

## GLOSSARY AND ABBREVIATIONS.

**A&E (accident & emergency)** a common name in the UK and Ireland for the emergency department of a hospital.

**Abuse:** The Care Act Statutory guidance does not provide a general definition of what constitutes abuse or neglect so as not to limit thinking in this area. It is recognised that abuse or neglect can take many forms and the circumstances of the individual should always be considered. The following are identified as common types of abuse or neglect - physical, sexual, emotional, psychological, financial, material, neglect, acts of omission, discriminatory, organisational, domestic abuse, modern slavery and self-neglect (this list is not exhaustive).

**ACPO (Association of Chief Police Officers):** an organisation that leads the development of police policy in England, Wales and Northern Ireland.

**ADASS (Association of Directors of Adult Social Services):** the national leadership association for directors of local authority adult social care services.

**Adult Safeguarding:** the term used to cover all work undertaken to support adults with care and support needs to maintain their own safety and well being. It describes the preventative and responsive actions undertaken to support adults who are experiencing, or at risk of experiencing abuse or neglect

**Adult safeguarding contact points:** the place where safeguarding concerns are raised within the local area. This could be a local authority single point of access, the relevant social work or mental health team or a 'safeguarding hub'.

**Adult safeguarding co-ordinator/lead:** these titles or similar are used to describe an individual who has safeguarding lead responsibilities across an authority. For example, supporting the work of the Safeguarding Adults Board (SAB) and/or advising on adult safeguarding cases in the local authority. The role varies from council to council, and carries different titles.

**Adult safeguarding practitioner:** the member of staff of any organisation who leads an enquiry into an allegation of abuse. This is often a professional or manager in the organisation who has a duty to undertake a S42 enquiry

**Adult safeguarding process** refers to the decisions and subsequent actions taken on receipt of a concern. This process can include safeguarding meetings or discussions, enquiries, a safeguarding plan and monitoring and review arrangements.

**Adult with care and support needs:** someone 18 or above 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.

**Advocacy:** taking action to help people who experience substantial difficulty contributing to the safeguarding process to say what they want, secure their rights, represent their interests and obtain the services they need.

**Appropriate adult:** is an individual who provides support to a “vulnerable adult” (adult with care and support needs) who is suspected of committing a crime to ensure their interests are protected during detention and the police investigation. This role can be undertaken by a parent, guardian, and social worker of a local authority or other responsible adult over the age of 18 who is not a police officer or employed by the police.

**Assessment and support planning:** the process of assessment of need, planning and co-ordinating care for adults with care and support needs to meet their long-term care needs, improve their quality of life and maintain their independence for as long as possible.

**CAADA (Co-ordinated Action Against Domestic Abuse)** a national charity supporting a strong multi-agency response to domestic violence. The CAADA-DASH (Domestic Abuse, Stalking and Harassment and Honour-based violence) risk identification checklist (RIC) was developed by CAADA and the Association of Chief Police Officers (ACPO).

**Care and Support needs:** The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people’s needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.

**Care setting/services** includes health care, nursing care, social care, domiciliary care, social activities, support setting, emotional support, housing support, emergency housing, befriending and 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 (PB), direct payment or funded by the person themselves.

**Carer** refers to unpaid carers for example, relatives or friends of the adult with care and support needs. Paid workers, including personal assistants, whose job title may be ‘carer’, are called ‘staff’.

**Clinical Commissioning Group (CCG)** NHS organisations set up by the Health and Social Care Act 2012 to organise the delivery of NHS services in their area.

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

**Consent** 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.

**CPA (Care Programme Approach)** introduced in England by the DH (Department of Health) in 1990 the CPA requires health authorities, in collaboration with social services departments, to put in place specified arrangements for the care and treatment of people with mental ill health in the community.

**CPS (Crown Prosecution Service)** the government department responsible for prosecuting criminal cases investigated by the police in England and Wales.

**CQC (Care Quality Commission)** responsible for the registration and regulation of health and social care in England.

**DH (Department of Health)** the government strategic leadership for public health, the NHS and social care in England.

**DHR (domestic homicide review)** a review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by (a) a person to whom she or he was related or with whom she or he was or had been in an intimate personal relationship, or (b) a member of the same household as herself or himself. A DHR is held with a view to identifying the lessons to be learned from the death.

**DBS (Disclosure and barring service)** is a [non-departmental public body](#) of the [Home Office](#) of the [United Kingdom](#). It supports organisations in the public, private and [voluntary sectors](#) to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or adults, and provides wider access to criminal record information through its disclosure service for [England](#) and [Wales](#).

**DoLS (Deprivation of Liberty Safeguards):** is an amendment to the MCA (2005) and provides safeguards for people who lack capacity specifically to consent to treatment or care in either a hospital or care home that, in their own best interests can only be provided in circumstances that amount to a deprivation of liberty. . In March 2014 a judgment was made in the Supreme Court regarding two cases which have had a significant effect on DOLS work. The two cases are-

- “P v Cheshire West and Chester Council and another”
- “P and Q v Surrey County Council”

The full judgment can be found on the Supreme Court’s website at the following link:  
[http://supremecourt.uk/decided-cases/docs/UKSC\\_2012\\_0068\\_Judgment.pdf](http://supremecourt.uk/decided-cases/docs/UKSC_2012_0068_Judgment.pdf)

**Domestic Abuse** is any incident or pattern of incidents of controlling, coercive, 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. The abuse can encompass, but is not limited to: psychological, physical, sexual, financial, emotional

**DPA (Data Protection Act 1998)** an Act to make provision for the regulation of the processing of information relating to individuals, including the obtaining, holding, use or disclosure of such information.

**DVCVA (Domestic Violence, Crime and Victims Act 2004)** is an Act of the Parliament of the United Kingdom. It is concerned with criminal justice and concentrates upon legal protection and assistance to victims of crime, particularly domestic violence. It also expands the provision for trials without a jury, brings in new rules for trials for causing the death of a child or vulnerable adult (also known as an adult with care and support needs) and permits bailiffs to use force to enter homes.

**DVCV(A)A (Domestic Violence, Crime and Victims (Amendment) Act 2012)** Act to amend section 5 of the Domestic Violence, Crime and Victims Act 2004 to include serious harm to a child or vulnerable adult (also known as an adult with care and support needs): to make consequential amendments to the act; and for connected purposes.

**DWP (Department for Work and Pensions)** government department responsible for welfare and employment issues.

**Emergency duty officer** the social worker on duty in the emergency duty team (EDT) or out of hours service.

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

**Enquiry** is a range of actions undertaken or instigated by the Local Authority under S42 of the Care Act in response to an abuse or neglect concern of an adult with care and support needs. As S42 requires the adult to have both care and support needs, the duty to undertake enquiries will not typically extend to carers unless they have care and support needs in their own right.

**FGM (female genital mutilation)** is defined by the **World Health Organisation (WHO)** as 'all procedures that involve partial or total removal of the external female genitalia, or other injury to the female genital organs for non-medical reasons.'

**FGMA (Female Genital Mutilation Act 2003)** An Act to restate and amend the law relating to female genital mutilation.

**GP (general practitioner)** A general practitioner is a doctor who is responsible for diagnosing and treating a variety of injuries and diseases that fall under the general practice category. General practitioners (GPs) work in primary care. They are usually commissioned by primary care organisations, such as primary care trusts or clinical commissioning groups to deliver services.

**Healthwatch** is the independent consumer champion for health and social care, and the organisation has significant statutory powers to ensure the voice of the consumer is strengthened and heard by those who commission, deliver, and regulate health and social care services.

**HMIPs (Her Majesty's Inspectorate of Prisons)** An independent inspectorate which reports on conditions for and treatment of those in prison, young offender institutions and immigration detention facilities.

**HR (human resources)** The division of an organisation that is focused on activities relating to employees. These activities normally include recruiting and hiring of new employees, orientation and training of current employees, employee benefits, and retention. Formerly called personnel.

**HRA (Human Rights Act 2000)** legislation introduced into domestic law for the whole of the UK in October 2000, in order to comply with the obligations set out in European Convention of Human Rights. S73 of the Care Act 2014 extends the provisions of the Human Rights Act to protect people who are in receipt of personal care in the place where they reside at the time under the following circumstances. The care is arranged, or commissioned (partly or wholly) by a relevant Authority (public body currently covered by the Act).

**HSCA (Health and Social Care Act 2012)** provides legislative changes to the health and care system including giving GPs and other clinicians the primary responsibility for commissioning health care.

**HSE (Health and Safety Executive)** a national independent regulator that aims to reduce work-related death and serious injury across workplaces in the UK.

**Ill treatment or wilful neglect:** these are two separate offences outlined in the MCA 2005 (Section 44, ), the MHA 1983 (section 127) and the Criminal Justice and Courts Act (2015) introduces two new offences of Ill-treatment or wilful neglect: care worker offence (Section 20); Ill-treatment or wilful neglect: care provider offence (Section 21). The offence of Ill treatment involves deliberately ill-treating the person, or being reckless in the way they were ill-treating the person or not. It does not matter whether the behaviour was likely to cause, or actually caused, harm or damage to the victim's health. Wilful neglect varies depending on the circumstances, but will usually mean an individual has deliberately failed to carry out an act they knew they had a duty to do (DCA, 2007). Genuine errors or accidents by individuals fall outside of the scope of these offences.

**IDVA (independent domestic violence adviser)** a trained support worker who provides assistance and advice to victims of domestic violence.

**IMCA (independent mental capacity advocate)** established by the Mental Capacity Act (MCA) 2005 IMCAs are mainly instructed to represent people where there is no one independent of services, such as family or friend, who is able to represent them. IMCAs are a legal safeguard for people who lack the mental capacity to make specific important decisions about where they live, serious medical treatment options, care reviews or adult safeguarding concerns.

**IMHA (Independent Mental Health Advocate):** An IMHA is an independent advocate who is specially 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.

**Inherent jurisdiction:** Adults who have mental capacity are outside the jurisdiction of Mental Capacity Act 2005. The High Court can use its inherent jurisdiction in specific circumstances to intervene to protect adults with care and support when it is evidenced the adult is unable to make a decision that is free from influence or coercion from a third party.

**IPCC (The Independent Police Complaints Commission)** oversees the police complaints system in England and Wales. It is independent, making its decisions entirely independently of the police, government and complainants.

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

**Making safeguarding personal:** is a shift in culture and practice in response to what we now know about what makes safeguarding more or less effective from the perspective of the person being safeguarded. It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety. It is a shift from a process supported by conversations to a series of conversations supported by a process.

**Managing officer** a professional or manager (usually in a social work or mental health team) suitably qualified and experienced who has received adult safeguarding training. Managing officers are responsible for co-ordinating all adult safeguarding enquiries by organisations in response to an allegation of abuse.

**MAPPA (multi-agency public protection arrangements)** statutory arrangements for managing sexual and violent offenders.

**MARAC (multi-agency risk assessment conference)** the multi-agency forum of organisations that manage high-risk cases of domestic abuse, stalking and 'honour'- based violence.

**Mental capacity** refers to whether someone has the mental capacity to make a decision.

**MCA (Mental Capacity Act 2005)** The Mental Capacity Act 2005 provides a statutory framework to empower and protect people aged 16 and over who lack, or may lack, mental capacity to make certain decisions for themselves because of illness, a learning disability, or mental health problems. The act was fully implemented in October 2007 and applies in England and Wales.

**MHA (Mental Health Act 2007)** amends the Mental Health Act 1983 (the 1983 Act), the Mental Capacity Act 2005 (MCA) and the Domestic Violence, Crime and Victims Act 2004. This includes changing the way the 1983 Act defines mental disorder, so that a single definition applies throughout the Act, and abolishes references to categories of disorder.

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

**National Health Service (NHS)** the publicly funded health care system in the UK.

**OASys (Offender Assessment System)** a standardised process for the assessment of offenders, developed jointly by the Probation and the Prison Services.

**OPG (Office of the Public Guardian)** established in October 2007, the OPG supports the Public Guardian in registering enduring powers of attorney, lasting powers of attorney and in supervising Court of Protection appointed deputies.

**PACE (Police and Criminal Evidence Act 1984 )** and the PACE codes of practice provide the core framework of police powers and safeguards around stop and search, arrest, detention, enquiry, identification and interviewing detainees

**PALS (Patient Advice and Liaison Service)** a body created to provide advice and support to National Health Service (NHS) patients and their relatives and carers.

**Personal budget (PB)** is money allocated for social care services, allocated based on the needs of the individual following an assessment. They could be managed by councils or another organisation (such as a Primary Care Trust or PCT) on behalf of individuals. They could also be paid as a direct payment, or a mixture of both.

**PIDA (Public Interest Disclosure Act 1998)** An Act to protect individuals who make certain disclosures of information in the public interest; to allow such individuals to bring action in respect of victimisation; and for connected purposes.

**PoT (Position of trust)** someone in a position of trust who works with or cares for adults with care and support needs in a paid or voluntary capacity. This includes 'shared lives' carers (previously known as adult foster carers).

**Police** the generic term used in this document covering the following forces: West Midlands, Warwickshire and West Mercia.

**Potential Source of Risk** the term used to describe the person or adult who is alleged to have caused abuse or harm.

**PPO (Police, Prison and Probation Ombudsman)** The Prisons and Probation Ombudsman is appointed by the Home Secretary, and is an independent point of appeal for prisoners and those supervised by the Probation Service. It will take appeals from offenders and ex-offenders who are not satisfied with the handling of a complaint by the Prison Service, a prison or the National Probation Service.

**PPUs (Public Protection Units)** the units within the police forces across the West Midlands area that deal with Safeguarding Adults and Children in the areas of high-risk domestic violence, sexual violence, child abuse, vulnerable adult abuse and registered sex offender management.

**Prioritising Need** a system for deciding how much support people with social care needs can expect to help them cope and keep them fit and well. Its aim is to help social care workers make fair and consistent decisions about the level of support needed, and whether the local council should pay for this.

**Protection of Freedoms Act (2012)** - An Act which addresses Safeguarding vulnerable groups, criminal records etc. amending the Safeguarding Vulnerable Groups Act (2006) and introducing the Disclosure and Barring Service (replacing the previous vetting and barring scheme).

**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 or society as a whole to protection.

**QAF (Quality Assessment Framework)** was introduced in 2003 and sets out the standards expected in the delivery of Supporting People services.

**QIPP (quality, innovation, productivity and prevention)** is a Department of Health (DH) initiative to help National Health Service (NHS) organisations to deliver sustainable services in better, more cost-efficient ways.

**RCP (Royal College of Psychiatrists)** is an independent professional membership organisation and registered charity, representing over 27,000 physicians in the UK and internationally.

**Review** the process of re-examining a safeguarding plan and its effectiveness.

**SAB (Safeguarding Adults Board)** the SAB represents various organisations in a local authority who are involved in adult safeguarding.

**Safeguarding Plan** a risk management plan aimed at removing or minimising risk to the person and others who may be affected if it is not possible to remove the risk altogether. It will need to be monitored, reviewed and amended/revised as circumstances arise and develop.

**SAR (Safeguarding Adults Review)** a review of the practice of agencies involved in a safeguarding matter. An SAR is commissioned by the Safeguarding Adults Board (SAB) when a serious incident(s) of adult abuse takes place or is suspected. The aim is for agencies and individuals to learn lessons to improve the way they work.

**SIRI (serious incident requiring investigation)** a term used by the National Patient Safety Agency (NPSA) in its national framework for serious incidents in the National Health Service (NHS) requiring investigation. It is defined as an incident that occurred in relation to NHS-funded services resulting in serious harm or unexpected or avoidable death of one or more patients, staff, visitors or members of the public.

**SOCA (Serious Organised Crime Agency)** a non-departmental public body of the government with a remit to tackle serious organised crime.

**Staff** paid workers, including personal assistants, whose job title may be 'carer', are called 'staff'. Volunteers are also classed as staff. See also *carer*.

**SVGA (Safeguarding Vulnerable Groups Act):** to make provision in connection with the protection of children and vulnerable adults (also known as adults with care and support needs). The Act provides the legislative framework for Vetting and Barring Scheme, put into place by the Independent Safeguarding Authority.

**ULO (user-led organisation)** an organisation that is run and controlled by people who use support services including disabled people, mental health service users, people with learning difficulties, older people, and their families and carers.

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

**Volunteer** a person who works unpaid in a care setting/service.

**Wellbeing** The Care Act 2014 states “Wellbeing” is a broad concept, and it is described as relating to the following areas in particular: personal dignity (including treatment of the individual with respect); physical and mental health and emotional wellbeing; protection from abuse and neglect; control by the individual over day-to-day life (including over care and support provided and the way it is provided); participation in work, education, training or recreation; social and economic wellbeing; domestic, family and personal relationships; suitability of living accommodation and the individual’s contribution to society.

**YJCEA (Youth Justice and Criminal Evidence Act)** an Act to provide for the referral of offenders under 18 to youth offender panels; to make provision in connection with the giving of evidence or information for the purposes of criminal proceedings; to amend section 51 of the Criminal Justice and Public Order Act 1994; to make pre-consolidation amendments relating to youth justice; and for connected purposes. This includes special measures directions in case of vulnerable and intimidated witnesses