

**BUCKINGHAMSHIRE  
SAFEGUARDING  
VULNERABLE  
ADULTS  
Board**

**POLICIES, PROCEDURES AND  
GUIDANCE**

**Part 1  
Policies**

## **The Safeguarding Adults Policy and Procedures**

These policies have been developed jointly by the agencies and organisations that have responsibility for safeguarding vulnerable adults in Buckinghamshire from abuse. The coordinating role rests with Buckinghamshire County Council, and specifically with the Council's Adult Social Care service.

Buckinghamshire County Council  
Thames Valley Police  
Buckinghamshire Primary Care Trust  
Buckinghamshire Acute Hospitals NHS Trust  
Oxfordshire and Buckinghamshire Mental Health Trust  
Buckinghamshire Probation Service  
Ridgeway Trust  
Aylesbury Vale District Council  
Wycombe District Council  
Chiltern District Council  
South Bucks District Council  
Buckinghamshire Association of Care Homes  
Buckinghamshire Association of Domiciliary Care Organisations  
Carers Bucks

Each agency and organisation is committed to supporting the right of vulnerable adults to be protected from abuse and to ensuring that all staff and volunteers work together in accordance with these policies and act promptly in investigating allegations or suspicions of abuse. The way we work will take into account a vulnerable adult's race, religion, cultural background, age, disability, gender and sexuality.

## Part 1: Safeguarding Adults Policy Statement

### Contents

Section	Subject	Page
1.1	Introduction	4
1.2	Core Principles	5
1.3	Who the Policy Applies To	5
1.4	The Scope and Purpose of the Policy	6
1.5	Aim of the Policy	6
1.6	Objectives Of The Policy	7
1.7	Principles	7
1.8	Joint Policy Statements	9
1.9	The Buckinghamshire Framework	11
1.9.1	<i>Partner Organisations</i>	11
1.9.2	<i>Role of Buckinghamshire Safeguarding Adults Board</i>	12
1.9.3	<i>Aims of Buckinghamshire Safeguarding Adults Board</i>	13
1.9.4	<i>Buckinghamshire Safeguarding Adults Board Activities</i>	13
1.9.5	<i>Membership of the Board</i>	13
1.9.6	<i>Board Finance And Administration</i>	14
1.10	Definitions	14
1.10.1	<i>Vulnerable Adults</i>	14
1.10.2	<i>Forms Of Abuse And Mistreatment</i>	16
1.11	Information Sharing	16
1.12	Monitoring & Review Of This Policy	16
1.13	Equalities and Diversity	17

# Part 1 Safeguarding Adults Policy

## 1.1 Introduction

The protection of vulnerable people is one of the most important tasks facing social and health care services. Awareness of adult abuse has received growing attention from the public, the media and voluntary and statutory agencies over recent years. However there is still much for agencies commissioning and providing services to vulnerable adults to do, in order to raise the profile of adult protection.

The publication of “*No Secrets*” in 2000 as statutory guidance emphasised the need for agencies to work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse. The primary aim of such a policy should be to prevent abuse where possible. In addition to the prevention of abuse wherever possible, ‘*No Secrets*’ also charged agencies with ensuring that procedures are in place for dealing with incidents of abuse. The guidance allocates the coordinating role in developing local policies and procedures for the protection of vulnerable adults from abuse to Social Services, but emphasises that all agencies must work together to ensure that appropriate policies, procedures and practices are in place and implemented locally.

In 2002 The Centre for Policy on Ageing was commissioned by the Department of Health to undertake an analysis of local codes of practice for the protection of vulnerable adults.

The study focused on the three main areas of the many detailed requirements and recommendations contained in ‘*No Secrets*’:

- Strategies and Plans
- Procedures and Protocols
- Guidance and Information

The publication of ‘*No Secrets*’ was followed in 2005 by the publication of a national standards framework by the Association of Directors of Social Services. This publication (‘*Safeguarding Adults*’) is aimed at developing adult protection work throughout England and collects best practice into a framework to work towards preventing and addressing abuse across the country.

The documents comprising Buckinghamshire’s Safeguarding Adults Policy and Procedures have been developed to reflect the guidance given in ‘*No Secrets*’ and ‘*Safeguarding Adults*’ and the recommendations made as a result of the study undertaken by the Centre for Policy on Ageing. Examples of good practice named in the study have been used to develop this document.

These documents describe local policy, frameworks and structures and should be used to assist agencies and organisations in developing their own practice in respect of protecting vulnerable adults from abuse. It also seeks to ensure that there is clarity on the roles and responsibilities of agencies in responding to incidents of possible and actual abuse.

Buckinghamshire Safeguarding Adults Policy and Procedures is in three parts covering:

Part 1	Policy
Part 2	Procedures
Part 3	Guidance For All Agencies

This part (Part 1) contains:

- The scope, aims and objectives and the purpose of the Policy
- Structures for planning and decision-making relating to Safeguarding Adult Work in Buckinghamshire
- The principles to be upheld by all organisations who are signatories to the Safeguarding Adults Policy
- Key definitions including Vulnerable Adult and what constitutes abuse
- Responsibilities of those organisations who are signatories to the Safeguarding Adults Policy

## 1.2 Core Principles

### **DOING NOTHING IS NOT AN OPTION**

If we know or suspect that a vulnerable adult is being abused, we will do something about it and ensure our work is properly recorded

**and**

Safeguarding is the responsibility of everyone including statutory, independent and voluntary agencies as well as every citizen. We will work together to prevent and minimise abuse

### **SAFEGUARDING IS EVERYBODY'S BUSINESS**

## 1.3 Who this Policy Applies To

The Policy is intended to apply to all individuals and agencies that have a part to play in the support and protection of all adults, including:

- Commissioners of health and social care services;
- Providers of health and social care services;
- Providers of sheltered and supported housing;
- The Police and other law enforcement agencies;
- Voluntary and private sector agencies;
- Other local authority departments, e.g. housing and education;
- National Probation Service
- The Department of Work & Pensions;
- Carer support groups;
- User groups and user led services;
- Advocacy and advisory services;

- Community safety partnerships;
- Services meeting the needs of specific groups experiencing violence; and
- Agencies offering legal advice and representation

## 1.4 The Scope and Purpose of this Policy

The Policy sets out how all individuals and agencies with responsibility for wellbeing and protection should work together to protect vulnerable adults from abuse, exploitation and/or mistreatment. As well as describing the general responsibilities of individuals and agencies the policy contains procedural guidance (see *Part 2*) for the reporting and investigation of incidents involving the alleged abuse of vulnerable adults. The policy applies to vulnerable people living within the boundaries of Buckinghamshire County Council. Other Councils will have similar policies and procedures that apply to vulnerable people living within their boundaries.

This policy has been developed in accordance with:

- *No Secrets: Guidance On Developing And Implementing Multi Agency Policies And Procedures To Protect Vulnerable Adults From Abuse. (Department of Health, March 2000)*  
This guidance was issued by the Department of Health under Section 7 of the Local Authority Social Services Act 1970.
- *Safeguarding Adults: A National Standards Framework for enabling all adults to live safer lives. (Association of Directors of Social Services, October 2005)*

## 1.5 Aim of the Policy

Our key aim is that all individuals and agencies working with, and/or having contact with vulnerable adults work effectively and in partnership to:

- Promote the wellbeing, security and safety of vulnerable people consistent with their rights, capacity and personal responsibility, and prevent abuse occurring wherever possible
- Ensure that the process of reporting, investigation and subsequent action, is as effective as possible in achieving good outcomes for vulnerable people
- Ensure that the processes of investigation, assessment and prevention of abuse do not constitute an abusive or harmful series of events for the vulnerable person
- Ensure that the promotion of safeguarding adult work is integral to the development and delivery of services in Buckinghamshire
- Comply with formal Department of Health Guidance

Accomplishing this requires the careful consideration, time and commitment of all the people and agencies involved in the vulnerable person's life. Moreover it requires the maintenance and development of co-operative relationships based upon trust and a mutual understanding of the roles, responsibilities and limitations of those involved.

## 1.6 Objectives Of The Policy

In order to achieve positive outcomes for vulnerable adults who are experiencing abuse, or at risk of abuse, agencies will actively work together within an inter-agency framework to:

- Identify the abuse of vulnerable adults where it is occurring
- Respond effectively to any circumstances giving grounds for concern or where formal complaints or expressions of anxiety are expressed
- Ensure the active participation of individuals, families, groups and communities wherever possible and appropriate
- Raise awareness of the extent and impact of abuse on vulnerable adults
- Promote and strengthen partnerships and actions designed to reduce abuse and the fear of abuse as experienced by vulnerable adults
- Gather and use information relating to the abuse of vulnerable adults in Buckinghamshire in accordance with the Data Protection Act 1998
- Regularly monitor and evaluate the way in which policies, procedures and practices for the protection of vulnerable adults are working
- Regularly review and update policies, procedures and practices to reflect the current state of knowledge in relation to safeguarding vulnerable adults, and learning gained from experience
- Ensure that the law is known and used appropriately where necessary so that vulnerable adults receive the protection of the law and access to the judicial process

## 1.7 Principles

To protect basic civil and human rights, a set of principles must underpin all work with vulnerable adults.

The Department of Health has identified key principles in a number of documents that are considered applicable to all work with vulnerable adults wherever they live in our multi-cultural society.

**PRIVACY** The right of individuals to be left alone or undisturbed and free from intrusion or public attention into their affairs.

**DIGNITY** Recognition of the intrinsic value of people regardless of circumstances by respecting their uniqueness and their personal needs; treating with respect.

**INDEPENDENCE** Opportunities to act and think without reference to another person, including a willingness to incur a degree of calculated risk.

**CHOICE** The opportunity to select independently from a range of options.

**RIGHTS** The maintenance of all entitlements associated with citizenship.

**FULFILMENT** The realisation of personal aspirations and abilities in all aspects of daily life

In practice, this means that all agencies should:

- Actively work together within an inter-agency framework.
- Actively promote the empowerment and well-being of vulnerable adults through the services they provide
- Act in a way which supports the rights of the individual to lead an independent life based on self determination and personal choice
- Recognise people who are unable to take their own decisions and/or to protect themselves, their assets and bodily integrity
- Recognise that the right to self determination can involve risk and ensure that such risk is recognised and understood by all concerned, and minimised whenever possible (there should be an open discussion between the individual and the agencies about the risks involved to him or her);
- Ensure the safety of vulnerable adults by integrating strategies, policies and services relevant to abuse within the framework of the NHS and Community Care Act 1990, the Mental Health Act 1983, the Public Interest Disclosure Act 1998, Care Standards Act 2000 and Mental Capacity Act 2005.
- Ensure that when the right to an independent lifestyle and choice is at risk the individual concerned receives appropriate help, including advice, protection and support from relevant agencies.
- Ensure that the law and statutory requirements are known and used appropriately so that vulnerable adults receive the protection of the law and access to the judicial process.

Organisations and agencies providing services to vulnerable people in Buckinghamshire are expected to develop their own in-house policies, which will operate to these basic principles.

## **1.8 Joint Policy Statements**

Organisations who are signatories to this policy have agreed the following policy statements on the protection of vulnerable adults:

There can be no excuses for not taking all reasonable action to protect vulnerable adults from abuse, exploitation and/or mistreatment.

All citizens of the United Kingdom have their rights enshrined within the Human Rights Act 1998. People who are eligible to receive health and community care services may be additionally vulnerable to the violation of these rights, abuse, exploitation and/or mistreatment by reason of disability, impairment, age or illness. However, it needs to be recognised that not all people who are eligible to receive health and community care services are or would wish to be considered vulnerable.

No single agency can act in isolation to ensure the welfare and protection of vulnerable adults. Abuse, and the fear of abuse, has a significant impact on an individual's ability to maintain and maximise their health and wellbeing. All individuals and agencies working with, and/or having contact with vulnerable adults, including the general public, have a key role to play in protecting vulnerable people from abuse, exploitation and/or mistreatment.

A position of Zero Tolerance towards the abuse of all vulnerable adults in any situation, be it in their own home, a supported tenancy, residential or nursing home, day care centre or hospital will be adopted.

All vulnerable adults should be protected from abuse and supported in seeking treatment and redress in the event that they have been abused and that action should be taken against those who deliberately abuse vulnerable adults.

Agencies and organisations in Buckinghamshire will work co-operatively on the identification, investigation, treatment and prevention of abuse of vulnerable adults and local policies will be developed within the framework of this Policy to ensure that a consistent response is given to the vulnerable adult(s) when concerns are raised, whether these are reported under complaints procedures, through regulatory activity, as a result of whistle-blowing or as a result of disclosure on the part of the vulnerable adult or their carer.

Action will be coordinated against perpetrators to ensure that parallel processes are dovetailed including prosecution, disciplinary action and removal from, or notification to, professional registers, the POVA list and similar bodies.

Local agencies and organisations will record, monitor and report incidences of abuse to appropriate authorities in accordance with agreed strategy, local procedures and service agreements or contracts.

Local agencies have a shared and common understanding relating to the principles of confidentiality and sharing information on a need to know basis so that effective decisions can be made and appropriate preventative action taken. Such principles will serve the best interests of service users and should not be confused with secrecy or serving management interest.

People in Buckinghamshire who belong to minority groups may, by reason of their membership of these groups, be additionally vulnerable to abuse.

Equality of opportunity under this policy and procedure will be available to all vulnerable adults regardless of their age, marital status, gender, disability, ethnicity, religion or sexuality.

It is important that all who have contact with vulnerable adults should make every effort to develop and maintain a culture which prevents the development of poor care practices.

Safeguarding Adults policy should not be seen as separate from, nor a substitute for, the effective management of the care environment. Safe services depend on clear standards and active promotion of good practice.

Organisations that are open and have effective human resource management policies in place, avoid the extremes of isolation, which, research has shown, can lead to abuse occurring and remaining unchallenged over time. In particular the following areas can have a significant impact on the effectiveness of an organisation in protecting vulnerable people from abuse.

- Recruitment procedures
- Induction and training
- Supervision
- Record keeping
- Staff development programmes
- Workplace counselling schemes
- Whistle blowing
- Accountability and systems of delegation
- Disciplinary procedures
- Grievance procedures
- Complaints procedures
- Advocacy
- Confidentiality policies
- Information sharing protocols
- Health and Safety Policies
- Contract specifications, service level agreements and monitoring

Agencies can also contribute to reducing the possibility of abuse occurring by maintaining a culture of respect for the contribution that unpaid carers or families can make. Where carers are over-stretched the aim should be to support them. It is, however, acknowledged that family carers can sometimes be perpetrators and also victims of abuse.

## **1.9 The Buckinghamshire Framework**

In accordance with the Government guidance “*No Secrets*” local authorities are required to co-ordinate the establishment of a framework of inter-agency arrangements that will facilitate and promote effective vulnerable adult protection arrangements in their area.

Central to the aims of the multi agency policy for the protection of vulnerable adults from abuse, exploitation and mistreatment is to ensure that the promotion of vulnerable adult protection is integral to the development and delivery of services in Buckinghamshire.

It is the intention of the organisations that have signed up to the Policy Procedure & Guidance to promote the development of awareness and good practice amongst all staff with responsibility for the care and support of vulnerable adults in Buckinghamshire in relation to:

- The identification and prevention of the abuse of vulnerable adults; and
- The promotion of working practices that minimises the risk of abuse to vulnerable adults.

To achieve this, the multi agency Buckinghamshire Safeguarding Adults Board (previously Buckinghamshire Vulnerable Adults Committee) has been formed.

### **1.9.1 Partner Organisations**

Working together is dependent on there being a clear framework for doing so. However, a successful partnership is built on the strength and capacity of individual organisations and is dependent on each partner being able and willing to engage in the process.

Fundamental to this commitment is the implementation of good practice in the prevention of abuse and neglect within the service provided by the organisation.

Partner organisations are responsible and accountable for meeting national guidance and legal requirements in relation to Safeguarding Adults. Partner organisations have a responsibility for working actively to implement Safeguarding Adults work.

Specifically this means that partner organisations will ensure that:

- Accountability for Safeguarding Adults work is recognised by the organisation's executive body.
- The organisation has a designated champion for Safeguarding Adults work. This lead should have sufficient seniority in their organisation to effectively champion the deployment of resources for Safeguarding Adults work.
- The organisation should have a representative on the Buckinghamshire Safeguarding Adults Board. The representative should have clear lines of accountability and feedback for this aspect of their work within their organisation and provide annual reports to their executive body.
- Each partner organisation should provide a statement that has been endorsed by the Buckinghamshire Safeguarding Adults Board that describes:
  - How the organisation relates to the Safeguarding Adults Board
  - Any specific professional and legal responsibilities that their organisation will adopt
  - The internal reporting and decision-making framework in relation to any concerns about abuse or neglect
  - Organisational plans for the implementation of Safeguarding Adults work
  - Organisational plans for the dissemination of information about the principles of the work
  - Organisational plans to ensure that all service users and carers are aware of Safeguarding Adults policy and procedures.
  - Organisational plans to provide monitoring information to the Buckinghamshire Safeguarding Adults Board.
- Policies and procedures are audited for consistency with the multi agency policy and procedures,
- Where appropriate core business plans are cross-referenced with Safeguarding Adults plans and include targets and standards relating to Safeguarding Adults.
- Appropriate actions relating to Safeguarding Adults are included within mainstream activities.

### **1.9.2 Role of Buckinghamshire Safeguarding Adults Board**

The Buckinghamshire Safeguarding Adults Board is a standing multi agency committee of lead officers with the agreed objectives of:

- Determining policy

- Coordinating activity between agencies
- Promoting joint training
- Monitoring and reviewing progress of Safeguarding adult work in Buckinghamshire

### **1.9.3 Aims of Buckinghamshire Safeguarding Adults Board**

The aims of the Board are to:

- Promote the wellbeing, security and safety of vulnerable people consistent with his or her rights, capacity and personal responsibility, and prevent abuse occurring wherever possible.
- Ensure that the processes of investigation, assessment and prevention of abuse do not constitute an abusive or harmful series of events for the vulnerable person.
- Ensure that the promotion of vulnerable adult protection is integral to the development and delivery of services in Buckinghamshire.
- Comply with Department of Health Guidance and best practice.

### **1.9.4 Buckinghamshire Safeguarding Adults Board Activities**

The primary activities undertaken by the Board are:

- To establish, monitor and review procedures and guidelines in relation to vulnerable adults on an inter-agency basis.
- To promote and encourage good practice, responses and preventive work aimed at minimising risk to vulnerable adults on a multi-agency basis.
- To increase professional and public awareness of the abuse and neglect of vulnerable adults.
- To collect information about neglect and abuse in the County.
- To maintain an awareness of developments in the areas of abuse and neglect both locally and nationally.
- To design, commission and develop training in, awareness of and responses to the problems of abuse and neglect on behalf of all agencies.
- To resolve disagreement between partner agencies about how to work together to safeguard adults who may be at risk of abuse or neglect.

### **1.9.5 Membership of the Board**

The Board is made up of representatives of the following agencies and organisations:

- Buckinghamshire County Council
- Thames Valley Police
- Buckinghamshire Primary Care Trust
- Buckinghamshire Acute Hospitals NHS Trust
- Oxfordshire and Buckinghamshire Mental Health Trust
- Buckinghamshire Probation Service
- Ridgeway Trust
- Aylesbury Vale District Council
- High Wycombe District Council

- Chesham District Council
- South Bucks District Council
- Buckinghamshire Association of Care Homes
- Buckinghamshire Association of Domiciliary Care Organisations

### **1.9.6 Board Finance And Administration**

Buckinghamshire County Council's Adult Social Care Service currently resources the Committee and the work it undertakes.

Partner agencies currently do not contribute to the costs of supporting the Committee or its work but do provide the time of representatives to attend meetings without cost, and contribute to one-off events. The long-term funding arrangements are under discussion.

## **1.10 Definitions**

### **1.10.1 Vulnerable Adults**

The National Standards Framework developed by the Association of Directors Of Social Services describes vulnerable adults as adults '*who may be eligible for community care services*' to access their human right to a safe and secure future.

Adults '*who may be eligible for community care services*' are those whose independence and wellbeing would be at risk if they did not receive appropriate health and social care support. They include adults with physical, sensory and mental impairments and learning disabilities, whether present from birth or due to advancing age, chronic illness or accident. They also include family and friends who provide personal assistance and care to adults on an unpaid basis. They are not a self defined community, but a group that has been created by social policy.

A vulnerable adult can be a person:

- With a mental health problem (including dementia);
- With a physical disability;
- With drug and alcohol related problems;
- With a sensory impairment;
- With a learning disability;
- Who has a physical illness;
- With an acquired brain injury;
- Who is frail and/or is experiencing a temporary illness.

Who may be:

- Living in their own home
- In hospital;
- In a residential care and/or nursing home;
- Attending a day centre;
- Attending a social club;
- Without a permanent home.

(The above lists are not intended to be exhaustive)

### **1.10.2 Forms Of Abuse And Mistreatment**

Abuse is defined as:

*'...a violation of an individual's human and civil rights by any person or persons.'*  
(Department of Health, No Secrets, March 2000)

It may include:

**Physical abuse**, including hitting, slapping, pushing, kicking, misuse of medication, misuse of restraint, or inappropriate sanctions;

**Sexual abuse**, including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting;

**Psychological abuse**, including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks;

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

**Neglect and acts of omission**, including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating;

**Discriminatory abuse**, including racist or sexist remarks or comments based on a person's impairment, disability, age or illness, and other forms of harassment, slurs or similar treatment. This may also include isolation or withdrawal from religious or cultural activity, services or supportive networks; and

**Institutional abuse** involves the collective failure of an organisation to provide an appropriate and professional service to vulnerable people. It can be seen or detected in processes, attitudes and behaviour that amount to discrimination through unwitting prejudice, ignorance, thoughtlessness and stereotyping. It includes a failure to ensure the necessary safeguards are in place to protect vulnerable adults and maintain good standards of care in accordance with individual needs, including training of staff, supervision and management, record keeping and liaising with other providers of care.

## **1.11 Information Sharing**

Each agency holds information that in the normal course of events is regarded as confidential and will have their own safeguards and procedures for dealing with the same.

Personal information is subject to the principles of the Freedom of Information Act 2000, the Data Protection Act 1998, the Human Rights Act 1998 and the common law doctrine of confidentiality.

Concern about the abuse of vulnerable adults provides sufficient grounds to warrant sharing information of a “need to know” basis and/or “in the public interest” in accordance with established data protection principles. Unnecessary delays in sharing that information should be avoided.

The principles that govern the sharing of information include the following:

- Information should only be shared on a ‘need to know basis’ when it is in the best interests of the service user
- Confidentiality must not be confused with secrecy.
- Informed consent to the sharing of information should be obtained from the person involved, but if it is not possible and other vulnerable adults are at risk, it may be necessary to override the requirement.

It is not appropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.

The Board has agreed a formal information sharing protocol.

## **1.12 Monitoring & Review Of This Policy**

Monitoring and review of this policy and associated procedures is undertaken annually and changes to it are informed by consultation with staff and agencies that operate the policy. Results of consultation are provided to the Buckinghamshire Safeguarding Adults Board and the Board agrees amendments to this policy.

It is the intention that the Buckinghamshire Safeguarding Adults Board monitors the performance of Safeguarding Adult Work in the County. While it is not necessarily desirable to set a performance target to either increase or reduce reported incidents of abuse, the effectiveness of the process in terms of speed of response and outcome achievement will be measured. The numbers of reported incidents will be benchmarked against available data from other authorities to check they are consistent. Significantly lower numbers would indicate problems with reporting and significantly higher might indicate problems with the quality of services to vulnerable people.

All staff and partner agencies are encouraged to give feedback at any time on any difficulties they have in operating the policy. Any issues can be raised with line management or a Committee member, who will ensure they are considered and appropriate action taken.

## **1.13 Equalities and Diversity**

Buckinghamshire Safeguarding Adults Board recognises that we belong to a society that can sometimes discriminate unfairly and unjustly against some individuals and groups and that discrimination results in disadvantage and lack of opportunities. The Board

particularly recognises that some people can suffer disadvantage as a result of discrimination and that this can increase vulnerability. We will work to ensure that no-one receives less favourable treatment on the grounds of:-

- sex
- age
- marital status
- race or origin
- religion
- colour
- disability
- sexuality

Buckinghamshire Safeguarding Adults Board and its member organisations want those facing discrimination to feel able to report abuse and receive the same protection as any other member of society.

The Board is committed to positive action towards removing barriers to services and opportunities for those from discriminated against groups. There will be ongoing monitoring of the operation of this policy and the associated procedures to ensure that they are not discriminating against any particular minority group and that there is equality of access to the protection that the procedures offer.