

Safeguarding Awareness Guide

Introduction

Thank you for all that you are doing to support our community in Hampshire at this time. This short guide gives volunteers some information about how to protect children or adults who are at risk of abuse or neglect. If you are able to please watch this short video about safeguarding for volunteers, produced by Waltham Forest, which applies to all volunteers <https://youtube/HHQG8CJROhU>

**If you are worried about a vulnerable adult speak to your supervisor immediately or contact Hampshire County Council 0300 555 1386. If you are concerned about a child, you should contact Hampshire County Council on 0300 555 1384
If someone is in immediate danger call 999**

What is Safeguarding?

Safeguarding means protecting the most vulnerable from abuse and neglect. We all have a duty to help protect children or adults who may be experiencing (or are at risk of experiencing) abuse or neglect. During lockdown, we know that there is likely to be an increase in domestic abuse, self-neglect, and use of alcohol and drugs. This may put children and adults at greater risk than usual. We all need to know what abuse is, how to recognise, respond to, report and record it. We all have a shared responsibility to safeguard adults at risk because **Safeguarding is everybody's business.**

What is your role?

You have an especially important role during the lockdown, as vulnerable children and adults may be particularly isolated and it might be hard for them to tell someone about the abuse or neglect. It is your role to be curious about how people behave and look but not to investigate it. **If you see something that does not feel right, tell your volunteer supervisor.** If you feel that there is an immediate risk to life you should call 999. If at any time you feel uncomfortable in a situation then it is ok to walk away from it, just make sure you tell someone.

Who may be at risk of abuse or neglect?

Some people may be more at risk than others. This can include people who depend on others for their care, are older or frail, have mental health problems, who have a learning disability or physical disability, who have dementia or memory loss, who misuse alcohol or drugs, or who care for someone else. When you visit or phone, **think about the whole family.** You may be there to visit one person, but an issue like domestic abuse can affect several different members of the family, including unborn children.

What is abuse?

Abuse is when someone does something to another person which damages their quality of life or puts them at risk of harm. Abuse can happen just once or may be happening repeatedly. It may be deliberate or unintentional, however just because it is unintentional doesn't mean it isn't still abuse. Abuse can be physical, emotional, sexual, financial or discriminatory. Neglect, including self neglect) is also a form of abuse, as is domestic abuse and modern day slavery.

As abuse comes in many forms, more than one type may be happening at the same time. The following are some examples of abuse:

Physical including hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual including rape and sexual assault or sexual acts to which the person at risk did not, or could not consent or had to consent under pressure.

Psychological 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 including theft, fraud, exploitation, pressure in connection with wills, property, 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, welfare benefits or educational services, withholding necessities of life, such as medication, adequate nutrition & heating.

Discriminatory including racism, sexism or acts based on a person's disability, age or sexual orientation, because they are lesbian, gay, bisexual or transgender (LGBT). It also includes other forms of harassment, slurs or similar treatment such as disability hate crime.

Modern day slavery encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

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

Domestic abuse - during this time of Covid 19 the prevalence of Domestic abuse has increased. Domestic abuse is defined as an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members. In most cases this is by a partner or ex-partner but can also be by a family member or carer. It is very common and in the vast majority of cases it is experienced by women and is perpetrated by men, but men can experience domestic abuse as well.

Domestic abuse can include, but is not limited to, the following:

- Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)
- Psychological, verbal and/or emotional abuse
- Physical or sexual abuse
- Financial or economic abuse
- Harassment and/or stalking
- Online digital abuse

The Care Act also included honour based violence, forced marriage and female genital mutilation in this category of abuse.

Who can abuse or neglect?

Anyone can cause harm - a family member, a carer, or a stranger. It is usually someone the child or adult knows. Some adults also self-neglect, for example not eating properly, not taking their medication, or neglecting their personal hygiene or living conditions. Self-neglect can be a safeguarding issue too. You need to tell someone if you have any concerns.

Where does it happen?

Abuse can happen anywhere: at home, in a care home, school or nursery, hospital, day centre or in a public place. So, abuse can occur in any relationship and any setting and may result in harm to or exploitation of, the individual and in many cases, abuse may be a criminal offence.

Safeguarding Concern

A safeguarding concern is a concern that a vulnerable person is at risk of, or may be being abused, neglected or exploited by a third party, or where a person may be being harmed by others usually in a position of trust, power or authority.

Reporting a safeguarding concern

Never assume that somebody else will report what you have seen or heard. It can be difficult if the allegation is about a colleague or it is difficult to believe what you have heard – but you must still report any alleged abuse, or concerns that you have. You should normally report your concerns to your volunteer supervisor as soon as possible and they will then contact the relevant organisations. However, if you think that your volunteer supervisor is involved in the abuse, or does not take what you say seriously, you must contact Hampshire County Council Adult's Health and Care – see contacts below.

What should I do if I am worried about a child or adult at risk?

Speak to your volunteer supervisor about your concerns. If that is not possible, you can contact:

If the concern is about an adult - contact Hampshire Adults' Health and Care

Online contact form

<https://www.hants.gov.uk/socialcareandhealth/adultsocialcare/contact>

or call - 0300 555 1386

If the concern is about a child - contact Hampshire Childrens Social Care - 0300 555 1384

Out of Hours – Hampshire Adult and Children's Services 0300 555 1373

Hampshire Constabulary

Emergency Number 999

Non emergency no. 101

Recording a safeguarding concern

When raising a concern, where possible, provide the following information:

- Your details
- Details of the adult(s) at risk
- Write an account of what you have seen or heard as soon as possible, including noting down what the person said using their own words
- Any details you have about the concern, circumstances, location, others involved
- Details of the person causing the harm (if known)
- Date, time and sign your report

Information sharing and safeguarding

It can be difficult to know whether you can tell someone else if you are worried about an adult, particularly if they say they don't want you to. Individuals may not give their consent to the sharing of safeguarding information for a number of reasons. For example, they may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners, or they may fear that their relationship with the abuser will be damaged. However, if you think there is a safeguarding concern you need to share it with your volunteer supervisor who can decide what needs to be done next.

How can I keep myself safe?

If a someone is offensive or abusive to you, or you feel unsafe at any time carrying out your role, tell your volunteer supervisor. Always follow the guidance and training you have been given.

Please do not accept money or gifts from a resident or someone you are supporting in the community. Most volunteers are there to help people, but it is possible that a small number of people may use the position to abuse someone. You need to tell someone if you have any concerns about another volunteer, for example if they are behaving inappropriately, or accepting money or gifts from a resident.

REMEMBER THE 5R's OF SAFEGUARDING

1. **Rights & Responsibilities** - rights of people you are helping & your responsibilities to them
2. **Recognise** what is abuse
3. **Respond** to the concern
4. **Report** your concern to the appropriate person
5. **Record** your concerns

Where can I find more information?

For more information about safeguarding children, see the Hampshire Safeguarding Children Partnership website www.hampshirescp.org.uk . For more information about safeguarding adults, see the Hampshire Safeguarding Adults Board website www.hampshiresab.org.uk

A short animated video about safeguarding adults
<https://www.youtube.com/watch?v=ToOu2wkhsw>

HOW TO REPORT A CONCERN IN HAMPSHIRE

