

## 2. Glossary

### **Abuse:**

*includes physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory and organisational abuse.*

### **Action Fraud**

*Action Fraud is the UK's national reporting centre for fraud and cybercrime where you should report fraud if you have been scammed, defrauded or experienced cybercrime in England, Wales and Northern Ireland.*

### **ADASS (Association of Directors of Adult Social Services):**

*is the national leadership association for Directors of local authority Adult Social Care Services.*

### **Adult with care and support needs:**

*means adults who need community care service, irrespective of whether they receive these services, because of mental or other disability, age or illness and who are, or may be unable, to take care of themselves against significant harm or exploitation. The term replaces 'vulnerable adult'.*

### **Adverse Childhood Experiences (ACEs)**

*Adverse Childhood Experiences, (ACEs) are stressful or traumatic experiences that can have a huge impact on children and young people throughout their lives.*

### **Advocacy:**

*is taking action to help people say what they want, secure their rights, represent their interests and obtain services they need.*

### **Allegations Management Lead (AML):**

*The AML has the overall responsibility to oversee the Allegations Management process, and to provide advice and guidance to Safeguarding Leads, Employers, and Voluntary Organisations who oversee those professionals, workers and volunteers that work with Adults with care and support needs.*

### **Appropriate Adult:**

*The role of the appropriate adult is to safeguard the interests, rights, entitlements and welfare of children and vulnerable people who are suspected of a criminal offence, by ensuring that they are treated in a fair and just manner and are able to participate effectively.*

### **Asset based Approach:**

*Assets based approaches are an integral part of community development in the sense that they are concerned with facilitating people and communities to come together to achieve positive change using their own knowledge, skills and lived experience of the issues they encounter in their own lives. They*

*recognise that positive health and social outcomes will not be achieved by maintaining a 'doing to' culture and respect that meaningful social change will only occur when people and communities have the opportunities and facility to control and manage their own futures. In community development terms, assets based approaches recognise and build on a combination of the human, social and physical capital that exists within local communities.*

#### **Assisted Suicide:**

*Situations when a person may express a wish to die may include: people with life threatening illnesses approaching the end of life; those with progressive irreversible conditions who predict a future situation in which they perceive that their life as being extremely poor with no potential for improvement; those with mental health and learning disability issues for whom continuing to live feels like a major challenge; individuals coping with complex debilitating or multiple long-term conditions.*

*The Local Authority has a duty to investigate a proposed assisted suicide where the individual concerned is considered to be an Adult as defined by the Care Act (2015).*

#### **Best Interest Decision:**

*is held when a person lacks mental capacity to make a particular decision in order that a decision is made in the person's best interests, by a Best Interests Assessor, which is one of the principles of the Mental Capacity Act 2005.*

#### **BAME:**

*Black and minority ethnic groups*

#### **Care setting/services:**

*includes health care, residential or nursing care, social care, domiciliary care, social activities, support setting, emotional support, housing support, emergency housing, befriending or advice services and services provided in someone's own home by an organisation or paid employee for a person by means of a personal budget.*

#### **Carer:**

*refers to unpaid carers, for example, relatives or friends of the adult at risk. Paid workers, including personal assistants, whose job title may be 'carer', are called 'staff'.*

#### **Channel Panel:**

*is a part of the Government's counter-terrorism strategy which focuses on safeguarding children and adults from being drawn into committing terrorist-related activity. It is about early intervention to protect and divert people away from the risk they face before illegality occurs.*

#### **CID (Criminal Investigation Department):**

*is the unit within the Police that deal with the investigation of crime that requires investigation by a detective but does not come within the remit of Community Safety Units (CSUs) or other specialised units.*

### **Clinical governance:**

*is the framework through which the National Health Service (NHS) improves the quality of its services and ensures high standards of care.*

### **CMHTs (community mental health teams):**

*are made up of a team of professionals and support staff who provide specialist mental health services to people within their community.*

### **Coercive and controlling behaviour:**

*is an act or a pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish, or frighten. Controlling behaviour is a range of acts designed to make a person subordinate and/or dependent by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour. (Home Office definition). Coercive and controlling behaviour is a form of domestic abuse.*

### **Complex safeguarding**

*Complex Safeguarding is a term used to describe criminal activity (often organised) or behaviour associated with criminality, involving children and adults, where there is exploitation and/or a clear or implied safeguarding concern.*

### **Consent:**

*is the voluntary and continuing permission of the person to the intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it.*

### **Contextual safeguarding**

*Contextual safeguarding is an approach to safeguarding that recognises that young people may be at risk of significant harm not only within their home environment, but also outside it. The traditional safeguarding approach does not consider extra-familial contexts, which has led to cases of abuse and exploitation remaining undetected.*

### **CPA (Care Programme Approach):**

*is a framework for the assessment and management of adults with mental illness, both in hospital and in the community. Those accepted for support by specialist mental health services will have the opportunity to plan their support and treatment in accordance with the recovery approach.*

### **CPS (Crown Prosecution Service):**

*is the government department responsible for prosecuting criminal cases investigated by the police in England and Wales.*

### **CQC (Care Quality Commission):**

*is the independent regulator of all health and social care services in England.*

### **Disclosure and Barring Service (DBS):**

*helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).*

### **DOLIC:**

*Is a local term meaning Deprivation of Liberty in Community settings. The Supreme Court has held that a deprivation of liberty can occur in domestic settings where the State is responsible for imposing such arrangements. This will include a placement in a supported living arrangement or even in someone's own home in the community. Such placements, or where there is likely to be such a placement, must be authorised by the Court of Protection.*

### **DoLS (Deprivation of Liberty Safeguards):**

*are statutory measures to protect people who lack mental capacity who are in hospital or a registered care home to ensure they are given the care they need in the least restrictive way. DoLS are to be replaced by Liberty Protection Safeguards in the near future.*

### **Domestic Abuse:**

*Any incident 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 their gender or sexuality. Domestic abuse can include Female Genital Mutilation (FGM) so-called Honour Based Violence/Abuse (HBV/A), forced marriage and dowry abuse.*

### **Duty of Care:**

*To safeguard others from harm while they are in your care, using your services, or exposed to your activities.*

### **Duty of Candour:**

*Every healthcare professional must be open and honest with patients when something that goes wrong with their treatment or care causes, or has the potential to cause, harm or distress.*

### **EDT (Emergency Duty Team):**

*is the social services team that responds to out-of-hours concerns where intervention from the council is required to protect a child or adult, and where it would not be safe, appropriate or lawful to delay that intervention to the next working day.*

### **E-HASH:**

*The Early Help and Safeguarding Hub is Rochdale's main point of access to Children's Social Care. All Children's Social Care concerns regarding a child or young person suffering or at risk of significant harm should be reported.*

### **Eligibility under the Care Act 2014:**

*When determining eligibility, local authorities must consider the following three conditions.*

- *The adult's needs for care and support arise from or are related to a physical or mental impairment or illness and are not caused by other circumstantial factors.*
- *As a result of the adult's needs, the adult is unable to achieve two or more of the outcomes specified in the regulations and outlined in the Care Act 2014 section 'Eligibility outcomes for adults with care and support needs'.*
- *As a consequence of being unable to achieve these outcomes, there is, or there is likely to be, a significant impact on the adult's wellbeing*

### **Enquiry:**

*The Care Act requires local authorities to make safeguarding enquires, or ask others to make enquiries, when they think an adult with care and support needs may be at risk of abuse or neglect in their area and to find out what, if any, action may be needed. This applies whether or not the authority is actually providing any care and support services to that adult. The enquiry may lead to a number of outcomes, depending on the circumstances, including to prosecution if abuse or neglect is proven.*

### **Enquiry officer:**

*is the member of staff of any organisation who leads an enquiry into the allegation of abuse or neglect. This is often a professional or manager in the organisation who has a duty to make enquiries.*

### **FGM:**

*Female Genital Mutilation (sometimes referred to as female circumcision) refers to procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons. The practice is illegal in the UK.*

### **Forced Marriage:**

*A forced marriage is where one or both people do not (or in cases of people with learning disabilities, cannot) consent to the marriage and pressure or abuse is used.*

### **GMP (Greater Manchester Police):**

*is the police force responsible for policing Greater Manchester.*

### **HSE (Health and Safety Executive):**

*is a national independent regulator that aims to reduce work-related death and serious injury across workplaces in the UK.*

### **“Honour” Based Abuse:**

*is a crime or incident which has or may have been committed to protect or defend the honour of the family and/or community.*

### **IMCAs (Independent Mental Capacity Advocates):**

*are a legal safeguard, under the Mental Capacity Act 2004, for people who lack the capacity to make specific important decisions, including making decisions about where they live and about serious medical treatment options.*

*IMCAs are mainly instructed to represent people where there is no one independent of services, such as a family member or friend, who is able to represent the person. IMCAs are also able to represent individuals in safeguarding situations.*

### **IDVA (Independent Domestic Violence Advocate)**

*IDVAs are specialist support workers who are legally trained to work with victims of domestic abuse at high risk of serious harm from current or ex-partners or other family member(s). They work from the point of crisis to assess the level of risk and address immediate safety issues.*

### **IMHA (Independent Mental Health Advocate)**

*An IMHA is an independent advocate who is trained to work within the framework of the Mental Health Act 1983 to support people to understand their rights under the Act and participate in decisions about their care and treatment.*

### **Integrated Care Board/Partnership**

*Integrated care boards (ICBs) replaced clinical commissioning groups (CCGs) in the NHS in England from 1 July 2022. They oversee the Greater Manchester Integrated Care Partnership, which is made up of representatives from the NHS and local councils and are responsible for making decisions about health services in the local area. The Greater Manchester Integrated Care Board/Partnership covers the Rochdale borough area.*

### **Intermediary:**

*is someone appointed by the courts to help a vulnerable witness give their evidence either in a police interview or in court.*

### **Lasting Power of Attorney (LPA)**

*A lasting power of attorney (LPA) is a legal document that lets an adult appoint one or more people (known as 'attorneys') to help them make decisions or to make decisions on their behalf. There are 2 types of LPA:*

- *health and welfare*
- *property and financial affairs*

### **LGBT(Q+):**

*is an acronym used to refer collectively to Lesbian, Gay, Bisexual and Transgender people. Sometimes the acronym includes Queer, Intersex or Asexual people.*

### **LeDeR:**

*Is an acronym for the Learning Disability Mortality Review Programme. The LeDeR programme supports local areas in England to review the deaths of people with learning disabilities (aged four years and over) using a standardised review process. This enables them to identify good practice and what has worked well, as well as where improvements to the provision of care could be made.*

## **Liberty Protection Safeguards**

*The new Liberty Protection Safeguards (LPS) are due to come into force soon via the Mental Capacity (Amendment) Act 2019. The LPS will replace the Deprivation of Liberty Safeguards (DoLS) as the system to lawfully deprive somebody of their liberty.*

## **Making Safeguarding Personal (MSP):**

*Making Safeguarding Personal (MSP) is a principle which aims to develop an outcomes focus to safeguarding work, and a range of responses to support people to improve or resolve their circumstances. It is about engaging with people about the outcomes they want at the beginning and middle of working with them, and then ascertaining the extent to which those outcomes were realised at the end.*

## **Managing Allegations:**

*Managing Allegations is the process by which any allegation against a paid member of staff or a volunteer is dealt with. The RBSAB Managing Allegations Procedure gives clear guidance as to the steps to be taken by each party.*

## **MAPPA (Multi-agency Public Protection Arrangements):**

*are statutory arrangements for managing sexual and violent offenders.*

## **MARAC (Multi-Agency Risk Assessment Conference):**

*is the multi-agency forum of organisations that manage high-risk cases of domestic abuse, stalking and 'honour'- based violence.*

## **Mental Capacity:**

*is the ability to make a decision about a particular matter at the time the decision needs to be made. The Mental Capacity Act 2005 protects people who are unable to make decisions for themselves or lack the mental capacity to do so.*

## **Modern Slavery**

*Modern slavery is the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation. Individuals may be trafficked into, out of or within the UK, and they may be trafficked for a number of reasons including sexual exploitation, forced labour and domestic servitude.*

## **National Crime Agency (NCA):**

*is responsible for leading the UK's fight to cut serious and organised crime.*

## **Neglect and acts of omission**

*These include ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition and heating. Offences of ill-treatment or wilful neglect under or section 44 of the Mental Capacity Act 2005 include intentional or 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.*

**NHS (National Health Service):**

*is the publicly funded healthcare system in the UK.*

**NHS England:**

*works with NHS staff, patients, stakeholders and the public to improve the health outcomes for people in England*

**OIC (Officer in Charge):**

*is the police officer responsible for a criminal investigation.*

**OPG (Office of the Public Guardian):**

*supports the Public Guardian in registering enduring powers of attorney, lasting powers of attorney and supervising Court of Protection appointed Deputies.*

**Outcomes/closure meeting:**

*The formal closure of an Adult Safeguarding Enquiry. It is not a requirement to hold a formal meeting to agree Closure, though it will be good practice in the more complex cases.*

**PALS (Patient Advice and Liaison Service):**

*is an NHS body created to provide advice and support to NHS patients and their relatives and carers.*

**PIPOT:**

*PIPOT is an acronym that refers to people in positions of trust*

**Prevent:**

*is an integral part of CONTEST, the Government's Counter Terrorism strategy which aims to stop people becoming terrorists or supporting terrorism. It is a multi-agency approach to protect people at risk from radicalisation. Prevent uses existing collaboration between local authorities, statutory partners (such as the education and health sectors, social services, children's and youth services and offender management services), the police and the local community to identify individuals at risk of being drawn into terrorism; assess the nature and extent of that risk; develop the most appropriate support plan for the individuals concerned.*

**Principal Social Worker and Strategic Safeguarding Lead:**

*is the title of the Head of Service in Rochdale Adult Care who leads, manages, and develops Safeguarding services to address the safeguarding needs of all Adult Care service groups.*

**Protection Plan**

*A protection plan is an agreed plan of what help and support an adult needs to keep safe from harm. The plan will focus around the individual and their wishes, but may also involve others, for example, staff from Social Work, Housing, Police, Health and care services.*

### **Public interest:**

*a decision about what is in the public interest needs to be made by balancing the rights of the individual to privacy with the rights of others to protection.*

### **RBSAB:**

*Rochdale Borough Safeguarding Adults Board.*

### **RBSCP:**

*Rochdale Borough Safeguarding Children Partnership*

### **Safeguarding Adults:**

*is used to describe all work to help Adults with care and support needs at risk of neglect or abuse stay safe from significant harm. It replaced the term 'adult protection'.*

### **Safeguarding Adults Lead:**

*is the title given to the member of staff in an organisation who is given the lead for Safeguarding Adults. The role may be combined with that of the manager of the person raising the safeguarding concern, depending on the size of the organisation.*

### **Safeguarding Adult Managers:**

*are professionals or managers suitably qualified and experienced who have received Safeguarding Adults training. They are responsible for coordinating all Safeguarding Adults activity by organisations in response to an allegation of abuse.*

### **Safeguarding Adults process:**

*refers to the decisions and subsequent actions taken on receipt of an safeguarding concern. This process can include a strategy meeting or discussion, an enquiry, a care/protection/safety plan, monitoring and review arrangements and monitoring outcomes and closure.*

### **Safeguarding Adult Review (SAR):**

*is undertaken by the Safeguarding Adults Board when a serious case of adult abuse or neglect takes place and the criteria is met. The aim is for agencies and individuals to learn lessons to improve the way in which they work.*

### **Self-Neglect**

*Self-neglect is an extreme lack of self-care, it is sometimes associated with hoarding and may be a result of other issues such as addictions.*

### **Serious Incident Framework:**

*has been developed by the NHS Commissioning Board in partnership with commissioners, regulators and experts and explains the responsibilities and actions for dealing with serious incidents that occur in NHS-funded care.*

### **Significant harm:**

*is not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable*

*deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development.*

### **Social Care Institute for Excellence (SCIE):**

*is an independent charity whose work helps to improve the knowledge and skills of those working in care services. Up to date information and on line training course are available in the SCIE web site - [www.scie.org.uk](http://www.scie.org.uk)*

### **Strategy Meeting/Discussion:**

*is a multi-agency meeting with the relevant individuals involved, and with the adult at risk where appropriate, to agree how to proceed with the concern. It can be a meeting or a discussion.*

### **Strengths Based Approach:**

*Strengths-based practice is a collaborative process between the person supported by services and those supporting them, allowing them to work together to determine an outcome that draws on the person's strengths and assets.*

### **Trafficking and Modern Slavery:**

*Trafficking involves transporting people away from the communities in which they live and forcing them to work against their will using violence, deception or coercion. People are trafficked both between countries and within the borders of a country. Modern slavery is the recruitment, movement, harbouring or receiving of children, women or men through the use of force, coercion, abuse of vulnerability, deception or other means for the purpose of exploitation. Individuals may be trafficked into, out of or within the UK, and they may be trafficked for a number of reasons including sexual exploitation, forced labour, domestic servitude and organ harvesting.*

### **Trauma Informed**

*Trauma-Informed Practice is a strengths-based approach, which seeks to understand and respond to the impact of trauma on people's lives. The approach emphasises physical, psychological, and emotional safety for everyone and aims to empower individuals to re-establish control of their lives.*

### **Vital interest:**

*is a term used in the Data Protection Act 1998 to permit sharing of information where it is critical to prevent serious harm or distress or in life threatening situations.*

### **Whistleblowing:**

*A whistle-blower is a person who exposes secretive information or activity within a private or public organization that is deemed illegal, unethical, or not correct.*

### **Wilful neglect:**

*Offences of ill-treatment or wilful neglect under or **section 44** of the **Mental Capacity Act 2005** include intentional or 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.*