Adults at Risk Safeguarding Policy and Procedure

Introduction

The Bond Board recognises that it provides support services to vulnerable members of society within the community that it serves. Adults at Risk Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs when deciding on any action.

The Bond Board acknowledges that it has a responsibility, in conjunction with the statutory agencies, to protect its beneficiaries from abuse, neglect and significant harm. The Bond Board recognises that is has a responsibility to support all employees (including sessional workers, volunteers and students on placement) to recognise their responsibilities (through guidance, support and training), minimise risk and recognise and report suspected abuse. The Bond Board works in a number of local authority areas in the Northwest. The Care Act (2014) places a legal obligation for each local authority to make enquiries and taking any necessary action if an adult with care and support needs could be at risk, even if that adult isn't receiving local authority care and support. This Bond Board procedure has been developed with reference to Department of Health's Statutory Guidance to the Care Act 2014. In particular, this is important where abuse requires an escalation of process and the involvement of other agencies such as the local authority or Police.

The Bond Board recognises that measures to protect beneficiaries from abuse do not solely include procedures for reporting and investigating suspicion of abuse. All employees working with vulnerable beneficiaries are police checked before commencing employment with The Bond Board and all employees are subject to satisfactory completion of a probationary period enabling performance to be monitored. All new employees and volunteers are inducted into the organisation via a 6 month's supported induction plan, which includes obligations and procedures regarding Adults at Risk. All employees and volunteers are obligated to attend training on the protection of adults at risk, this includes Safeguarding Adults Levels 1 and 2, Cultural Awareness in Safeguarding and, as a minimum, an annual refresher course. Procedures have also been established to ensure that prospective beneficiaries are risk-assessed. Decisions about the services to be offered to clients take into account the risks they may present and the support strategies that can be put into place to manage identified risks. Additional Bond Board Policies and procedures are in place to provide further guidance for employees/volunteers and support the protection of adults at risk including: Disclosure and Baring Service Policy, Employees Code of Conduct, Complaints and Appeals Procedure, Confidentiality policy, Health and Safety policy, Risk Assessment Policy, Recruitment policy, Employees Supervision Policy and the Whistleblowing policy.

The professional relationship between employees and beneficiaries is one that must always focus on the needs of the client. All employees and volunteers must recognise the power imbalance in this relationship, generated by the need of the beneficiary for support, guidance and assistance. This means that the relationship between employees and beneficiaries is not one of equality, and responsibility for the maintenance of professional boundaries rests with employees. More information regarding employees conduct and professional boundaries can be found in The Bond Board's Employees Code of Conduct policy.

This policy and its associated procedures aim to clarify roles and responsibilities for workers, to define the parameters of abuse and to establish procedures in order to promote positive and timely interventions in circumstances of abuse.

All employees have a responsibility to ensure that allegations of abuse or suspected abuse are reported. Each case of abuse must be taken forward in accordance with non-discriminatory practice and in accordance with The Bond Board's Equal Opportunities Policy. Employees must recognise the individual's needs irrespective of race, cultural background, ethnic origin, nationality, religion, language, age, disability, gender, gender reassignment, sexual orientation or marital/civil partnership status.

Inter-agency working is vital in abuse investigations. The procedures identify circumstances in which The Bond Board must work in co-operation with other agencies (such as inspection units, the police and social services) to ensure appropriate protection. The Bond Board has developed good working relationships with these agencies and good practice indicates that protection is maximised when these relationships are maintained and developed.

Senior Leadership Team Leads for Adults at Risk:

BOLTON
Louise Wakerley
Named Person for Adults at Risk, The Bond Board
Date:18/03/26

ROCHDALE/WIGAN/OLDHAM/BURY
Beth Shearman, Ciara Walker
Rachel Culshaw - children
Named Person for Adults at Risk, The Bond Board
Date:18/03/26

Definition of an 'adult at risk':

The Care Act 2014 sets out the legal framework for safeguarding adults. An 'adult at risk' is defined as a person 18 and over who:

- has needs 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 is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

An adult does not need to be in receipt of a care or support delivered by the local authority. Local authority statutory adult safeguarding duties apply equally to those adults with care and support needs regardless of whether those needs are being met, regardless of whether the adult lacks mental capacity or not, and regardless of setting. (Department of Health Statutory Guidance to the Care Act 2014).

Everybody has the potential to be classed as at risk under this definition at some point in their lives. Therefore, this policy is to be used where abuse is suspected regardless of whether we believe someone to be classed as at risk or not at that time.

The Department of Health Statutory Guidance 2016 sets out six key principles which underpin all adult safeguarding work:

- Empowerment: People being supported and encouraged to make their own decisions and informed consent.
- Prevention: It is better to take action before harm occurs.
- Proportionality: The least intrusive response to the risk presented.
- Protection: Local Solutions through services working with their communities.
- Accountability: Accountability and transparency in delivering safeguarding.
- Making Safeguarding personal: Take a broad community approach, taking into account different preferences, histories, circumstances, and lifestyles.

The Bond Board recognises its duties to comply with The Mental Capacity Act 2005. Adults at risk of abuse, neglect and significant harm may or may not have the mental capacity to consent to concerns/allegations of abuse or neglect being reported to statutory agencies, such as the Local Authority and the Police. In determining whether adults at risk have the capacity to consent, The Bond Board acknowledges the following definition of capacity and the principles which support it:

Capacity and Consent

‘In order to make sound decisions, an adult’s emotional, physical, intellectual and mental capacity in relation to self-determination and consent and any intimidation, misuse of authority or undue influence has to be assessed.’ Department of Health’s Statutory Guidance to the Care Act 2014.

Capacity: Under The Mental Capacity Act 2005, mental capacity means being able to make your own decisions about something - “A person lacks capacity in relation to a matter if at the material time s/he is unable to make a decision for himself in relation to the matter because of an impairment of, or disturbance in the functioning of the mind or brain.” Capacity can come and go and is decision specific. It is very rare that a person totally lacks capacity.

The Act is underpinned by a set of five key principles set out in Section 1 of the Act:

A presumption of capacity – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise.

- Individuals being supported to make their own decisions – a person must be given all practicable help before anyone treats them as not being able to make their own decisions.
- Unwise decisions – just because an individual makes what might be seen as an unwise decision, they should not be treated as lacking capacity to make that decision.
- Best interests – an act done or decision made under the Act for or on behalf of a person who lacks capacity must be done in their best interests; and
- Least restrictive option – anything done for or on behalf of a person who lacks capacity should be the least restrictive of their basic rights and freedoms.

Consent: The Mental Health Act (1983): Code of Practice (published 1999) defined consent as the 'voluntary and continuing permission of the adult to agree to a course of action or inaction based on an adequate knowledge of the purpose, nature, likely effects and risks of the proposed action/inaction, including the likelihood of its success and any alternatives to it'. Permission given under any unfair or undue pressure is not 'consent'. If consent has not been given it may be classed as an abusive or criminal act.

Wherever possible, employees should always seek the consent of the adult at risk before taking action. The adult should experience the safeguarding process as empowering and supportive. If consent cannot be obtained because there is a concern that the adult lacks the capacity to give it, the Bond Board Chief Executive Officer or Chair of Trustees will decide whether it is in the best interests of the adult at risk to report the matter to statutory agencies in order to safeguard them from harm. Whether or not the adult has capacity to give consent, action may need to be taken if others are, or will be, put at risk if nothing is done or where it is in the public interest to take action, for example because a criminal offence has occurred or the concern is about institutional abuse. It is the responsibility of all employees to act on any suspicion or evidence of abuse or neglect in any circumstance and to report their concerns to their line manager, Chief Executive Officer or the Chair of Trustees (see further information and procedure below).

If an adult at risk has mental capacity and does not want you to intervene in a situation and they have the capacity to make this decision, and there are no other grounds or duties to intervene, it's still possible to work alongside him/her in any actions s/he can take to put an end to the abuse or reduce the risk of further harm. For example, providing information about alternative sources of support and advice, and suggesting options to increase personal or environmental safety. The situation should be monitored and the individual informed that she or he can take up the offer of intervention at any time.

For further information, please see the Safeguarding Adult's policies for the relevant Local Authority.

What is Abuse?

Abuse is a violation of an individual's human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts.

The following represents a guide to typical examples that could constitute abuse within the forms of abuse identified above. The list is not exhaustive but merely a guide to common forms. Evidence of any one indicator from the following lists should not be taken on its own as proof that abuse is occurring. However, it should alert employees to make further assessments and to consider other associated factors. Any concerns or doubts about whether or not behaviour represents abuse should always be checked with the appropriate agencies outlined in this policy.

1. Physical Abuse

This includes assault, hitting, slapping, punching, kicking, hair-pulling, biting, pushing, scalding and burning, falls or injuries for which there is not a satisfactory explanation, or where the explanation offered is not conductive to the injuries present. It includes rough handling or the use of excessive restraint.

Indicators of physical abuse may include:

- Bruises, grasp marks
- Bruising to soft tissue areas e.g. cheeks, mouth, neck, ears, stomach, chest, lower back
- Fractures
- Bite marks
- Burns e.g. cigarette
- Frequent visits to GP or Accident and Emergency Department
- Changes of GP
- Poor communication
- Poisoning

2. Sexual Abuse

The involvement of adults in sexual activities without confirmed consent, or where the individuals have insufficient mental capacity to have full understanding of the activity. Sexual abuse includes rape, attempted rape and sexual assault, inappropriate touch anywhere, non-consensual masturbation of either or both persons, non- consensual sexual penetration or attempted penetration of the vagina, anus or mouth, any sexual activity that the person lacks the capacity to consent to, inappropriate looking, sexual teasing or innuendo or sexual harassment, sexual photography or forced use of pornography or witnessing of sexual acts and indecent exposure. It relates to all forms of sexual activity including non-contact activity such as pornography, voyeurism or exhibitionism. All sexual activity between employees and residents and ex-residents will be deemed potentially abusive and must be reported to a manager or the Chair of the Board of Trustees immediately.

Indicators of sexual abuse could be:

- Bruising, includes matching bruising caused by forced restraint
- Genital or urinary irritation
- Bleeding, including evidence of bleeding on clothing
- Sexually transmitted diseases
- Pregnancy
- Appearing to sit uncomfortably
- Sexually disinhibited behaviour
- Obsessive behaviour e.g. washing, dressing
- Bites
- Self-harm

3. Emotional Abuse

The provocation of fear through threats of force, intimidation, humiliation or emotional blackmail. This includes threats of harm and abandonment, bullying, cyber bullying, name-calling, addressing a person in a patronising or infantilising way, preventing someone from meeting their religious and cultural needs, failure to respect privacy and harassment. It can include the social isolation of an individual or denying them choice e.g. through preventing them from assessing or receiving services. Emotional abuse is most likely to be evident in an ongoing record of incidents or concerns.

Indicators of emotional abuse could be:

- Insomnia or excessive sleep
- Weight loss or change in appetite
- An air of silence when a particular person is present
- Mood swings
- Withdrawal or apathy
- Agitation
- Confusion
- Paranoia
- Deterioration in the physical capabilities
- Subservience
- Difficulty of workers or other agencies to gain access

4. Financial Abuse

Financial or material abuse includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Indicators of financial abuse could include:

- Unexplained withdrawals of cash
- False representation, using another person's bank account, cards or documents
- Inability to meet commitments or make purchases
- Denying assistance to claim benefits
- Disparity between lifestyle and assets
- Employees taking a loan or money from a person using the service
- Refusal to pay for services when it does not appear that finance is the issue
- Family or others are interested in the individual's finances
- Failure to provide receipts for shopping or other financial transactions carried out on behalf of the person
- Embezzlement
- Fraud

5. Neglect

The withholding of adequate care to the individual for daily living, whether intentional or unintentional. This includes nutrition, clothing, warmth, treatments or administrating an inappropriate level of treatment. This could also involve non-intervention to prevent harm to an individual who is not considered to have sufficient capacity to appreciate risk.

Indicators of neglect:

- Wet, soiled or inappropriate clothing
- Malnutrition
- Dehydration
- Pressure sores, ulcers
- Untreated medical problems, non-compliance with medication or over-sedation
- Movement restriction due to aids being moved out of reach
- Reduction in physical capabilities
- Isolation
- Depression
- Lack of attention to personal hygiene needs

6. Self-Neglect

Lack of self-care to an extent that it threatens personal health and safety. This can include; neglecting to care for one's personal hygiene, health or surroundings, inability to avoid self-harm, failure to seek help or access services to meet health and social care needs and the inability to manage one's personal affairs.

Indicators of self-neglect could include:

- Very poor personal hygiene
- Unkempt appearance
- Lack of essential food, clothing or shelter
- Malnutrition and/or dehydration
- Living in squalid or unsanitary conditions
- Hoarding
- Inability or unwillingness to take medication or treat illness or injury.

7. Discriminatory

Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation (known as 'protected characteristics' under the Equality Act 2010) or any other individual characteristic. It includes; verbal abuse, derogatory remarks or inappropriate use of language related to a protected characteristic, denying access to communication aids, not allowing access to an interpreter, signer or lip-reader, harassment or deliberate exclusion on the grounds of a protected/other characteristic, denying basic rights to healthcare, education, employment and criminal justice relating to a protected/other characteristic, substandard service provision relating to a protected/other characteristic.

Signs that discriminatory abuse might be taking place include:

- Person overly concerned about race, sexual preference or other characteristic
- Abusive remarks made
- The person appears withdrawn and isolated
- Expressions of anger, frustration, fear or anxiety
- The support on offer does not take account of the person's individual needs in terms of a protected/other characteristic

8. Organisational or Institutional Abuse includes:

- Anyone or combination of the above forms of abuse
- When employees, e.g., managers, volunteers, professionals misuse their power and harm vulnerable adults in their care.
- When bad practice in services is not reported, goes unchecked, unchallenged.
- Discouraging visits or the involvement of relatives or friends
- Insufficient employees or high turnover resulting in poor quality service
- Abusive and disrespectful attitudes towards people using the service
- Lack of respect for dignity and privacy
- Not offering choice or promoting independence

- Not taking into account individuals' needs such as cultural, religious or ethnic needs
- Failure to respond to abuse appropriately
- Interference with personal correspondence or communication
- Failure to respond to complaints

Signs of this can be:

  - People referred to or spoken to with disrespect
  - Inappropriate physical interventions.
  - Unsafe environments
  - Absence of effective procedures, such as support plans and risk assessments
  - Lack of flexibility and choice for people using the service
  - Poor standards of care
  - Poor record-keeping and missing documents
  - Absence of visitors
  - Public discussion of personal matters
  - Lack of management overview and support

9. Domestic Abuse

All the kinds of physical, sexual, emotional and financial abuse listed above.

It is typically carried out by men against women but can happen in any family relationship. For example, by women against men, sons and daughters against parents or within same sex relationships. Domestic abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been, intimate partners or family members regardless of gender or sexuality. It also includes so called 'honor' - based violence, female genital mutilation and forced marriage.
Coercive or controlling behaviour is a core part of domestic abuse. Coercive behaviour can include: acts of assault, threats, humiliation and intimidation, harming, punishing, or frightening the person, isolating the person from sources of support, exploitation of resources or money, preventing the person from escaping abuse and regulating everyday behaviour.

Signs of this can be:

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

10. Modern Slavery

Modern slavery is complex and can take a number of forms. It includes human trafficking, forced labour, domestic servitude, sexual exploitation, such as escort work, prostitution and pornography and debt bondage – people being forced to work to pay off debts that realistically they never will be able to.
Signs of this can be:

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

Local Authority Responsibilities:

Section 42 of The Care Act 2014 requires that each local authority make enquiries where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

- Has needs for care and support (whether or not the authority is meeting any of those needs)
- Is experiencing, or is at risk of, abuse or neglect.
- As a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The local authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case (whether under this Part or otherwise) and, if so, what and by whom. These duties apply in relation to any person who is aged 18 or over and at risk of abuse or neglect because of their needs for care and support. Although the local authority is the lead agency for making enquiries, it may require others to undertake them.

WHAT TO DO IF YOU BECOME AWARE OF POSSIBLE ABUSE

The Bond Board's first priority will always be to ensure the safety and protection of an adult at risk. It is the responsibility of all employees, students, sessional workers and volunteers to act on any suspicion or evidence of abuse or neglect and to pass on their concerns to a responsible person/agency.

All those making a complaint or allegation or expressing concern, whether they be employees, volunteers, beneficiaries, carers or members of the general public should be reassured that:

- They will be taken seriously
- It was not their fault
- You must inform your line manager or someone in authority if they or others are at significant risk.
- With the adult's consent, your line manager or someone in authority will contact the appropriate organisation, and in certain circumstances without consent, but in that instance their wishes will be made clear throughout.
- Manage expectations by being clear about your role as a worker, which is to listen and to then inform appropriate agencies such as the safeguarding adult board.
- Make sure the person concerned is not in immediate danger. If necessary, seek urgent medical treatment.
- Contact the police if you think a crime has been committed or if someone is in immediate danger.

DO NOT:

- Press the person for more details
- Stop someone who is freely recalling significant events-they may not tell anyone again
- Contact the alleged abuser or anyone who might be in touch with him/her.
- Be judgmental
- Promise to keep secrets

⇩

Employees should then raise a safeguarding alert to a line manager, CEO or the Chair of Trustees as soon as is practically possible AND before the end of the working day, in person or via telephone. IF YOU SUSPECT A CRIME MAY HAVE OCCURRED, REPORT IMMEDIATELY. If a manager/CEO/Chair of trustees is unavailable, raise an alert to the Local Authority Safeguarding Adults Board, rather than doing nothing.

⇩

The employees member should record, with sensitivity to the abused person, the precise factual details of the alleged abuse on a Bond Board incident form. Write down exactly what the person said, the setting and whether anyone else was present. Include times and dates. Any mistakes should be crossed out once, do not use correction fluid. Use black ink. Sign, date and put the time on the record.

Be aware that the report may be required later as part of legal action or disciplinary procedure.

⇩

The Bond Board Line Manager/Safeguarding lead will then liaise with the employees member, and the incident will be reported to the relevant Safeguarding Adults Board or emergency duty worker in that area for further guidance and advice on the same day. The safeguarding worker will assist in deciding whether the concern should be considered in a multi-agency context.

⇩

Safeguarding enquiries and planning for the adult at risk should then ensue, which will involve joint discussion, decisions and planning for the person's future protection and where appropriate an investigation of the concern.

⇩

Employees should be mindful of client confidentiality during the investigation. Support plans and risk assessments should be revised as necessary. Employees should look out for any consequences of the investigation on other clients in the service and take action as a team to manage emerging risks or support needs.

If Social Services do not need to take the case further with regard to their involvement, The Bond Board will obtain advice from them about the best way to manage the situation.

What to do if you become aware that a Colleague, Client, Landlord or Stakeholder has committed abuse.

Firstly, you must tell the perpetrator, if safe to do so, that you are obliged by law to inform your line manager and any other agencies as appropriate, such as Social Services and the Police.

DO NOT:

- Press the person for more details
- Stop someone who is freely recalling significant events-they may not tell anyone again
- Contact anyone who might be in touch with the alleged abuser.
- Be judgmental
- Promise to keep secrets

Employees should then raise a safeguarding alert to a line manager, CEO or the Chair of Trustees as soon as is practically possible AND before the end of the working day, in person or via telephone. IF YOU SUSPECT A CRIME MAY HAVE OCCURRED, REPORT IMMEDIATELY. If a manager/Chair of trustees is unavailable, raise an alert to the Local Authority Safeguarding Adults Board, rather than doing nothing

⇩

Employees member should record, the precise factual details of the alleged abuse on a Bond Board incident form. Write down exactly what the person said, the setting and whether anyone else was present. Include times and dates. Any mistakes should be crossed out once, do not use correction fluid. Use black ink. Sign, date and put the time on the record.

Be aware that the report may be required later as part of legal action or disciplinary procedure.

⇩

The Bond Board Line Manager/Safeguarding lead will then liaise with the employees member, and the incident will be reported to the relevant Safeguarding Adults Board or emergency duty worker in that area for further guidance and advice on the same day. The safeguarding worker will assist in deciding whether the concern should be considered in a multi-agency context.

⇩

Safeguarding enquiries and planning for the adult at risk should then ensue, which will involve joint discussion, decisions and planning for the person's future protection and where appropriate an investigation of the concern. You should have no further contact with the perpetrator. If contacted again by the perpetrator, state that you are not able to talk and inform your line manager. Complete an incident report as before.

Employees should be mindful of client confidentiality during the investigation. Support plans and risk assessments should be revised as necessary. Employees should look out for any consequences of the investigation on other clients in the service and take action as a team to manage emerging risks or support needs.

If Social Services do not need to take the case further with regard to their involvement, The Bond Board will obtain advice from them about the best way to manage the situation.

Debriefing and Follow Up Action

In all circumstances, the relevant line manager will provide a debrief which will occur as soon as possible after an alert in order to identify lessons learnt from the incident and the likely support required for those employees affected.

Support to Employees

Decisions regarding the individual support that any member of employees or team may need will be made by the Chief Executive Officer of The Bond Board and as to how this may best be provided. The Bond Board's EAP (Employee Assistance Programme) also has provision for employees to access 24/7 counselling and support, and employees are encouraged to make use of this.

Safeguarding Accused Persons

When safeguarding adults who have been accused of harming others, it's essential to follow formal procedures while ensuring fairness and safety. Employees should:

Listen and Assess: Listen carefully to the information provided about the accused individual. Assess the situation objectively. Gather relevant details about the allegations and the context.

Supportive Approach: Treat the accused person with respect and empathy. Remember that everyone has rights, including those who are accused. Ensure they feel heard and understood.

Investigate Thoroughly: Where appropriate, conduct a thorough investigation to determine the validity of the allegations. Involving relevant authorities, such as social services or the police may be necessary.

Legal Considerations: Be aware of any legal implications. Some forms of abuse may be criminal offenses. If applicable, report the situation to the police.

Risk Assessment: Assess the risk of harm to others posed by the accused person. Take appropriate steps to mitigate risks and protect potential victims. Employees must also consider the risk to the accused from others, and whether safeguards need to be put in place to protect them.

Support Networks: Encourage the accused person to seek support. They may benefit from counselling, therapy, or other services. Consider involving family members or trusted individuals who can provide emotional support.

Advocacy: If the accused person is at risk, they can request an advocate—someone they trust—to support them during the process.

Useful Contacts

Bury
Social care services: 0161 253 5151
Social Care Services (out-of-hours): 0161 253 6606

Bolton
To report a concern: 01204 337000
Emergency Duty Team (out of hours) 01204 337 777

Rochdale
Rochdale Adult Care Service: 0300 303 8886
Out of hours team: 0300 303 8875

Oldham
Multi Agency Safeguarding Hub: 0161 770 7777
Emergency Duty Team (out of hours) 0161 770 6936

Wigan
Tel: 01942 828777 (24 hours)

Stockport
Adult Social Care Team: 0161 217 6029
Out of hours team: 0161 718 2118

Police
Greater Manchester Police
Emergency: 999
Non-emergency: 101

Useful publications

The Care Act 2014

Care and Support Statutory Guidance. Chapter 14: Safeguarding (Dept. of Health 2016)

Mental Capacity Act 2005: Code of Practice (Office of the Public Guardian 2013-updated Jan 16)

Please see safeguarding adult's policies and procedures for Bolton, Bury, Stockport, Rochdale, Oldham and Wigan Councils.