directly to the applicant (process can take several weeks).
- CICM asks the applicant to show the certificate to check it is genuine and records the date of review and certificate number.
- Any discussions related to convictions would take place after the selection process has been completed and would usually involve meeting the individual to gain more information about the nature and circumstances of any conviction.
- The CICM Qualification and Apprenticeship Delivery Manager carefully considers any information in the DBS check and would make a decision about recruitment for regulated work on the basis of:
 - The seriousness of the offence and relevance to the safety of others
 - Length of time since the offence occurred
 - Relevant information offered by the person about circumstances that led to the offence(s) being committed, e.g. influence of domestic or financial difficulties.
 - The degree of remorse or otherwise expressed by the person and their motivation to change.
 - Whether the offences was a one-off, or part of a history of offending
 - Whether a person's circumstances have changed since the offence(s) was committed, making re-offending less likely.
 - Whether the offence has since been decriminalised.

Also, the decision to about allocation of work depends on the following job-related factors:

- How much direct contact with learners or the public
- Level of supervisions the post-holder will receive
- Level of trust involved, i.e. level of risk that post-holder will reoffend at work
- If post involves direct responsibility for finance or items of value
- If post involves any contact with young people under 18 years or adults at risk.

If appropriate CICM may seek further information from relevant bodies when reaching a decision. If the decision is not to appoint, a letter will be sent to the individual confirming the reasons for this decision.

Requirement to meet the UK Government Baseline Personnel Security Standards

The institute will carry out work and contracts for the UK government. Therefore, CICM is required to carry out background checks to meet the regulations and will update its practice as and when this policy is updated. <https://www.gov.uk/government/publications/government-functional-standard-govs-007> security.

The Baseline Personnel Security Standard (BPSS) ensures organisations are employing individuals who have the right to work, with the honesty and integrity required for working within and/or for the government.

Safeguarding and regulated activity declaration

Job title **CICM Tutor**

In order to ensure that the person appointed as a CICM Tutor or Coach is at all times suitable to be engaged in the role, CICM requires you to disclose below any of the following which may render you unsuitable for work with regulated groups or some companies:

1. any criminal convictions.
2. any finding by a court or any professional, regulatory, or government body where you have breached a provision of any legislation or any regulatory obligation to which you are subject.
3. any proceedings in bankruptcy or any individual financial arrangement to which you have been subject.
4. any disqualification from holding the directorship of a company or from public office.
5. any finding of malpractice or maladministration, in relation to a qualification (whether a regulated qualification or a qualification which is not regulated), to which you have been subject.

Declaration:

Sign below to confirm that:

1. the information that you have provided above is correct.
2. you understand that in the future you must disclose to a senior manager of the CICM Credit Academy if any of the above applied because it may render you unsuitable for the role.
3. You understand and commit to the CICM Safeguarding Code of Conduct below.

CICM Safeguarding Code of Conduct

CICM commits to safeguarding and promoting the welfare of those working in collections and credit management, in particular CICM learners, apprentices and mentees. CICM understands the crucial role of managers, teachers and mentors in shaping lives and their unique opportunity to inspire.

This code of conduct aims to establish a safe and responsive professional environment which reduces the risk of you being unjustly accused of improper and unprofessional conduct.

- Although you will naturally build rapport through CICM work and people may see you as a confidant and support, be sure to maintain professional boundaries when working for CICM.
- Be respectful and appreciate that you are in a position of trust. Listen to their concerns and support them, following CICM policy guidance.
- Uphold confidentiality when required by the situation, within limits and be careful not to promise to keep secrets or ask others to do so.
- Avoid spending time alone in a closed environment with a young person or adult at risk. If this is unavoidable, for example during an assessment, ensure another person on site is aware of where you are and monitors this.
- Be careful when giving advice because this is based on your opinion and instead focus on information (facts) and guidance (signposting).
- If at any time you feel unsafe in another person's company, inform the site manager, your main CICM contact or a CICM Safeguarding Officer and leave the premises.

In order to maintain others and your safety, understand the following is prohibited:

- Personal relationships with learners or mentees, beyond that appropriate for a normal teacher/learner or mentor/mentee relationship.
- Spending time alone outside of the normal tutorial/mentoring environment.[\[2\]](#)
- Visiting a learner or mentee at home or transporting them to and from locations (this includes travelling in a car with a learner driving) without another CICM team member or volunteer present.[\[3\]](#)
- Use of sarcasm, insults or belittling comments.
- Use of sexually suggestive comments to or within earshot of another person
- Inappropriate touching of any kind.
- Physical restraint unless the restraint is to prevent physical injury to the person, other people or yourself.
- Doing any things of a personal nature that a person cannot do for themselves

Secure storage and disposal of personal information

CICM uses the Disclosure and Barring Service (DBS) to help assess the suitability of applicants for positions of trust. The following explains our policy for the secure storage, use, retention and disposal of personal information, in particular disclosure information.

Storage and access

CICM keeps any personal information separately and securely in a controlled and gated SharePoint location and limits access to those who are entitled to see it as part of their duties.

Handling and use

We abide with Section 124 of the Police Act 1997 and only pass disclosure information to those who this policy states are required to receive this information as part of their duties. The Head of Governance is responsible for maintaining a record of all those who have had disclosures revealed. It is a criminal offence to pass this information to anyone who is not entitled to receive it.

Disclosure information is only used for the specific purposes for which it was requested and for which the applicant's full consent has been given.

Retention

Once a recruitment or other relevant decision has been made, CICM does not keep disclosure information for any longer than necessary.

Disposal

CICM disposes of the information by secure means, i.e. shredding or confidential waste disposal.

Appendix 2: Types and indicators of abuse

Signs of abuse can often be difficult to detect. This page aims to help people who come into contact with people with care and support needs to identify abuse and recognise possible indicators. Many forms of abuse are also criminal offences and should be treated that way.

What are the ten different types of abuse?

The following [guidance from Social Care Institute for Excellence \(SCIE\)](#) helps identify different forms of abuse.

What are the ten different types of abuse?

The [Care and support statutory guidance](#) identifies ten types of abuse, these are:

- Physical abuse
- Domestic violence or abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect or acts of omission
- Self-neglect

Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert practitioners to make further assessments and to consider other associated factors. The lists of possible indicators and examples of behaviour are not exhaustive and people may be subject to a number of abuse types at the same time.

Types of physical abuse:

- Assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing
- Rough handling
- Scalding and burning
- Physical punishments
- Inappropriate or unlawful use of restraint
- Making someone purposefully uncomfortable (e.g. opening a window and removing blankets)
- Involuntary isolation or confinement
- Misuse of medication (e.g. over-sedation)
- Forcible feeding or withholding food
- Unauthorised restraint, restricting movement (e.g. tying someone to a chair)

Signs and 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

Domestic Violence or Abuse

Domestic violence or abuse can be characterised by any of the indicators of abuse outlined in this briefing relating to:

- psychological
- physical
- sexual
- financial
- emotional.

See guidance about:

- [Recognising domestic abuse](#)

Signs and 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

Domestic violence and abuse includes 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. It also includes so called 'honour' -based violence, female genital mutilation and forced marriage.

Coercive or controlling behaviour is a core part of domestic violence. Coercive behaviour can include:

- acts of assault, threats, humiliation and intimidation
- harming, punishing, or frightening the person
- isolating the person from sources of support
- exploitation of resources or money
- preventing the person from escaping abuse
- regulating everyday behaviour.

Types of Sexual Abuse

- Rape, attempted rape or sexual assault
- Inappropriate touch anywhere
- Non- consensual masturbation of either or both persons
- Non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth
- Any sexual activity that the person lacks the capacity to consent to
- Inappropriate looking, sexual teasing or innuendo or sexual harassment
- Sexual photography or forced use of pornography or witnessing of sexual acts
- Indecent exposure

Signs and 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

Types of psychological or emotional abuse

- Enforced social isolation – preventing someone accessing services, educational and social opportunities and seeing friends
- Removing mobility or communication aids or intentionally leaving someone unattended when they need assistance
- Preventing someone from meeting their religious and cultural needs
- Preventing the expression of choice and opinion
- Failure to respect privacy
- Preventing stimulation, meaningful occupation or activities
- Intimidation, coercion, harassment, use of threats, humiliation, bullying, swearing or verbal abuse
- Addressing a person in a patronising or infantilising way
- Threats of harm or abandonment
- Cyber bullying

Signs and Indicators

- An air of silence 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

Types of financial or material abuse

- Theft of money or possessions
- Fraud, scamming
- Preventing a person from accessing their own money, benefits or assets
- Employees taking a loan from a person using the service
- Undue pressure, duress, threat or undue influence put on the person in connection with loans, wills, property, inheritance or financial transactions

- Arranging less care than is needed to save money to maximise inheritance
- Denying assistance to manage/monitor financial affairs
- Denying assistance to access benefits
- Misuse of personal allowance in a care home
- Misuse of benefits or direct payments in a family home
- Someone moving into a person's home and living rent free without agreement or under duress
- False representation, using another person's bank account, cards or documents
- Exploitation of a person's money or assets, e.g. unauthorised use of a car
- Misuse of a power of attorney, deputy, appointeeship or other legal authority
- Rogue trading – e.g. unnecessary or overpriced property repairs and failure to carry out agreed repairs or poor workmanship

Signs and 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 service
- 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, e.g. insufficient food in the house
- Unnecessary property repairs

Types of modern slavery

- Human trafficking
- Forced labour
- Domestic servitude
- Sexual exploitation, such as escort work, prostitution and pornography
- Debt bondage – being forced to work to pay off debts that realistically they never will be able to

GOV.UK has more information on [identifying and reporting modern slavery](#)

Signs and 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

Types of discriminatory abuse

- Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as '[protected characteristics](#)' under the Equality Act 2010)
- Verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic
- Denying access to communication aids, not allowing access to an interpreter, signer or lip-reader
- Harassment or deliberate exclusion on the grounds of a protected characteristic
- Denying basic rights to healthcare, education, employment and criminal justice relating to a protected characteristic
- Substandard service provision relating to a protected characteristic

Signs and 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

Types of organisational or institutional abuse

- Discouraging visits or the involvement of relatives or friends
- Run-down or overcrowded establishment
- Authoritarian management or rigid regimes
- Lack of leadership and supervision
- Insufficient staff or high turnover resulting in poor quality care
- Abusive and disrespectful attitudes towards people using the service
- Inappropriate use of restraints
- Lack of respect for dignity and privacy
- Failure to manage residents with abusive behaviour
- Not providing adequate food and drink, or assistance with eating
- Not offering choice or promoting independence
- Misuse of medication
- Failure to provide care with dentures, spectacles or hearing aids
- Not taking account of individuals' cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Signs and 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

Types of neglect and acts of omission

- Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care
- Providing care in a way that the person dislikes
- Failure to administer medication as prescribed
- Refusal of access to visitors
- Not taking account of individuals' cultural, religious or ethnic needs
- Not taking account of educational, social and recreational needs
- Ignoring or isolating the person
- Preventing the person from making their own decisions
- Preventing access to glasses, hearing aids, dentures, etc.
- Failure to ensure privacy and dignity

Signs and 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

Types of self-neglect

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

Signs and 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

Policy Reviewed: 08.10.2026.

Appendix 3: Sources of advice and support contact information

Adult learning – Learning and Work Institute – www.learningandwork.org.uk

Autistic Society – www.autism.org.uk

Bereavement – www.cruse.org.uk

Blind and deaf – see Deaf and blind below

Bullying and child abuse – www.bullying.co.uk and www.kidscape.org.uk

Carers – www.carers.org and youngcarers@carers.org

Child exploitation and online protection centre – www.ceop.police.uk

Counselling - National Association for Counselling and Psychotherapy - www.bacp.co.uk

NHS service search – www.nhs.uk

Deaf and blind support – www.sense.org.uk

Domestic abuse – www.ncdv.org.uk

Drugs – talk to Frank for help and support – www.talktofrank.com

Elder abuses – provides support to prevent abuse of vulnerable older adults
– www.elderabuse.org.uk

Employment advice – Jobcentre plus – www.direct.gov.uk/en/employment

And www.acas.org.uk

Financial – for free financial advice
– www.financialadvice.co.uk and www.stepchangedebtcharity.co.uk

Housing and homelessness charity – Shelter – www.shelter.org.uk

Government assistance – www.direct.gov.uk

Internet safety – www.thinkuknow.co.uk and www.chatdanger.com

Respond – supporting people with learning difficulties – www.respond.org.uk

Legal advice www.citizensadvice.org.uk

Medical assistance and health issues - www.england.nhs.uk

Mental health – www.mind.org.uk

Parent support – www.familylives.org.uk

Personal safety – key advisor on personal safety, safety policies and safety at work
– www.suzylamplugh.org

Relationship problems – www.relate.org.uk

Samaritans – www.samaritans.org

Childhood and adult survivors of sexual abuse and rape - www.thesurvivorstrust.org

Sexuality – www.stonewall.org.uk

Victim support - www.victimsupport.org.uk

Whistleblowing – Public Concern at Work (Whistleblowing charity) - www.pcaw.co.uk

Young person's support

Childline – www.childline.org.uk

Child rights – www.crae.org.uk

NSPCC - www.nspcc.org.uk

Prince's Trust – www.princes-trust.org.uk

Young people in care – Coram Voice - www.coramvoice.org.uk

Date of last review 31.07.26