

Welcome to Wotton and District Silver Band. We are delighted to hear you are joining us! We hope this information pack has all the information you need and answers any questions you may have. If you would like any further information or would like to discuss anything further please contact a member of the committee, their details are listed below.

Here at Wotton Band we want to make music for our members and the general public and strive to maintain a continuous improvement with the members we have in both quality and standard to enhance the pleasure for our members and the general public. We aim to encourage recruitment of members, especially young people and, when possible, to maintain a training band to teach and encourage young people to participate in Brass Band musicianship. It is important to us to be an asset for our local community and promote the band locally and within a wider area. The committee will promote the Band by liaising with other bodies within the local community and within a reasonable commutable area.

Band membership fees are £180 per annum. If you wish to pay by cheque, this is payable in a lump sum in January, or split into 2 payments of £90 in January and July each year. Alternatively (& preferably), you can pay electronically -£15 per month.

The band bank details are:

Account: Wotton-Under-Edge Silver Band

Sort Code: 30-98-29

Account no: 00880697 Bank:

Lloyds TSB

Please do let us know if there are any problems with this.

We would like to introduce you to our committee.

The media into to introduce you to our committee.			
Chairman:	Marcus Dunstan	07970636280	
Secretary:	Emma Williams	07545167674	
Treasurer:	Jo Woodman	07976744516	
Librarian:	Ian Brown	07882807249	
Uniform Warden	Sarah Iles	07794441857	
Welfare Officer	Emma Williams	07545167674	
Instrument Warden	Andy Pope	07710726324	
Contest Secretary	Simon Oliver	07976224283	

Please read thorough the information in this pack and return your membership form as soon as you are able.

# **Wotton and District Band Membership Form**

Signed:

Section 1: Personal Details			
Full Name:			
Date of Birth: / /			
Instruments Played:			
Address:			
Postcode:			
Home Phone:			
Mobile No:			
Email:			
Are you currently a registered r	member of another band:		
If Yes, please provide the band name:			
Section 2: Equipment Provid	ed		
Instrument Details:			
Instrument:	Make:	Serial Number:	
Mutes:	Lyre:	Stand:	
Uniform Details:			
Stage Jacket:	Tie:	Regatta Jacket:	
I confirm that I have the above equipment and uniform in my possession and will notify the relevant Band officer regarding any damage, losses or repairs needed.			

Date:
Section 3: Photography
I hereby give consent for the Band to take and use photos of myself/my child for marketing and promotion purposes, including publishing on the band website and social media sites.
Print Name:
Signature:
Section 4: Emergency Contact Details and Medical Information
Emergency Contacts:
Please provide two people who we can contact in the case of an emergency:
Name:
Relationship:
Contact Number 1:
Contact Number 2:
Email Address:
Name:
Relationship:
Contact Number 1:
Contact Number 2:
Email Address:
Medical Information: Please give details of any special circumstances or additional needs that might affect you/

your child whilst taking part in activities, listing any medications
(Disability/Medical/Allergies etc.) If there is no information, please write 'None'

It may be essential at some time for authorised persons acting on behalf of the band to have necessary authority to obtain urgent treatment in the case of an accident, illness or incident. Please sign below if you give your consent to emergency treatment being given to the named member on this form by trained personnel. For members under 16 years of age, a parent/legal guardian must sign here. Signature: Print Name: Date: Please remember to notify the Band Welfare Officer if there is any change in any medical condition. **Section 5: Data Protection** I hereby give consent to the band to collect, store and use my/my child's data for membership administration purposes. Information of name and phone number, address, any medical conditions and emergency contact details will be stored securely on a phone which will have a pin code to open. This pin code will be known only by those on the committee. If you would like to discuss this, or if would like to opt out of this information be stored in this way, please contact the committee. No information will be given to any company or organisation. Signed: Date: **Section 6: Confirmation** I confirm that I have received the Welcome Pack and I confirm that I have read and will adhere to the Code of Conduct and Safeguarding Policy contained within this pack.

Print name:

Signed:

Date:

#### Wotton Band code of conduct.

As a band, we respect and promote freedom of expression and open communication. The band recognises the rights of all band members to be treated as individuals and will not condone or allow any form of unlawful discrimination to go unchallenged. The band will not tolerate discriminatory behaviour, harassment or victimisation of any kind. To ensure this, we expect all members to follow our Code of Conduct in order to foster a well-organised, respectful and collaborative environment where every individual has the opportunity to enjoy brass banding.

### Members of Wotton Band will always:

- Have their music parts available at all times for rehearsals and engagements. If, for any reason, a player cannot attend a rehearsal or engagement, he/she must ensure that the music is forwarded to the Band, or left with the Band in anticipation of their absence.
- Assist with the setting up and packing away of chairs, stands and equipment at rehearsals and engagements.
- Arrive at engagement venues by the time stated wearing the specified uniform.
- Treat everyone with respect, each setting an example of good conduct for others to follow.
- Be aware of how comments made during rehearsals and engagements may make people feel.
- Encourage all to feel comfortable enough to point out attitudes or behaviour they do not like,
- Be aware that inappropriate language and behaviour will not be accepted. This includes at rehearsals, events and on social media.
- Adhere to the Band's policies and procedures as set out in the Band's governance documents including, but not limited to, Safeguarding and Health and Safety.
- Raise their concerns regarding the conduct or welfare of another member to the relevant Band Officer in a timely manner.
- Be non-judgmental when dealing with children/young people/adults at risk respecting their individual rights and opinions,
- Respect a child/young person's/adults at risk right to personal privacy,
- Be aware of their individual responsibility for safeguarding, and as such, we all have a duty of care for each other
- Be aware that physical contact with children/young people/adults at risk may be misinterpreted no matter how well intended,
- In general, avoid being alone with children and young people under the age of 18 years who are Band members unless you are their parent/family member.
- Avoid physical contact with children and young people in the Band unless it is necessary
  for a particular activity or the person in question is at risk of, has been harmed or injured.
  ensure that if physical contact cannot be avoided that permission is sought form the
  child/young person and they are comfortable with what you are about to do.
- Make sure another adult knows where you are and approximately how long you will be if you do need to be alone with a child, leave the door open and move in to centre of the room so you are in plain view.
- Be vigilant when dealing with sensitive issues or situations
- Seek advice whenever in doubt.

#### **Members of Wotton Band will not:**

Give personal telephone numbers to children and young people in the Band

- Hit or strike a child, adult or young person
- Not develop individual relationships with children and young people in the Band except as part of a family friendship.
- Use bad language or demonstrate inappropriate behaviour around children and young people
- Have any inappropriate conversations with children and young people in the band, not take part in any sexual conversations or inappropriate touching with a child or young person, or in the presence of a child or young person.
- Deliberately humiliate or undermine another Band member.
- Take illegal substances before or during a performance or rehearsal
- Be intoxicated while taking part in a performance
- Use digital technology in any way to abuse, humiliate, share images or take part in criminal activities in relation to the Band and it's members.
- Be verbally abusive to members of the Band and those associated to the Band.

### As individuals of the band we agree to the following:

#### Member Commitment:

- I acknowledge that accepting a position as a member/associate of the Band involves the commitment of significant amounts of time and energy.
- I will involve myself actively in the work of the Band and accept my fair share of responsibilities, providing I am physically able. This includes, but is not limited to: punctual attendance at rehearsals and performances, attendance at the AGM, private practice, helping to set up/down equipment.
- If I am unable to attend, or expect to be late, I will report to the relevant person as soon
  as possible. In the event of short notice, or last minute unavailability, I will make every
  effort to inform the MD or relevant Band Officer in person or by telephone/text as soon as
  possible.
- I will strive to work as a team, in which constructive working relationships are actively promoted. I will act kindly and without prejudice towards other Band members and the general public.
- I will support the Chair and the Committee in their roles and responsibilities of furthering the future success and sustainability of the Band.
- I am prepared to support Committee members in relation to delegated functions where possible.
- I will adhere to the Band's Equal Opportunities Policy.
- I will follow instruction given by the MD and respect their decisions in relation to both individual music pieces and also musicality that can be applied to multiple pieces such as solo pieces and styles of music.
- I will mark my music as instructed by the MD and remember to follow these instructions
- I will play as part of the team, ensuring that what I play will be for the good of the performance of the band as a whole.
- I will listen to the leader of my section and respect their decisions.

#### The Committee will:

- Meet on a regular basis
- Ensure that any concerns raised are taken to the Committee and discussed
- Share all minutes of meetings unless of a confidential nature.
- Adhere to GDPR in relation to storing information about Band members

- Allow for all of those who are in the Band to stand for a role on the Committee and not elect anyone on to the Committee who does not want to be
- Be a listening ear to members of the Band who have concerns
- Follow-up all safeguarding concerns that are raised and feed back to those raising their concerns where appropriate
- Take all concerns raised about member conduct seriously and investigate fully and transparently
- · Act in the best interests of the Band

### **Property care:**

- Report any loss or damage to the relevant officer as soon as possible.
- Equipment should also be stored securely when not in use.
- Members will return to the Band any property issued to them when leaving the Band.
- Playing members are expected to keep music parts in good order and tidy within the rehearsal and engagement folders.
- Return any uniform that is no longer needed Return any uniform that has been lent to a dep.

### Personal appearance and uniform

#### Stage uniform:

Black skirt/trousers
Black tights/socks
White shirt
Black bow tie
Band stage jacket Black
shoes

#### **Outdoor uniform**

Black skirt/trousers Black tights/socks Black shoes White shirt Long red tie

Stage jacket/regatta jacket - take advice from band secretary/take both to the event

#### Carols:

Where possible red regatta jacket with your own clothing underneath

Please ensure that your uniform is clean and ironed where necessary. Any concerns with your band issued uniform please speak with the Committee. Any changes to our uniform policy will be communicated to you via email.

#### Confidentiality:

All Band members will handle information, whether verbal or written, confidentially when advised to do so, and when the nature of the information makes it obvious that it must be kept confidential.

#### What happens if the code of conduct is breached?:

- In the event of a member of the Band not adhering to this Code of Conduct, or of any other band policy, the Band reserves the right to investigate and take the necessary action to protect the integrity of the band and it's members.
- The investigation will allow the Band Committee to gain the necessary information relating to the breach.
- A meeting will then take place between members of the Committee and the member involved in the breach of practice.
- During this meeting the member will be given full opportunity to put across their case.
   They will also be entitled to representation from either another member of the Band or other suitable representative.
- Based on the information given, the committee will then consider any sanctions that are required to further protect the integrity of the Band and Band members.
- The member involved has the right to appeal a committee decision. This appeal should be made in writing to the Committee within 14 days of being informed of the outcome of the investigation.

The Committee will only use dismissal as a last resort after seeking to resolve any difficulties or disputes in more constructive ways, however, if the behaviour or alleged behaviour suggests that the Band Member may pose a safeguarding risk to children, young people or adults either in the band or in the wider community, then safeguarding procedures will be followed as soon as the allegation or concern comes to light, and Statutory Authorities will be informed as appropriate.

### Sharing this code with children and young people:

All children and young people attending the band will be made aware of this Code of Conduct and it will be explained to them with a parent/guardian present if necessary. Their parent/guardian is to confirm that they have seen, understood and agree to follow it. They must also be made aware of the consequences if they breach the code, as outlined above.

If you have any concerns or questions please speak to a member of the Committee.

#### Safeguarding Policy

This policy applies to all members, volunteers or anyone working on behalf of the Wotton and District Silver Band. This policy should be read alongside Appendix 1 and Appendix 2-types of abuse and how to recognise them. This policy has been drawn up based on law and guidance that seeks to protect children and adults at risk, namely:

- Children Act (1989)
- United Convention of the Rights of the Child (1991)
- Data Protection Act (1998) and subsequent data protection guidance
- Sexual Offences Act (2003)
- Children Act (2004)

- Protection of Freedoms Act (2012)
- Working together to safeguarding children: a guide to inter-agency working to safeguard and promote the welfare of children; HM Government (2015 &2018)
- The Safeguarding Vulnerable Groups Act (2006)
- The Human Rights Act (1998)
- The Children and Families Act (2014)
- Special educational needs and disability (SEND) code of practice: 0 to 25 years Statutory guidance for organisations which work with and support children and young people who have special educational needs or disabilities; HM Government (2014)
- General Data Protection Regulations (European Union) (2017)
- Information sharing: Advice for practitioners providing safeguarding services to children, young people, parents and carers; HM Government (2015)
- The Care Act (2014)
- The Care Act (2014) Care and Support Statutory Guidance (specifically the safeguarding section of this)
- The Mental Capacity Act (2005)
- Children and Social Care Act (2017)

#### **Wotton Band recognise that:**

The welfare of the child is paramount, as enshrined in the Children Act (1989); all children, regardless of age, disability, gender, racial heritage, religious belief, sexual orientation or identity, have a right to equal protection from all types of harm or abuse; some children are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues; and working in partnership with children, young people, their parents, carers and other agencies is essential in promoting young people's welfare.

In addition we recognise that we have a responsibility to protect adult members, some of whom may be vulnerable at different times in their lives. The principles outlined above in relation to children, also apply to our work with adults. In terms of a legal framework, the arrangements for those over 18 are governed by the Care Act 2014. This Act stipulates that statutory safeguarding duties apply to an adult who:

- · has care and support needs, and
- is experiencing, or at risk of, abuse or neglect, and,
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

#### We will seek to keep children, young people and adults safe by:

- Ensuring all band members who volunteer or support out Beginners Band and Training Band are DBS checked, along with the MD and also the committee
- · Ensuring there is at least one DBS checked band member at all band events
- Young people aged between 14 and 16 years will inform the appropriate adult of where they are going if they leave the Band group at any time and they must be in groups of at least 4.
- Any event that includes Beginners Band and Training Band will be discussed with the Committee and a risk assessment will be completed prior to the event to ensure the safety of the children and young people involved. This will include ensuring the appropriate amount of adults to children/young people are in place.

- Valuing them, listening to and respecting them, ensuring that, in the case of adults, we
  work with their consent unless 'vital interests' [as defined in the Data Protection Act
  (1998)] are at stake, or the person has been assessed as lacking mental capacity [as
  defined in the Mental Capacity Act (2005)];
- Adopting child protection and adult safeguarding practices through procedures and a code of conduct for all members and volunteers;
- Developing and implementing an effective e-safety policy and related procedures;
- Providing effective support and training for volunteers with responsibility;
- Recruiting staff and volunteers safely, ensuring all necessary checks are made;
- Sharing information about child protection and adult safeguarding with children, parents, volunteers and members;
- Sharing concerns with agencies who need to know, and involving parents and children appropriately.

#### **Useful contact details:**

Band Welfare Officer: Emma Williams 07545167674

Local police: 101/999

Local authority children's social care department, including out of hours contact: 01452

426565

NSPCC Helpline: 0808 800 5000 or help@nspcc.org.uk

ChildLine: 0800 1111 (textphone 0800 400 222) or www.childline.org.uk

Local authority adult social care department: 01452614194

Brass Bands England Welfare Officer: 01226 771 015

What to do if you are worried about a child/young person or a disclosure is made:

### Procedure for raising concerns about child safety or reporting abuse:

Our primary concern is the protection of children/young people during Band activities, including rehearsals by ensuring that the conduct of members allows us all to enjoy our music in a safe, supportive environment. However, as a group of responsible adults we do have a role to play in protecting children from abuse elsewhere.

If you have a general concern about the welfare of a child or adult then please contact the band Welfare Officer to discuss this.

If a child, young person or adult discloses to you that they have been harmed, are being harmed or at risk of being harmed, or if they tell you about somebody they know or is at risk please:

- Report this immediately to the Band Welfare Officer or in their absence the Chairman of the Committee.
- Record in writing what they have told you, what you have advised them you will do next, name, sign and date this as close to the time as possible.

- This should be treated as a matter of urgency by the Welfare Office/Chairman and referred to the appropriate services.
- The Band Welfare Officer/Chairman will in most circumstances advise the parents of the child, young person of the concerns that have been raised, however there will be times when this is not appropriate. It is for the Band Welfare Officer/Chairman to decide how to proceed with this.
- The information must been treated as strictly confidential and only those who need to know in order to support the child, young person or adult should be made aware.

#### When you are talking to a child, young person or adult you should:

never agree to keep what they tell you a secret

Listen carefully and let the child tell their whole story. Do not try to investigate or quiz the child, but make sure that you are clear as to what they are saying.

Always take it seriously

Reassure the child, young person or adult that telling someone is the right thing to do. Ask the child what they would like to happen as a result of what the have said, but do not promise to keep it a secret or make promises you can't keep.

Ask questions that require a yes/no answer

Tell them that you now have to do what you can to keep them safe Let them know what you are going to do and who you are going to tell and when Make precise records of what was said – immediately, using the child's own words and including the questions you asked – keep your hand-written notes

Be aware that physical contact with children/young people/adults at risk may be misinterpreted no matter how well intended,

Avoid being alone with children and young people under the age of 18 years who are band members unless you are their parent/family member.

Avoid physical contact with children and young people in the Band unless it is necessary for a particular activity or the person in question is at risk of, or has been harmed or injured. Ensure that if physical contact cannot be avoided that permission is sought from the child/young person and they are comfortable with what you are about to do.

Make sure another adult knows where you are and approximately how long you will be if you do need to be alone with a child, leave the door open and move in to centre of the room so you are in plain view.

Be vigilant when dealing with sensitive issues or situations

#### You should refrain from:

- Jumping to any conclusions
- · Making any promises you are not able to keep
- Getting the child, young person or adult to disclose. Let them talk and only ask the questions you need to know about their immediate safety.
- Accusing anybody or speculating.
- Asking leading questions (i.e was it dad? was it mum?)

- Give personal telephone numbers to children and young people in the Band
- Developing individual relationships with children and young people in the Band except as part of a family friendship.
- Using bad language or demonstrate inappropriate behaviour around children and young people
- Hit or strike a child, adult or young person
- Inappropriate conversations with children and young people in the Band, and taking part in any sexual conversations or inappropriate touching with a child or young person, or in the presence of a child or young person.

All allegations and suspicions will be taken seriously. It is not the responsibility of anyone in the Band to decide whether the abuse has taken place or not. We will never try to investigate this ourselves.

### Appendix 1

### Types of Abuse and when to suspect them - Child/Young Person

### **Types of Child Abuse**

No member should think that they could never be placed in the position of reporting child abuse. Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child either directly by inflicting harm, or indirectly, 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 a stranger. They may be abused by an adult or adults, or another child or children. (NSPCC 2010)

There are four types of child abuse. They are defined in the UK Government guidance Working Together to Safeguard Children 2010 (1.33 - 1.36) as follows:

- 1. Physical abuse
- 2. Emotional abuse
- 3. Sexual abuse
- 4. Neglect
- Bullying and Child Sexual Exploitation are not defined as a form of abuse in Working Together to Safeguard Children 2018 but there is clear evidence these acts are abusive and will include at least one, if not two, three or all four, of the defined categories of abuse. For this reason it has been included in this policy.
- Contextual Safeguarding forms part of the update to Working Together to Safeguard Children 2018. It refers to the need to consider the wider context of the child/young person and the risk this poses to them. It ensures we look outside of the family home for risk factors of abuse, such as peers, schools, communities and organisations.
- Physical Abuse

May involve hitting, shaking, throwing, poisoning, burning, scalding, drowning, suffocating or otherwise causing physical harm to a child. Physical harm may also be caused when a parent fabricates symptoms or deliberately induces illness in a child.

Sexual Abuse

Involves forcing or enticing a child or young person to take part in sexual activities, including prostitution, whether or not the child is aware of what is happening. The activities may involve physical contact, including penetrative or non-penetrative acts. They may include non contact activities such as involving children in looking at, or in the production of, pornographic materials or watching sexual activities, or encouraging children to behave in sexually inappropriate ways.

#### Emotional Abuse

The persistent emotional ill treatment of a child such as to cause severe and persistent adverse effects on the child's emotional development. It may involve:

• Telling a child they are worthless, unloved or inadequate

- Valued only insofar as they meet the needs of another person
- Age or developmentally inappropriate expectations being imposed on a child
- Overprotection and limitation of exploration and learning
- · A child seeing or hearing the ill treatment of another
- Serious bullying
- Causing a child to frequently feel frightened or in danger
- · Exploitation or corruption of a child

### Neglect

Persistent failure to meet a child's basic physical or psychological needs, likely to result in the serious impairment of the child's health and development.

### Bullying

Bullying may be defined as deliberately hurtful behaviour, usually repeated over a period of time, where it is difficult for those bullied to defend themselves. It can take many forms, but the three main types are physical (e.g. hitting, kicking, theft), verbal (e.g. racist or homophobic remarks, threats, name calling) and emotional (e.g. isolating an individual from the activities and social acceptance of their peer group). The damage inflicted by bullying can frequently be underestimated. It can cause considerable distress to children to the extent that it affects their health and development or, at the extreme, cause them significant harm (including self-harm).

#### Child Sexual Exploitation (CSE)

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where young people (or a third person or persons)

 Receive 'something' (e.g. food, accommodation, drugs, alcohol, cigarettes, affection, attention

Child sexual exploitation grooming can occur through the use of technology

- without the child's immediate recognition; for example being persuaded to post sexual images on the Internet/mobile phones without immediate
- · payment or gain.

In all cases, those exploiting the child/young person have power over them by virtue of their age, gender, intellect, physical strength and/or economic or other resources. Violence, coercion and intimidation are common, involvement in exploitative relationships being characterised in the main by the child or young person's limited availability of choice resulting from their social/economic and/or emotional vulnerability.

GOV.UK/ CHARITY COMMISSION Safeguarding Children and Young People 14 July 2014

SAFE NETWORK/NSPCC www.safenetwork.org.uk

NSPCC Guidance on Writing a Child Protection Policy 2016 <a href="www.nspcc.org.uk">www.nspcc.org.uk</a> Appendix 2 Definition of Abuse - Adult at Risk

#### **Definition of Adult at Risk of Abuse**

A person over the age of eighteen who

- Has needs for care and support (whether or not the local authority is meeting any of those needs)
- · Is experiencing, or at risk of, abuse or neglect
- AND as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse and neglect.

#### **Definition of Abuse**

The Care Act 2014 lists the following as types of abuse:

#### Physical

This includes assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

#### Sexual

This includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual assaults or sexual acts to which the adult at risk has not consented or was pressured into consenting.

### Psychological

This includes emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal from services or support networks.

#### Financial or material

This includes theft, fraud, internet scamming, coercion in relation to an adults financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions or the misuse or misappropriation of property, possessions or benefits.

#### Neglect or Acts of Omission

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

#### · Domestic Violence

This includes psychological, physical, sexual, financial or emotional abuse or so called 'honour' based violence.

#### Discriminatory

This includes 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, for example, or in relation to care provided in one's own home. This may range from off incidents to ongoing ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

### Modern Slavery

This includes slavery, human trafficking, forced labour and domestic servitude, or traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

#### Self-Neglect

This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

Abuse may be carried out deliberately or unknowingly. Abuse may be a single act or repeated acts.

People may make the choice to remain in abusive situations and if they have the mental capacity to make that decision that may be appropriate, however the decision about mental capacity is a complex one and it is important that the correct assessment of capacity is undertaken within the safeguarding process.

It is important to remember that abuse is defined by the impact on the individual not the intention of the abuser. In other words if someone does not have their needs cared for this can be just as damaging whether it is done deliberately or because a carer can no longer manage. Obviously the way of supporting the situation would be likely to be different.

People who behave abusively come from all backgrounds and walks of life. They may be doctors, nurses, social workers, advocates, staff members, volunteers or others in a position of trust. They may also be relatives, friends, neighbours, or people who use the same services as the person experiencing the abuse.

## References

The Care Act 2014