



New Wine
Practice Guide and Training Resources
2025

To be read in conjunction with
New Wine Safeguarding Policy 2025

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Workers' Code of Conduct

When working with children and young people or adults at risk of harm, you are acting as a representative of and in a position of trust for New Wine. You will be seen as a role model and must act appropriately.

Good practice

- Treat everyone with dignity, respect and fairness, and have proper regard for individuals' interests, rights, safety and welfare
- Work in a responsible, transparent and accountable way
- Be prepared to challenge unacceptable behaviour or to be challenged
- Listen carefully to those you are supporting
- Avoid any behaviour that could be perceived as bullying, emotional abuse, harassment, physical abuse, spiritual abuse or sexual abuse (including inappropriate physical contact such as rough play and inappropriate language, "banter", or gestures)
- Seek advice from someone with greater experience when necessary
- Work in an open environment – no private or unobserved situations
- Follow policies, procedures and guidelines and report all disclosures, concerns, allegations, and suspicions to the team via the electronic referral form.
- Don't make inappropriate promises, particularly in relation to confidentiality
- Do explain to the individual what you intend to do, and don't delay taking action

Unacceptable behaviour

- Not reporting concerns or delaying reporting concerns
- Taking unnecessary risks
- Any behaviour that is or may be perceived as threatening or abusive in any way
- Passing on your personal and/or social media contact details and any contact that breaches New Wine's social media policy
- Developing inappropriate relationships
- Smoking and consuming alcohol or illegal substances during volunteering work.
- Favouritism/exclusion – all people should be equally supported and encouraged

Breaching the Code of Conduct

If you have behaved inappropriately, you will be subject to disciplinary procedures where the line manager or Team Leader will consult the safeguarding coordinator as appropriate. Depending on the seriousness of the situation, you may be asked to leave New Wine. We may also make a referral to statutory agencies such as the police and/or the local authority children's or adult's social care departments or the DBS Authority. If you become aware of a breach of this code, you should escalate your concerns to the safeguarding lead or line manager (in the case of a paid staff member).

Working with children and adults in need of protection – an overview

- Team members should treat all children, young people or adults with dignity and respect in attitude, language and actions. They should treat parents and carers similarly.
- No Team member should be on their own with a child at any time, unless with the knowledge and permission of a Team Leader and only in exceptional or emergency situations.
- Consideration should be given to how many Team should be involved with the group and whether they should be male or female workers or both.
- The level of personal care provided (e.g. toileting) must be appropriate and related to the child's age, where applicable, and accepting that some children and adults may have additional needs.
- The privacy of children and adults should be respected, avoiding activities such as rough or sexually provocative games and comments or any actions that others could misunderstand, including “banter” or jokes.
- No person under 18 years of age should be left in charge of any children of any age. Children or young people attending a group should not be left alone at any time.
- No Team member should agree or attempt to make contact outside of the NW event with children met through the conference. It does not prevent contact from continuing where the child is known before contact at the NW event or where they are related.
- Adult members of Team must not make contact with Young Team (who are still legally children) without the prior agreement of the Team Leader and parent/guardian unless there is an ongoing contact prior to the NW event or the adult is related to the child or young helper. This includes writing, text messaging, Twitter, Instagram, Facebook or any other form of social media.
- The only people allowed to participate in children's or adult activities are the Team members assigned to that group. Other adults should not be allowed free access.
- Children's venues will put in place a procedure to ensure the safe delivery and collection of children from groups appropriate to the age of the child.
- Occasionally, an adult's choice may override the concern where the adult is deemed to have the capacity to make appropriate choices. However, as with child protection, there is a duty to report all allegations of the abuse of adults to the Local Authority for investigation.

Keeping Records

NW requires each venue to use an electronic logging system for all activities designed for children and adults in need of protection.

- A register of children or vulnerable adults attending the Activity Programme must be maintained.
- A general consent form should be signed and submitted, giving details of parents/carers.
- Visitors to activity programme sessions must be recorded and identified as such.

- All incidents of a concerning nature should be logged via the online safeguarding form.
- In the event of an accident, the child (subject to their age) and their parents/carer should be asked to read and sign the accident form.
- Adults in need of protection, or their carers, should be asked to read and sign the accident form as appropriate. Reading the form to the adult may be a better option, but this should only be done with their agreement.

Young Persons' Peer Group Activities

All youth activities should be overseen by named adults selected according to agreed recruitment procedures. Whilst there may be a valid argument for groups of age 16+ being led and run by their peers, adult leaders should always be in the vicinity and should contribute to any programme reviews and planning. Regardless of who is leading the activity, the named adult remains responsible for the overall safety of the young people attending and should be in a position to monitor what is happening. The following points should also be taken into consideration:

- If children/young people under 16yrs are at an activity, a named adult should be present or within earshot.
- No person under the age of 18 years should be left with the sole responsibility of caring for or supervising other children.
- Young people who assist with caring for other children/young people should be subjected to the same recruitment process as adults, with the exception of the DBS checks, which will not usually be undertaken on young people under the age of 17 and cannot be undertaken for anyone under 16 years.

Young Leaders on Core Group or Leadership

- Where a young leader under the age of 18 is a member of the Core team it is possible for them to participate in the planning activities, including membership of WhatsApp or similar communication streams if:
 - Parental consent is obtained (written or verbal)
 - Communications are part of a group chat, or emails have a 2nd person copied in so that a 1:1 situation is avoided.
 - Planning events and meetings are cognisant of academic pressures, NW events should not distract from GCSE or A level studies.

Working with Extreme Disruptive Behaviour

Sometimes children or adults in need of protection can become angry, upset and/or disruptive. Occasionally their behaviour may endanger themselves or others.

If a person is being disruptive, several actions can be taken to de-escalate the situation. Where the following suggestions can be taken before an incident arises, it will often prevent injury, distress or upset to others:

- Ask them to stop. Be polite but also be clear about your request.
- Speak to the child or adult and try to establish the cause(s) or reasons for their upset.

- Explain what behaviours are unacceptable and why. Inform them that if the behaviour continues, their responsible adult will be contacted, and they may be asked to leave the session.
- Warn the child or adult that continuing to be disruptive might result in longer-term exclusion from the group.
- Make a record of the behaviour and what actions were taken to aid other Team members who might experience similar situations with that delegate at a later point.

If a child or adult is harming themselves, another person or property, then any other children or adults present who are not on Team should be escorted away from the area where the disruption occurs. At the same time, and with a second worker present, request the child or vulnerable adult to STOP.

If your request is ignored, you might need to warn the individual that you will consider calling for additional help. In exceptional circumstances and with assistance, you might need to restrain the child or vulnerable adult to prevent them from harming themselves, others or property while you wait for assistance.

Restraint can only be undertaken by those specially trained in doing so. You should never attempt to restrain another person unless you are absolutely sure **you can do so safely**. This guidance does not prevent individuals from acting on their own, where they are genuinely fearful that doing nothing will result in loss of life.

All incidents should always be recorded as soon as possible after the incident using the Safeguarding referral process. This should include the following information:

- What activity was taking place?
- What might have caused the disruptive behaviour?
- The concerning behaviour.
- What measures to de-escalate the situation were tried, and what the outcome was.
- What you said and how you and others responded.
- How the incident was resolved.
- A list of others present who witnessed the incident.

NW staff and Volunteers are not expected to tolerate harassment or aggressive confrontation. If at any point a team member feels threatened, they should walk away from the aggressor, and request support from a Senior Manager if you are a staff member, or (when volunteering with New Wine at New Wine Festival) someone from the Stewarding Team and Police Liaison Officer.

Guidelines for Discipline

- Ask God for wisdom, discernment and understanding for the children in your care.
- Work on each individual child's positives, do not compare a child with another, but encourage and affirm them, giving them responsibility for simple tasks.
- Build healthy relationships with children and be a good role model by setting an example. You can't expect children to observe the ground rules if you break them yourself.
- Take care to give quieter and well-behaved children attention and resist allowing demanding children to take all your time and energy.
- Be consistent in what you say and ensure that other team members know what you have said. This avoids manipulation.
- If children are bored, they often misbehave, so review your programme regularly.
- Children with neurodiversity may become dysregulated, take time to understand the causative factors that may have prompted the unacceptable behaviour.
- **NEVER** smack or hit a child, and don't shout. Change voice tone if necessary.

- Discipline out of love, NEVER in anger. (Call on support from another team member if you feel so angry you may deal with the situation unwisely.)
- Lay down ground rules, e.g. no swearing, racism or calling each other names, respect for property, and ensure the children understand what action will be taken if not kept.
- Every child is unique and will respond differently to different forms of discipline. It follows, therefore, that each child should be dealt with on an individual basis.
- The team leader should discuss the behaviour issues with the parents and seek their support for any solutions.

Some children may become disruptive in a group setting. Give them a chance, warn them and only separate them as a last resort.

- Have a disruptive child sit right in front of you or sit them next to another team member.
- Be proactive and encourage team to be proactive rather than waiting to be told to deal with a situation.
- Take a disruptive child to one side and engage with them, challenging them to change while encouraging their strengths.
- Remedial action can be taken against a constantly disruptive child. Inform the child that if the behaviour continues, their responsible adult will be contacted, and they may be asked to leave the session.
- Warn the child that continuing to be disruptive might result in longer-term exclusion from the group.
- Pray with the other workers before the session in Team time and afterwards in the debrief.

Prayer Ministry

Prayer ministry at New Wine is something we are passionate about and have an expectation that we would see prayer ministry being offered at every possible opportunity.

We see Jesus sending the disciples to proclaim the coming kingdom healing the sick, raise the dead, cleanse the leper, drive out demons, to give freely what they have received in the Gospels (Matthew 10: 7-8 and Luke 10:9). We continue to see the disciples doing miraculous things right through the New Testament until present day.

We would encourage everyone to have a go at praying for people whether it's your first time or whether you have prayed for hundreds of people.

Guidance is provided below and you can watch New Wine's training [here](#).

Guidance for Praying with other:

- **Find out what you are praying for** – Its always worth a quick chat to ask what they would like prayer for. It's best not to assume that whatever you think is the issue the person being prayed for might have something else they would prefer prayer for.
- **Laying on of hands** – Through the New Testament we see the followers of Jesus praying for people laying a hand on the person being prayed for. In today's world the only appropriate place to touch someone is on the shoulder having asked their permission first.
- **Wait and wait some more** – sometimes we often rush between people and miss opportunities to listen to what the Holy Spirit is saying to the person being prayed for. Try not to say too much, less is more. Only say what you sense the Holy Spirit saying. After all Jesus only did what he saw the Father doing.
- **Sign-post** – Sometimes as we pray and minister some deeper things may come up in someone's life. Our role in the moment is to pray and to listen if we are concerned about a situation that has come up, please direct the person to pastoral prayer if available. They will spend further time praying and helping the person in a more professional capacity and may link them with someone closer to home. This avoids spending overly long time with someone.
- **Tissues** – Sometimes as we pray and people encounter the work of the Holy Spirit they may cry, laugh, fall over, sway back and forth, their eyes may flutter or their bodies may twitch. These are all very normal and may give us some clues as to what the Holy Spirit is doing in their lives. Once they have finished with their encounter with the Lord, offer them a (fresh) tissue if needed. Thrusting one into their hands can be very distracting before they are ready.
- **Eyes and ears open** – Please keep your eyes and ears open for what the Lord is doing in someone. It will mean that you can appropriately care for the person you are praying for. Sometimes the person leading the celebration or seminar may have a specific thing to say about what's going on, please do be aware of what is going on.
- **Two is best** – Jesus sent out the disciples in twos to pray for people. This is of course best practise. Where there are too many to pray for and we do need to pray individually, please can we pray for people of the same gender.
- **Be gentle-** A great model for this is Jesus being gentle and lowly. In our enthusiasm to see the Holy Spirit at work we need to remember that we are caring for the person being prayed for. Please do not push, stroke, poke, prod, caress, or touch (Other than the shoulder) as permitted.
- **Be expectant** – Regularly we hear stories of the Lord doing amazing things in people's lives, healing, and restoring hope. Sometimes we pray and nothing seems to happen. That isn't the

person being prayed for or the prayers' fault. Ministry is down to what the Lord does by the Holy Spirit which means that whatever is being prayed for is in his time not ours.

- **Directives** – Prophetic words directing people's lives around, work, relationships, money, children, are particularly difficult and should never be given lightly. They should never be framed as God says.... If it's a picture, please share it but leave the interpretation to the person receiving prayer. You could frame a word like this, 'I have a sense of God saying, or, I feel like the Lord might want to do this.' It's worth inviting them to process these sorts of words with their church leader or pastoral prayer.
- **Age restrictions** - only people who have been recruited and specifically trained to pray with children and young people should do so.

Things to be very aware of

- **Safeguarding** – There is a safeguarding team on site at the summer festival, who are best placed to give advice around safeguarding and further action. Should a disclosure be made to you by someone you are praying for around any form of abuse (Physical, Emotional, Financial, Spiritual.) please speak to a member of the prayer ministry enabling team, Venue manager, or a member of the New Wine staff (At info desk) immediately and ask to speak to the site safeguarding team.

At other NW events there will be someone designated to support with safeguarding disclosures, and that person should be sought out for support. They will be supported via the Thirtyone:Eight help desk or by the NW DSL if available. Multiple routes of reporting disclosures exist, including emailing safeguarding@new-wine.org, a direct phone call with the DSL and the QR code referral system.

- **Deliverance ministry** – Please never say to someone that they need deliverance from the demonic, or Evil spirits. Often this will leave people confused and scared. Jesus always treated people with love and care and so should we. Should you feel unsure about a situation there will be people in each venue who have been involved in this type of ministry before and have been trained in an appropriate way to deal with the situation. They may invite you to pray too and explain what is happening.
- **Conversion therapy**- Should someone ask for prayer about their sexuality or gender please refer them to pastoral prayer or one of the enabling team. We do not condone the practise of conversion therapy at any of our gatherings nor do New Wine work with churches that condone conversion therapy or prayer as this is illegal. We need to make sure that we are directing people to the right people who can give them the support they need at a New Wine event and when they return home.
- **If you are worried** – Please speak to a member of the venue teams or the Safeguarding Team Leader at the Event who will be able to help or point you to the right person.

Awareness and response to concerns of abuse

Responding to a child or adult who wants to talk about abuse

Please refer to the safeguarding policy for detailed procedures.

- Above everything else, listen, listen, listen and keep listening!
- Show acceptance of what the child or adult says (however unlikely the story may sound)
- Keep calm
- Maintain eye contact; it helps to show you are interested
- Be honest
- Tell the child or adult that you will need to let someone else know - don't promise confidentiality.
- Even when a child or adult feels they have broken a rule, they are not to blame for the abuse
- Be aware that they may have been threatened or bribed not to tell
- Never push for information. If the child or adult decides not to tell you after all, then accept that and let them know that you are always ready to listen.
- As soon as possible complete a safeguarding referral form with what has been shared with you (using the language they used to describe what happened).
- Consider the disclosure as a huge privilege, the person has chosen you to talk to because they trust you.

Helpful responses

- You have done the right thing in telling.
- That must have been really hard.
- I am glad you have told me.
- It's not your fault.
- You have a right to feel safe.
- I will help you.

Don't Say

- Why didn't you tell anyone before?
- I can't believe it!
- Are you sure this is true?
- Why? How? When? Who? Where?
- Never make false promises.
- Never make statements such as "I am shocked, don't tell anyone else".
- I'll keep in touch.

Reassure the child or adult that they were right to tell you and show acceptance. Let the child or adult know what you will do next and that you will let them know what happens, i.e. contacting the Safeguarding Lead.

At the summer festival always seek support from the site safeguarding team and also talk to the Team Leader. At regional or other NW events, there will be a designated safeguarding worker to speak to. Consider your own feelings and seek pastoral support if needed. Dealing with abuse disclosures can be upsetting, so you may need time and space before returning to your usual duties.

For disclosures that present an immediate risk – please speak to the Safeguarding Lead as well as completing the referral form.

Supporting the Safeguarding Team

The New Wine summer festival is fortunate to have a small team of safeguarding professionals from different working backgrounds who volunteer to keep the site, teams and delegates safe. Each area of the festival is supported by a specific team member under the direction of a Team Leader. The team offer support and supervision to each other to ensure that decisions made support the delegates in the best way possible. There is close liaison with the NW leadership team and NW DSL to ensure that policy and process are consistently applied.

The safeguarding team leader sits on the Site Command group.

Appendix A: Statutory Definitions of Abuse (Children)

Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or an institutional or community setting; by those known to them or, more rarely, by a stranger. They may be abused by an adult or adults, another child or children.

Child protection legislation throughout the UK is based on the United Nations Convention on the Rights of the Child. Each nation within the UK has incorporated the convention within its legislation and guidance.

The definitions of abuse below operate in England based on the government guidance 'Working Together to Safeguard Children: a guide to inter-agency working to safeguard and promote the welfare of children' (H M Government July 2018).

Abuse: A form of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm or by failing to act to prevent harm. Children may be abused in a family or in an institutional or community setting by those known to them or, more rarely, by others. Abuse can take place wholly online, or technology may be used to facilitate offline abuse. Children may be abused by an adult, or adults, or another child, or children.

Physical Abuse: A form of abuse which may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of or deliberately induces, illness in a child.

Emotional abuse: The persistent emotional maltreatment of a child, such as causing severe and persistent adverse effects on the child's emotional development. It may involve conveying to a child that they are worthless or unloved, inadequate, or valued only insofar as they meet another person's needs. It may include not giving the child opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may feature age or developmentally inappropriate expectations being imposed on children. These may include interactions that are beyond a child's developmental capability, as well as overprotection and limitation of exploration and learning, or preventing the child from participating in normal social interaction. It may also involve seeing or hearing the ill-treatment of another individual. It could involve serious bullying (including cyberbullying), frequently causing children to feel frightened or in

danger, as well as the exploitation or corruption of children. Some level of emotional abuse is involved in all types of maltreatment of a child, though it may occur alone.

Sexual abuse: whether or not the child is aware of what is happening or not involves forcing or enticing a child or young person to take part in sexual activities. It does not necessarily involve a high level of violence. The activities may involve physical contact, including assault by penetration (for example, rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside of clothing. They may also include non-contact activities, such as involving children in looking at or in the production of sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse. Sexual abuse can take place online, and technology can be used to facilitate offline abuse. Adult males do not solely perpetrate sexual abuse; women can also commit acts of sexual abuse, as can other children and is referred to as child-on-child abuse.

Neglect: The persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse. Once a child is born, neglect may involve a parent or carer failing to:

- provide adequate food, clothing and shelter (including exclusion from home or abandonment)
- protect a child from physical and emotional harm or danger
- ensure adequate supervision (including the use of inadequate caregivers)
- ensure access to appropriate medical care or treatment
- It may also include neglect of, or unresponsiveness to, a child's basic emotional needs.

Child Sexual Exploitation: Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.

Extremism: Extremism goes beyond terrorism and includes people who target the vulnerable, including the young, by seeking to sow division between communities based on race, faith or denomination. Justify discrimination towards women and girls; persuade others that minorities are inferior, or argue against the primacy of democracy and the rule of law in our society.

Extremism is defined in the Counter Extremism Strategy 2015 as the vocal or active opposition to our fundamental values, including the rule of law, individual liberty and the mutual respect and tolerance of different faiths and beliefs. We also regard calls for the death of members of our armed forces as extremist.

Spiritual abuse: Spiritual abuse is the use of religious or spiritual beliefs and practices to control, hurt, or scare someone. It can occur in religious organizations or in individual relationships where someone claims spiritual authority. Examples of spiritual abuse include:

- Forcing someone to participate in religious practices they don't want to
- Preventing someone from practicing their religious beliefs
- Using religious teachings to force someone to stay in a relationship or marriage
- Ridiculing or insulting someone's religious beliefs

- Using someone's religious beliefs to manipulate or shame them

Spiritual abuse can be a form of domestic and family violence. It can also underlie or include other forms of abuse, such as sexual, physical, verbal, psychological, or emotional abuse. Victims of spiritual abuse may feel ashamed or isolated and may wonder if they deserve to be treated badly. Abuse is never the fault of the victim.

Appendix B: Signs and Symptoms of Abuse (Children)

The following signs could indicate that abuse has taken place but should be considered in the context of the child's life.

Physical

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, or usual children's activities
- Injuries that have not received medical attention
- Reluctance to change for or participate in games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures which do not have an accidental explanation
- Cuts/scratches/substance abuse

Sexual

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive to adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders, such as anorexia and bulimia

Emotional

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clinging
- Depression, aggression or extreme anxiety
- Nervousness or frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away, stealing or lying

Neglect

- Undernourishment, failure to grow, constant hunger, stealing or gorging food, untreated illnesses
- Inadequate care

Appendix C: Statutory Definitions of Abuse (Adults)

Safeguarding Adults is defined in the Care Act 2014 - Chapter 14 Safeguarding and the Care and Support Statutory Guidance Issued under the Care Act 2014 (June 2014).

The legislation is relevant across England and Wales but occasionally applies only to local authorities in England.

The Safeguarding duties apply to an adult who:

- has need for care and support (whether or not the local authority is meeting any of those needs) and;
- is experiencing, or at risk of, abuse or neglect; and
- As a result of, those care and support needs are unable to protect themselves from either the risk of or the experience of abuse or neglect.

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

Domestic violence: including psychological, physical, sexual, financial, and emotional abuse and so-called 'honour-based violence'.

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

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

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.

Modern slavery: encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and enslavers use whatever means they have to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse: including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse: including neglect and poor care practice within an institution or specific care setting such as a hospital or care home or about the 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 due to the structure, policies, processes and practices within an organisation.

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

Self-neglect: this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple and affect one person or more.

Appendix D: Signs of Possible Abuse (Adults)

Physical abuse

- History of unexplained falls, fractures, bruises, burns or minor injuries
- Signs of under or overuse of medication and/or medical problems left unattended
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact and/or keeps fully covered, even in hot weather
- The person appears frightened or subdued in the presence of a particular person or people

Domestic violence

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationships, including psychological, physical, sexual, financial, and emotional abuse, so-called 'honour-based violence and Female Genital Mutilation.
- Sexual abuse
- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse
- Self-harming
- Emotional distress
- Mood changes
- Disturbed sleep patterns

Psychological abuse

- Alteration in psychological state, e.g. withdrawn, agitated, anxious or tearful
- Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity
- Confusion or disorientation
- Implausible stories and attention-seeking behaviour
- Low self-esteem

Financial or material abuse

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents, or loss of money
- Sudden inability to pay bills or getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and/or use of Power of Attorney

Modern slavery

- Physical appearance; unkempt, inappropriate clothing, malnourished
- Movement monitored, rarely alone, travel early or late at night to facilitate working hours
- Few personal possessions or identity documents
- Fear of seeking help or trusting people

Discriminatory abuse

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance of care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves

Institutional Abuse

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users
- Neglectful or poor professional practice

Neglect and acts of omission

- Deteriorating despite apparent care
- Poor home conditions, clothing or care and support
- Lack of medication or medical intervention

Self-neglect

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss, is dehydrated, is constantly hungry, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- The home environment does not meet basic needs (for example, no heating or lighting)
- Depression