Making safeguarding personal: A toolkit for responses

Kate Ogilvie
Cathie Williams
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In 2009, the Improvement and Development Agency (now Local Government Improvement & Development), Social Care Institute for Excellence (SCIE), the British Association of Social Work (BASW), and Women’s Aid, worked together to develop a body of knowledge to assist the empowerment and support for people making difficult decisions. This initial work resulted in a “Review of literature on safeguarding adults supporting ‘vulnerable’ people who have experienced abuse with difficult decision making” (Deborah Klee, 2009) which highlighted the shortage of research, literature and practice responses providing appropriate and effective support.

Peer reviews, responses to the No Secrets Consultation, and work with councils and their partners have also identified that:

- People involved in adult safeguarding processes can sometimes feel: they have little control; that they are rushed to make decisions; are not involved in discussions about them; and have little say over outcomes.
- There is a need to develop more effective means of empowering people, including people who may be being coerced by the person or people who are harming or abusing them, to work through what can be very difficult decisions about their lives.
- The most commonly reported categories of outputs in safeguarding plans seem to be “increased services” or “increased care management monitoring”.
- There is a view that people have insufficient access to criminal or restorative justice.

Taking a more creative approach to responding to safeguarding situations may help to resolve situations more satisfactorily and possibly more cost effectively.

The objective of this toolkit is to provide a resource that encourages councils and their partners to develop a portfolio of responses they can offer to people who have experienced harm and abuse so that they are empowered and their outcomes are improved.
How does it work?

The toolkit is set out in a modular format with sections addressing key areas. It has been designed as a resource that will develop over time and allow updates and amendments to be made as development takes place or innovative and effective practice comes to light.

Each section contains

a) an overview explanation of what the area is and why it is included
b) suggestions of the circumstances in which the response is or might be useful
c) suggestions for further development and/or potential piloting and research opportunities

Ongoing development

Some of the resources and suggestions in the toolkit are:

- already in existence in most council areas but may not be extensively used in the safeguarding context
- established in just a small number of pioneering council areas
- well used in other fields of work but are included here because it is felt that development work to customise them to the adult safeguarding environment has potential to improve outcomes for people more effectively.

This toolkit is a forward facing resource meant to stimulate and encourage innovative responses and person centered approaches to safeguarding circumstances. These responses may be developed within specialist safeguarding staff and teams or may be commissioned from independent organisations. Many of the responses fall within the social work domain. There is considerable scope for further development and piloting of work within adult safeguarding for progressive services who want to make a difference.

As this is a live resource, we hope that a range of councils, voluntary organisations and academics will engage in developing and evaluating these responses. You can comment on and add contributions to this document through the Adult Safeguarding Community of Practice. This can be accessed at http://www.communities.idea.gov.uk/welcome.do. You will be asked to register if you haven't done so already.
1. Empowering people - personalised information and advice

Overview

The adult safeguarding process needs to be as empowering as possible for the people involved to ensure they feel stronger and more confident as a result of the actions and interventions. It is vital that people have as much control and choice as possible, that their preferred outcomes are addressed and that the pace, meetings and protection plans are guided by the individuals’ needs and circumstances. Accessible information, advice, peer support and good advocacy are essential components to this.

Having access to information and advice assists those involved in making informed choices about care and support and helps them to weigh up the benefits and risks of different options. Information and advice can enable people to keep themselves safe in the first place. However should abuse occur, people need to know what options are open to them. It is also important in terms of the safeguarding process and to post abuse support.

When might this be helpful?

At all stages of safeguarding activity. People cannot make decisions about their lives unless they know what the options are, what the implications of those options may be and have had the chance to really consider them. They can feel disempowered (and possibly damaged) by the safeguarding process unless they know what is happening and the choices they have.

Gaps and development opportunities

Research demonstrates that there is far more information available than people are aware of but that it is not always readily available or in the form that people need. Considerable work in this area has been undertaken as part of the transformation process for adult social care generally and information has been developed that relates to safeguarding.

Some councils have run excellent public awareness campaigns as have Women’s Aid, Action Against Elder Abuse and others. And some councils have good accessible information and advice about the safeguarding process, complaints and quality improvement activities.

There is much less personalised information and advice available for individuals about the specific options available to them. Obviously options will increase as councils are able to develop or commission some or all of the responses (and others) outlined in this toolkit.

More can also be done to raise awareness and ensure sexual assault centres, rape crisis advice and guidance, and domestic abuse services are accessible for vulnerable adults who do not currently access them to a great
extent, such as older, disabled or mentally ill people. We strongly encourage all involved in safeguarding to develop this area of work and to share examples of personalised information and advice.
2. Building confidence, assertiveness, self esteem and respect

Overview
Support and interventions which build someone’s self esteem and sense of self worth to empower them to have the confidence to make decisions and take control of the situation underlie and run through all of this framework. There are some specific methods and activities that can inform the safeguarding relationship and response.

When might this be helpful?
At all stages in safeguarding – from public awareness and zero tolerance campaigns, through response to referrals, planning and decision making with people and post abuse support. It is equally relevant when use of the Mental Capacity or Mental Health Acts involve some deprivation of liberty as a means of safeguarding people’s rights with or alongside them. Being harmed or abused significantly impacts on people’s self esteem and self respect both in personal relationships and those with paid assistants or carers. Building confidence and assertiveness is critical to the process of decision making and recovery.

Gaps and development opportunities
Whilst this should be seen to be fundamental to a safeguarding relationship we know from feedback from people who have used services that alongside many positive reports, sometimes driving the process takes over from focusing on the person.

There is a key opportunity for development activities that explicitly incorporate building self esteem, worth and assertiveness into all safeguarding interactions as well as specific supports and interventions. Suggestions include:

- assertiveness work with individuals or groups
- peer support
- therapeutic counselling
- drama, art and music therapies.

There will be key overlays with other sections of this toolkit. We encourage councils and their partners to develop pilots and models for these forms of support.
3. Supported decision making

Overview

Taking and making decisions invariably involves elements of both benefits and risks. Therefore the consequence of any actions associated with the decision need to be carefully considered, particularly if there is a chance of perceived or actual harm, or if the balance between benefit and risk is fine.

The perception of potential risk or harm, even if it is unfounded or not real, can result in people being over protected and prevented from doing things they want to or taking their desired course of action. Equally, people who are in situations where they are coerced into actions and behaviours may present as making clear choices, but they may not be empowered choices.

Supported decision making involves a structured decision making process that encompasses both key issues and a holistic approach to a person’s practical, emotional, psychological and social circumstances.

When might this be helpful?

With the emphasis on empowerment and person centred approaches, there is a need for balance and proportionality in decision making, for both professionals and people using services. However, decision making is complex and risks are situation specific, therefore responses cannot be prescribed or standardised. The fear of something going wrong or calling into question professional judgements can have a restrictive effect, particularly for those governed by professional codes of conduct which can influence the decision making process.

Supported decision making can be integrated to a Best Interest Assessment for people who lack capacity or used to support the decision making for someone who has limited or intermittent capacity or memory difficulties. It may be an approach that is developed in one or a number of planned interactions with an individual. Recording the stages of decision making will support some people with memory or cognitive impairments. The record may then form the basis of future work, both with the person concerned and, with their consent, potentially with the person or people who have caused the harm (whether in a domestic or institutional environment) or with other agencies who contribute to the safeguarding system.

Gaps and development opportunities

So far as we are aware, this has not formed part of the approach to safeguarding in an explicit way, though many practitioners will use elements of this in their safeguarding work. We would encourage the development of frameworks and the piloting of approaches with people with a range of needs and strengths.
4. Peer support

Overview

Peer support can mean many different things to many different people. At its simplest level it is about people feeling safe and empowered while being supported by and supporting others in a similar situation to their own. It can give people positive role models, a broader view of options and encourage people to address problems and issues they are dealing with on a daily basis within a safe and supportive environment. Peer support takes many different forms and can emerge in a number of different contexts. It can be seen in organisations and activities such as survivors groups, organisations of disabled people, online topic forums and social networking, buddying, Alcoholics Anonymous (AA), Narcotics Anonymous (NA) or Gamblers Anonymous meetings, and their equivalent “anon” groups for people who live with addicts. It can be formally or informally organised.

When might this be helpful?

When we are in abusive circumstances or relationships it can be very difficult to regain a sense of our rights and worth. The abuser’s sense of the world can predominate and people can feel ashamed of and guilty about being in the situation they are in, or may not understand that they are being abused. Adults who are vulnerable, at risk, or have experienced harm may be dependent upon their abuser for critical care and support. The support of peers therefore is likely to be helpful in a very wide range of circumstances, in preventing harm, encouraging disclosure and in being supported during and after any safeguarding adults process and interventions.

Gaps and development opportunities

There are a wide range of peer support activities in most parts of the country but their mapping and application to safeguarding activity is probably a key gap.

There is always more that can be done and work that could be piloted and evaluated within local authorities. Suggestions and opportunities include:

- mapping options
- identifying which voluntary organisations within local areas are able to provide peer support services – and whether this is generic or service specific.
- developing short term small group work methods
- peer advocacy groups, especially in care home settings
- further develop the work undertaken by Women’s Aid in relation to disabled people’s organisations, domestic violence and older women
- developing work undertaken by addiction agencies to support those affected by others addictions
- developing virtual support networks, buddying and other methods
- encouraging and enabling survivor's stories to be told and heard
5. Dealing with risk and problems when employing personal assistants

Overview

People receiving a personal budget or direct payment often use it to employ a personal assistant (PA). Some PAs (like everybody else) may harm or abuse the person who is employing them. The person who is being harmed or abused is in a difficult legal and emotional situation. Whilst perhaps dependent on their abuser for their personal care and social and emotional support, and fearful of this person, they are also the abuser’s employer and expected to act in ways consistent with employment law. People may also be reluctant to disclose problems or abuse as they are fearful of having their payment suspended and losing necessary support. The fear of losing their independence and choice can leave the person in an even more vulnerable position.

When might this be helpful?

This section sets out some key techniques and resources to support people to manage PAs. These techniques are likely to be needed to be used in conjunction with others (such as assertiveness building, peer support or family group conferences) in order to be effective.

Gaps and development opportunities

While there are a lot of toolkits and support available in relation to employing PAs and people taking control of their services and supports, there is little that empowers them to address serious concerns should they arise. There is an opportunity to develop this aspect more widely for inclusion in current resources.

A range of well thought out and focused resources are needed for people using direct payments who may experience grooming or abusive behaviour from their employees. We encourage people to contribute to this field of development.
6. Family group conferences

Overview

The Family group conference model is based on empowering the widest possible network of extended family members and friends to participate in support for individuals. It recognises that family members have a life-long commitment and an intimate knowledge of family history so encourages and enables family members to bring their own resources and understanding to the meeting.

The principles on which Family group conferences are based include the belief that any plan made by a family or those directly involved in the care giving is much more likely to be successful than one that has been imposed on them by outsiders. It respects the importance and dignity of everyone and helps all those directly involved to have a voice in what happens, including the person who has experienced harm or abuse. It can also bring in a whole network of people other than the immediate family or carers to share the problem and offer solutions. These include the extended family network and also often the local community. For instance, a youth leader, local church members or someone from a local voluntary organisation may be invited. It builds on the strengths of families and communities rather than leaving individual family members to struggle on their own.

There are two main approaches; one is for the conference to identify how family resources will support the person in an ongoing way. The second is where the family decides what form of support they want from others.

For some people the extended family may not exist, may not have the capacity to be supportive or may be caught up in a cycle of abusive relationships. For others, a circle of supportive friends may be more appropriate than family.

When might this be helpful?

Feedback from people who use, or may need to use safeguarding adults processes (No Secrets Consultation 2009) is that many want to retain the support of their families, and where possible seek reconciliation with an abusive relative. By enabling a family “system” to discuss and find solutions to a difficult situation it is possible to leave the most vulnerable members of that family with a legacy of support around them. Having the opportunity to confront an abusive family member or person and hear what motivated them to abuse can help to heal the emotional damage done. It can also function to introduce a “shield” of family members around an individual to support and protect them from an individual that has been abusive or caused harm.
Specifically it could be used:

- where there is a potential for families to engage and support each other, particularly if they haven’t been aware of the harm or abuse that a family member is experiencing
- when there have been instances of abuse or violence within the family and there is a desire to resolve the harm this has caused
- where someone is in an institutional setting and does not want to move but welcomes a circle of support (assuming that the institution is also dealing with the safeguarding concerns)
- where there are specific cultural considerations
- when there are multiple problems to address

It should be noted that Women’s Aid strongly advise against the use of family group conferences, or any attempt to use mediation, in cases where there is domestic violence. The involvement of perpetrators needs careful consideration.

**Gaps and development opportunities**

Family group conferences have been piloted and evaluated widely in children’s services. However, outside of the ground breaking work with Daybreak in Hampshire very little has been done in relation to safeguarding adults.

The Social Care Institute for Excellence (SCIE) have recently commissioned the Family Rights Group to support further development of family group conferences.

There is however more that could be done and work that could be piloted and evaluated within local authorities. Suggestions include consideration of including the routine offer of family group conferences with recommendation in local safeguarding adults policy and procedures.
7. Therapeutic and counselling support

Overview
Counselling or other forms of person centred therapy can be very helpful for people who have experienced abuse. The harm of abuse may be coupled with post traumatic stress disorder, depression, trauma bonding, anxiety and a range of other impacts. Client centred practitioners aim to help the client come to terms with their emotional issues and the harm they have experienced and realise their ability to take control of their lives. Strong emphasis is placed on personal empowerment. Group therapy is also helpful for some individuals in enabling them to realise that their experience is not unusual or unique, and that in sharing they can benefit both themselves and others.

There is a danger that managing the safeguarding process can take precedence over assisting and enabling the people who have been abused to come to terms with what has happened to them. An important part of recovery from trauma requires the need to make sense of what has happened so it can be set within a context where there is some resolution or healing.

When might this be helpful?
There is an argument that anyone who has experienced abuse should be offered the option of counselling to assist with the process of recovery. Whilst some may choose to take this up fairly immediately, many people may not wish to do so straight away and should be offered the chance again in the months, even years, ahead. There is therefore a need for people to have access to relevant information about where to find out about such services and resources should they want to access them in the future.

Tailored counselling and therapeutic approaches can be used with everyone, including people with dementia or other cognitive impairments. People often appreciate individual sessions before risking a group setting, others may want to be with peers and find individual work uncomfortable.

Gaps and development opportunities
Counselling can be provided via the NHS. However, limited resources and ageism mean that older people in particular do not get access to counselling or psychology from either their GP or other agencies and it is a rare output of safeguarding plans. With the developments in GP Commissioning there may be an opportunity to address this gap.
8. Brief interventions

Overview
Brief interventions aim to equip people with tools to change attitudes and handle underlying problems. As part of a range of methods, brief interventions may contain brief advice and may use a motivational interviewing approach in the delivery. They have been extensively used in the fields of alcohol and other substance misuse and in other fields including trauma and bereavement. There are some developments in relation to brief cognitive and behaviour therapy (CBT) support in relation to trauma.

When might this be helpful?
These interventions may be of help with individuals at various stages of safeguarding or who appear to be reluctant at a particular point in time to engage in processes that help them to change their circumstances.

Gaps and development opportunities
We are not aware of any specific practice, research or evaluation of the use of brief interventions in the adult safeguarding field. There is scope to develop this and pilot work in specific areas.
9. Advocacy

Overview

There are several forms of advocacy which are useful in supporting people to make difficult decisions and ensure their rights and wishes are respected. What form of advocacy is used should be decided by the needs and circumstances of the individual.

Self-advocacy, or speaking up for yourself, encourages the development of confidence and assertion and links strongly to section two of this toolkit. People first groups represent both self-advocacy and collective advocacy, i.e. both the individual and group or collective voice and link strongly to the peer support section of this guide.

Forms of representational or “one to one” advocacy include:

- **long term volunteer advocacy (citizen advocacy model)**

  These are long term, one to one relationships with unpaid advocates who are matched to the advocacy partner. Helpful in both community and care settings.

- **peer advocacy**

  This is used to describe advocacy relationships where both the advocate and the advocacy partner share similar experiences, difficulties or discrimination. Peer advocacy is often spontaneous in such settings as day centres, residential homes, hospital wards, self-advocacy groups, or self help groups. Often it happens because one person feels more able to speak up than their counterpart and people feel united because of a common cause. The relationship is based on mutual support and empowerment and has the added benefit of a special insight and close rapport being developed between the people involved.

- **issue based advocacy**

  Issue based advocacy exists only for the time it takes to resolve a situation. This model of advocacy provision is usually carried out by professional advocates employed by advocacy organisations and can bring in advocates with a specialist knowledge and experience, for example of safeguarding adults.

- **mental capacity advocates**

  This service is framed in legislation for people who lack capacity.
non instructed advocacy

This provides a means by which a particular group of people can have a voice, ensuring their individual needs and preferences are taken into account, through the process of an independent advocate asking questions and probing responses. The most commonly used non instructed advocates used in safeguarding adults processes are independent mental capacity advocates (IMCAs).

When might this be helpful?

Self-advocacy, long term citizen advocacy and peer advocacy are all useful in preventing abuse and responding to situations that have occurred by supporting the well being and rights of people involved.

Issue based advocacy enables people to participate in the safeguarding adults process by supporting a person to review options, decide upon outcomes, participate in discussions and decision-making. They are also useful to support people employing others under direct payments, for example in supporting them during disciplinary meetings.

Collective advocacy may have a place in settings where abuse has previously occurred and people who live there want to influence changes.

IMCAs should always be considered and used in safeguarding where the individual concerned lacks capacity.

Gaps and development opportunities

There is always more that can be done and work that could be piloted and evaluated within local authorities. Suggestions and opportunities include:

- strategies to develop advocacy for safeguarding adults
- ensuring appropriate safeguarding adults training and support is available to all advocates
- developing peer advocacy in care settings
- fully implementing the Mental Capacity Act and the use of IMCAs
10. Mediation and conflict resolution

Overview
In general situations, mediation and conflict resolution often provides a means of resolving disputes without going to court. The parties concerned rather than a judge will decide the outcome. The dispute resolution process involves an impartial mediator who assists those involved to reach their own decisions for arrangements. Parties discuss their issues and concerns in a safe neutral environment and have the opportunity to improve their communication and chances of long-term cooperation. The mediator controls the process but the parties involved retain control of the decisions made. Mediation can lead to a less acrimonious, less stressful, quicker and possibly cheaper method of resolving disputes.

When might this be helpful?
This form of intervention and support works best when everyone involved genuinely wants to find a way to solve the problem. It has been found to be beneficial in community settings where there are neighbourhood problems and concerns about anti-social behaviour. It is sometimes also useful to address family disputes, particularly during times of difficulty and stress. It may be a means of supporting individuals in institutional environments.

Gaps and development opportunities
Increasing the awareness of existing mediation services so that there can be early referrals, as well as developing services with an understanding of its use within adult safeguarding.

There has been very little empirical research on the effectiveness of general community mediation in practice, let alone work that is being targeted within adult safeguarding so there is considerable scope for development. We understand that SCIE is developing work in this field.
11. Support for people who have caused harm or abuse

Overview
There are a number of contexts where work with people who have caused harm or abused someone else is relevant to adult safeguarding. There are a number of fields where safeguarding organisations already provide a range of support, including: in relation to services for carers; for people who are causing harm or abuse and who also have difficulties in relation to substance misuse or mental health or capacity; and in relation to probation services. Support may be particularly needed where the person who causes harm to others is themself vulnerable. This work may sit alongside work in the areas of mediation, conflict resolution, family group conferences and restorative justice.

When might this be helpful?
There are a number of contexts where this may be helpful:
- where someone wants the abuse to stop, not the relationship
- where it appears that the person who is causing the harm or abuse is willing and able to address the impact of and change their behaviours
- where there has been a family history of intergenerational abuse of vulnerable adults and children
- where there are linked substance misuse, mental health or mental capacity issues in relation to the person who is causing the harm or abuse
- where carers are under stress or the person causing harm is themselves vulnerable
- where an institution identifies harmful behaviours that may be subject to change in their staff group (alongside supervision, appraisal, disciplinary and other processes)
- through the criminal justice system to prevent continued harmful or abusive behaviours

Gaps and development opportunities
There are significant opportunities to more systematically explore this field of work and undertake pilots and evaluations.
12. Restorative justice

Overview

Restorative justice is based on the principle of working with both victims and perpetrators so that the perpetrator is presented with the impact their actions has had on the victim and means are agreed for restorative action to be taken.

Restorative justice gives the person who has been abused the chance to tell their abuser the real impact of their action, to get answers to their questions and to give the perpetrator the opportunity to explain why they carried out the abuse and the chance to repair the harm. Restorative justice holds perpetrators to account, personally and directly, and helps those who have been abused to get on with their lives. The person who has been abused has a voice in the process and the outcome, and more than 90 per cent of those who have used the scheme would recommend it to others. Restorative justice has been widely used and evaluated in the youth justice field and to some extent in domestic abuse work.

When might this be helpful?

- when the person who has been abused welcomes the opportunity to tell the perpetrator the effect the abuse has had on them and/or wants to ask the perpetrator the reasons for their actions
- when the use of restorative justice diminishes rather than increases any risk to the abused person’s well being. Care needs to be taken to ensure that the person concerned is empowered to choose this option and is not being coerced
- where the harm caused has been material and there is an opportunity to make reparation
- when enquiry and assessment indicates that the person who has been abused values significantly the relationship with the person who has harmed them
- when the person who has caused the harm indicates willingness to engage with the process, to change their behaviours and to confront the impact their actions has had
- can be used after the matter has gone through court or as an alternative when the person who has been harmed does not wish to go through criminal justice routes
Gaps and development opportunities
The use of restorative justice principles and practice in the area of safeguarding is currently under-developed. There are significant opportunities to pilot its use and evaluate its effectiveness.

As a first step, approaches might be made to the Restorative Justice Council and to councils or voluntary organisations who might be interested in developing and evaluating pilots.
Appendix A

Index of resources
Links to information and examples of developing practice which relate to each section in the toolkit.

1. Empowering people - personalised information and advice

Key safeguarding principles and issues for consideration in development of Universal Information, Advice and Advocacy Services
A paper which proposes that information, advice and advocacy need to be considered at three levels: Wider public awareness-raising and signposting to sources of support if/when required; Prevention of harm and keeping safe; and Specialist safeguarding services and support. It is supported by an action plan to ensure key safeguarding principles and issues are considered in the development of Universal Information, Advice and Advocacy Services

The survivor's handbook
Women's Aid have produced this handbook which includes a wealth of practical information and advice for women experiencing domestic violence, with simple guidance on every aspect of seeking support relevant to a wide range of people.

Domestic abuse directory
Link to the Woman’s Aid resource providing a facility to search for local domestic violence service by region

Derby Family Justice Centre
An example of a local initiative that took inspiration from the success of the Family Justice Centre model in the United States and London Borough of Croydon to create a Family Justice Centre in Derby. The Centre brings a range of services together in one location and provides help and support to women, men and their families if they are experiencing, or trying to escape from, domestic and sexual violence. This includes stalking, honour-based violence and forced marriage.

The Daphne Toolkit
The Daphne Toolkit is both an archive of projects supported by the European Commission's Daphne Programme to prevent and combat violence against children, young people and women and to protect victims and groups at risk and an active resource for those planning new projects in this field.

Dignify
A partnership programme to reduce elder abuse by raising awareness and working directly with older people and professionals. Through the use of informal talks and workshops, older people develop their knowledge and understanding of rights and responsibilities; good experiences of care/ relationships; what elder abuse is; who abuses; protective factors that can help older people to stay safe; and what they can do to access support and services if they are affected or concerned about elder abuse.

Roshni Safe and Secure Project
An example of a local initiative committed to improving the quality of lives of older Asian women 50+ by raising awareness on issues related to adult abuse/protection; safety and security; fire safety and rescue; and health and wellbeing
The needs of older women: services for victims of elder abuse and other abuse

Historically research about the abuse of older people has focused on definition, prevalence and incidence, with little research into how to work with those affected by the abuse. This is a summary of a project aimed to identify older women who had been victims of abuse, review their life experiences and give expression to their past and present needs. Although dated the findings have practical and organisational implications for all agencies involved in service provision to older people.

The Ann Craft Trust
An example of an organisation working with staff in the statutory, independent and voluntary sectors to protect people with learning disabilities who may be at risk from abuse. They also provide advice and information to parents and carers who may have concerns about someone that they are supporting.

St Mary’s Sexual Assault Centre Manchester
An early example of a service which offers high quality, comprehensive and co-ordinated forensic, counselling, and medical services to males and females in Greater Manchester who have experienced rape or sexual assault, and their supporters. They have developed a programme for older women and are reviewing this approach with a view to extending it to all vulnerable adults. Similar services are now being set up in other areas of the country.

Respond
An example of a service that could be developed to respond to local needs. Respond works with children and adults with learning disabilities who have experienced abuse or trauma, as well as those who have abused others. Their services include a telephone helpline and an Independent Sexual Violence Advisor for people with learning disabilities from inner London who have experienced sexual violence.

Keep safe
An easy read guide to personal safety produced by the Home Office

Action Fraud
A service run by the National Fraud Authority, the government agency that helps to coordinate the fight against fraud in the UK, providing a central point of contact.

Keeping people safe
An Easy Read Summary for Safeguarding People with Learning Difficulties produced by the Department of Health, Care Services Improvement Partnership, and Valuing People Support Team

2. Building confidence, assertiveness, self esteem and respect

The Freedom Programme
A programme based on the Duluth model of power & control to break the pattern of domestic abuse and violence. The programme examines the roles played by attitudes and belief on actions and responses of both male perpetrators and women survivors. It aims to provide an opportunity for women to develop ways of thinking and behaving, increasing
their ability to take control of their lives and make positive choices to protect themselves and their children. The model can be used with individuals or as part of a group work programme.

**Beyond Existing**
Example of an organisation who provide: peer support groups; practical advice; telephone support; emotional help; and training to promote self esteem and a sense of well being e.g. assertiveness training for vulnerable adults who have been abused either in childhood or adulthood.

**The power to change**
A practical guide to running support groups and self-help groups with victims and survivors of domestic violence.

**Intergenerational practice: a toolkit for community associations**
A tool kit from Hampshire outlining the benefits of adopting an intergenerational approach. Benefits include: Reducing fear of crime and risky behaviour; Improved self esteem and confidence; Reducing feelings of isolation; Increase in Social Capital; Helping to break down the barriers between the generations and groups within communities; Building an active community; Promoting citizenship; Promoting mutual understanding within communities; Regenerating neighbourhoods; Active participation in lifelong learning for all; Increase in the well-being of individuals and communities; Addressing inequality within communities; Better cultural understanding

**SupportLine**
An example of a confidential telephone helpline offering emotional support to any individual on any issue. The Helpline is primarily a preventative service and aims to support people before they reach the point of crisis. It is particularly aimed at those who are socially isolated, vulnerable, at risk groups and victims of any form of abuse. Support Line aims to empower and encourage callers to be responsible for their own choices, decisions and actions, thereby regaining some control and enabling them to develop or improve their sense of self worth and self esteem and an inner feelings of strength.

**Safety in numbers**
Summary of Findings and Recommendations from a multi-site evaluation of independent domestic violence advisors (IDVAs). IDVAs work intensively with high risk victims suffering ongoing abuse, with a focus on keeping them safe in their homes rather than being obliged to move to temporary accommodation.

**Voice UK**
A national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. Voice provide a helpline facility for vulnerable people their families, carers and professional workers.

**Health, wellbeing and social inclusion: therapeutic horticulture in the UK**
An example of a project which helps to build self esteem and confidence using social and therapeutic horticulture projects. The link provides the executive summary for the final report of the three year research project *Growing Together – Promoting Social Inclusion, Health and Well-being for Vulnerable Adults through the use of Horticulture and Gardening*

### 3. Supported decision making
Understanding the dynamics of decision making and choice
A paper from the Social Policy Research Unit, University of York which provides an overview of some of the main psychological models of decision-making and choice and assesses their relevance to disabled and chronically ill young people and adults, older people and carers, and to the choices they make about social care and related support services.

_A review of the research evidence_
A review of the research evidence on the perceptions and management of risk amongst adult social care service users conducted by researchers at the Social Policy Research Unit, University of York for the Department of Health.

_Independence, choice and risk: a guide to best practice in supported decision making_
A guide produced by the Department of Health to support the principle of empowerment through managing choice and risk transparently in order to enable fair appraisal of the decision process.

_Paradigm_
An example of a guide which offers people best practice techniques and tools that may be useful when supporting others with their decision-making. As well as including information for people who make their own decisions, it also take account of those who may lack the capacity to do so where decisions are made in their best interest.

_SCIE Report 36_
Enabling risk, ensuring safety: Self-directed support and personal budgets. Guidance and links to key resources to support self-directed support and planning

4. Peer support

_Review of peer support activity in the context of self-directed support and the personalisation of adult social care_
A report prepared for the Department of Health by the National Centre for Independent Living providing recommendations to promote the further development of peer support in relation to self-directed support and the personalisation of adult social care.

_Women’s Aid Survivors Forum_
A moderated forum for women who have been affected by domestic abuse to share their experiences and to offer support to one another.

_Men’s Advice Line_
A confidential helpline for all men experiencing domestic violence by a current or ex-partner, offering emotional support, practical advice and information on a wide range of services for further help and support.

_An evaluation of a young disabled people’s peer mentoring/support project_
A summary of a good practice guide based on the evaluation of an action research project designed to support young disabled people move into independent adulthood. It draws on the Young Disabled People’s Peer Mentoring Project based within Greater Manchester Coalition of Disabled People (GMCDP). It is based on the views and experiences of young disabled people, their friends, families and the professionals, organisations and services who support them.
Improving support for black disabled people: Lessons from community organisations on making change happen

A review of four community organisations providing support to black disabled people. The report sets out the learning that emerged from the four development projects. It includes: overviews of the four development projects; learning and common themes from the projects; detailed case studies from two of the projects; practical pointers and suggestions for voluntary and community organisations wishing to improve support to black and minority ethnic disabled people; and some questions for funders and service providers to consider.

Beyond Existing

Example of an organisation who provide: peer support groups; practical advice; telephone support; emotional help; and training to promote self esteem and a sense of well being e.g. assertiveness training for vulnerable adults who have been abused either in childhood or adulthood.

5. Dealing with risk and problems when employing personal assistants

Practical approaches to safeguarding and personalisation

Department of Health briefing paper which illustrates how by incorporating critical checks and balances into person centred approaches the management of risks and the benefits from taking considered risks can be improved. It also encourages change and innovation in processes and practice to support and drive increased choice and control while helping people to be safe within their communities.

Toolkit to help people employ their own personal assistants – Skills for Care

Skills for Care, together with Association for Real Change (ARC), have developed a toolkit to support people to employ their own personal assistants. The toolkit helps small employers deal with the basic issues and legalities of employing their own staff, such as: Employing a personal assistant; Being a good employer; Getting started; Keeping your personal assistant; and Sorting out problems

Supporting safely: a guide for individuals receiving support and their families and friends.

A guide by ‘In Control’ designed to provide support and guidance to anyone who is organising their own support, or anyone who is doing so on behalf of someone else.

Independence, choice and risk: a guide to best practice in supported decision making

This Department of Health guidance supports the principle of empowerment through managing choice and risk transparently in order to enable fair appraisal of the decision process, should it become necessary. It recognises that sometimes people’s decisions might be perceived by professionals or family members as carrying some degree of risk, so it addresses ways to help those involved in helping individuals to retain greater control of their lives.
A guide for people on direct payments who wish to employ a personal assistant
A guide from ‘Skills for Care’ designed to provide helpful tips and ideas for people on Direct Payments looking to recruit someone to assist them. It includes helpful advice about things they need to consider; highlights the legal requirements; and provides suggestions about where they might find additional more information.

Gateshead positive risk taking policy
An example of a policy which helps to: weigh up the potential benefits and harms of exercising one choice of action over another; identifying the potential risks involved, and developing plans and actions that reflect the positive potentials and stated priorities of the service user; consider the available resources and support to achieve the desired outcomes, and to minimise the potential harmful outcomes.

6. Family group conferences

Family group conferences: principles and practice guidance
Guidance for use within Children’s Services to ensure that everyone involved knows what service they can expect when they attend a family group conference and that organisations providing or offering are aware of the standards of service they should be seeking to provide.

Daybreak Bluebird Project
The Bluebird Project was set up in 2007 with three years funding from Comic Relief to explore the use of FGCs in situations of Elder Abuse. The project team are working closely with Adult Services in the field of Safeguarding and in Hampshire's Personalisation programme to increase choice for families in situations where important decisions need to be made about someone's welfare.

Family group conference toolkit - a practice guide for setting up and running an FGC service
A practical guide which aims to assist agencies to set up, sustain and develop effective family group conference (FGC) services. It is for: senior managers in local authorities and other agencies interested in involving children and families in decisions about their lives; FGC service staff and managers; social workers, family support workers, teachers and other practitioners who may refer children and families to an FGC service, or who can inform children and families about an FGC service in their area; social care academics and trainers; and children, young people and families who are interested in, have been invited to or have experienced an FGC.
7. Therapeutic and counselling Support

The Freedom Programme
A programme based on the Duluth model of power & control to break the pattern of domestic abuse and violence. The programme examines the roles played by attitudes and belief on actions and responses of both male perpetrators and women survivors. It aims to provide an opportunity for women to develop ways of thinking and behaving, increasing their ability to take control of their lives and make positive choices to protect themselves and their children. The model can be used with individuals or as part of a group work programme.

Beyond Existing
Example of an organisation who provide: peer support groups; practical advice; telephone support; emotional help; and training to promote self esteem and a sense of well being e.g. assertiveness training for vulnerable adults who have been abused either in childhood or adulthood.

British Association for Counselling and Psychotherapy
Respond
An example of an organisation offering psychotherapy and counselling services for people with learning disabilities. There has been a long standing view that psychotherapy cannot help people with learning disabilities. Over the past decade opinions on this have shifted enormously. One common misconception is that to use therapy you have to have a certain IQ level and good verbal and receptive skills. The work of Respond has found this is not the case and people with severe learning disabilities as well as people who do not communicate verbally have benefited from psychotherapy.

Domestic abuse directory
Link to the Woman’s Aid resource providing a facility to search for local domestic violence service by region

Broken Rainbow
An example of a registered charity offering advice, support and a referral services to Lesbian, Gay, Bisexual and Transgender (LGBT) people experiencing homophobic, transphobic and same sex domestic violence. They also provide information, advice and training to people who are responsible for domestic violence policy and practice in mainstream and specialist organisations, or who are otherwise involved with the survivors and perpetrators of those suffering from domestic violence.

Mankind
A national charity that provides help and support for male victims of domestic abuse and domestic violence
8. Brief interventions

Commissioning training for behaviour change interventions: guidelines for best practice; North West NHS
Guidelines providing a tool to help those responsible for commissioning training on health behaviour change as well as those responsible for developing and delivering such training.

Reducing child abuse potential in families identified by social services: implications for assessment and treatment.

“Improving the functioning of families at high risk of child maltreatment poses considerable challenges. One issue is the dilemma of how and when it is appropriate to provide an intervention designed to improve family functioning when the level of risk of the family to the child has not been fully established. A recently reported proposal is to assess the family's capacity to change by assessing the family's response to a brief intervention. This proposed model for assessing capacity to change rests on the assumption that brief interventions can achieve meaningful short-term change in high risk families”

The feasibility and effectiveness of brief interventions to prevent depression in older subjects: a systematic review.

Handbook of brief cognitive behaviour therapy
A handbook, edited by Frank Bond and Windy Dryden who have brought together a prominent cast of authors, to discuss issues concerning the definition, assessment and, in particular, the practice of brief Cognitive Behaviour Therapy (CBT)

9. Advocacy

OPAAL / Action on Elder Abuse

“Speaking up to safeguard”, a report on a joint project between Action on Elder Abuse and the Older People’s Advocacy Alliance (OPAAL). The purpose of the project was to gather data which helps understanding of the impact of advocacy when working with victims of elder abuse, learn more about the relationships between advocacy schemes and Safeguarding Adults teams and processes, and explore the potential for advocacy schemes to benchmark best practice in working with victims of elder abuse

Making Decisions
Guidance produced by the Office of the Public Guardian on the Independent Mental Capacity Advocate (IMCA) service

SCIE Guide 32
Practice guidance on the involvement of independent mental capacity advocates (IMCAs) in safeguarding adults. This good practice guide is primarily aimed at professionals who have responsibilities in relation to safeguarding adults and may be involved in safeguarding adults proceedings. It covers who can be represented by an IMCA; Who can instruct an IMCA; the decision making process for instructing an IMCA; The role of the IMCA and their contact with the person at risk; Information sharing and access to information; The IMCA's contact with alleged perpetrators, family, friends and others: The appropriate adult role; IMCAs challenging decisions; and when the IMCA will stop working with the person.
People First – self-advocacy for people with learning difficulties
An example of self-advocacy for people with learning difficulties to assist them in speaking up for themselves. Self advocacy has taken forward the idea that people with learning difficulties need to be listened to. It draws the attention of professionals and carers who run services for people with learning difficulties to the importance of being person centred and asking those they care for what they want.

Older Peoples Citizen Advocacy in York (OCAY)
An example of a successful citizen advocacy service, OCAY help people find out what choices are available and assist them in making appropriate choices either as individuals or as a group. They support people to engage in the democratic processes for change and facilitate access to local activities or services. Their ethos is that all older citizens should have access, if they so wish, to an independent advocate to assist them to achieve their aims.

Gloucestershire easy read advocacy policy
Example of an easy read policy in use within an local authority, the full advocacy policy is also available via the same link.

10. Mediation and conflict resolution

Mediation Works
An example of a community interest company managed by a board of non executive and executive directors providing an independent, confidential and safe process which brings people together to reach a settlement based on a greater understanding of rights and differences.

Family Mediation Helpline
An example of a helpline service staffed by specially trained operators who provide: general information on family mediation; advice on whether your case may be suitable for mediation; information about eligibility for public funding; and contact details for mediation services in local areas

Conflict and change
Example of conflict resolution work that is undertaken in the London Borough of Newham

Community Mediation in Scotland
There have been few studies of mediation practice in the UK so although now rather dated, the main purpose of this study was to identify issues in current practice and identify ways in which practice could be examined and evaluated more fully. The study identifies questions for future development, practice and research.
11. Support for people who have caused harm

Abusive relationships

The Women's Aid report on older women and domestic violence
An overview of all the research on this topic, including the dynamics of elder abuse, exacerbating factors and the extent of abuse in older women

People who perpetrate domestic abuse

The National Association for Domestic Violence Perpetrator Programmes and Associated Support Services.
Example of a London based voluntary sector project and registered charity set up in 1991. DVIP's main aim is to increase the safety of women and children who experience domestic violence by providing a range of diverse services challenging men, supporting women, working in partnership, influencing policy and campaigning for change.

RESPECT
The UK membership association for domestic violence perpetrator programmes and associated support services.

Anger management
Anger management teaches alternative ways of coping with situations which cause anger and a loss of control. Person centred strategies can help control this emotion, however these will not address the dynamics of abuse including domestic violence.

The British Association of Anger Management
Courses and further information

Carers and carer stress

Putting people first without putting carers second
Report from the Princess Royal Trust for Carers and Crossroads Caring for Carers. Whilst describing how personalisation can be a reality for carers as well as the people they are caring for, this resource describes innovative approaches being taken around the UK to meet some of the challenges in mitigating carer stress.

Substance Misuse

ADFAM
Example of a support group for people and families with alcohol and drug addiction which has developed and evolved into an umbrella organisation to provide advice and practical guidance to other groups and individuals working in the sector. Includes a good range of resources and research.

UK rehab
National Addiction Treatment & Rehabilitation Directory providing a comprehensive overview of current alcohol and drug resources in the UK.

Alcohol Concern
Example of a Helpline run for people concerned about their own or others drinking
12. Restorative justice

Restorative justice, mediation and relational conflict resolution in work with young people in residential care
An example of the use of restorative justice within children’s services, this article examines the advantages and disadvantages of using restorative justice and mediation approaches, particularly in group care settings where conflict and abuse have been noted as key problem areas.

Restorative justice and domestic violence/abuse
Summary of a report commissioned by Cardiff Prison to look into increasing the effectiveness of their SORI programme with domestic violence perpetrators. It provides a useful overview of restorative justice programmes both nationally and internationally.

Domestic violence and restorative justice: advancing the dialogue
A paper exploring some of the benefits and concerns in relation to using restorative justice in domestic violence cases.

Woman’s Aid consultation response on restorative justice
The view from Women's Aid that restorative justice is never appropriate in cases where there is domestic abuse.

Restorative justice and violence against women

What is restorative justice?

Best practice guidance for restorative practitioners and their case supervisors and line managers
The first part of this document reports on the conclusions and recommendations of the training and accreditation policy group tasked to look at how high quality of practice in restorative justice could be achieved and maintained through training and accreditation. Part two provides useful best practice guidance which set out the skills and knowledge that restorative practitioners need in order to practise safely and to a standard that participants should expect.

Restorative justice and social work
Drawing on international examples this paper debates the relevance of the principles of restorative justice in relation to the core values of social work. It explores the compatibility
with advocacy for social justice, preventative approaches, family counselling and multi-agency working.

**The Restorative Justice Council**
Link to The Restorative Justice Council, a registered charity who promote the development and use of Restorative Justice and provide information about Restorative Justice to the public and to their members who deliver Restorative Justice. They work with Ministers, political parties, and government to ensure the best use of restorative practices in all appropriate settings. They also work with the media to promote public awareness and understanding of restorative justice.