

# Safeguarding information for Volunteers

## What is Safeguarding?

Safeguarding is what we do to protect the health, well-being and human rights of individuals.

Safeguarding allows children, young people and adults to live free from abuse, harm and neglect.

All professionals have a duty to safeguard. As a volunteer it is important that you understand how to spot the signs of abuse and neglect and how to report any concerns that you may have.

### An adult at risk is anyone over the age of 18, who has:

- needs for care and support or is experiencing,
- is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it

**Anyone** can make a referral to Children's or Adult's Social Care. Children and adults may be abused in any setting and they may be abused by another adult / adults or another child or children. Abuse, harassment and harm can happen to anyone. It's not always visible and often not spoken about.

A child or young person means anyone under the age of 18. It means protecting individual children identified as suffering or likely to suffer significant harm.

We are all responsible for the welfare of children and adults – **ALWAYS ACT** and report any concerns that you have.

Remember 'It could happen here' when safeguarding children and adults is concerned.

### There are 4 types of abuse for children:

- Emotional Abuse
- Sexual Abuse
- Neglect
- Physical Abuse

### There are 10 types of abuse for adults at risk:

- Physical Abuse
- Sexual Abuse
- Self-Neglect
- Psychological or
- Organisational or institutional abuse
- Neglect or acts of omission
- Financial or material abuse
- Domestic Abuse
- Modern slavery
- Discriminatory Abuse
- Emotional Abuse

## Whistleblowing

If you are concerned about the behaviour of a staff member or volunteer at an organisation that cares for children, young people or vulnerable adults, this may include a hospital, care home, school or nursery, you should **follow the steps set out below**.

## Managing allegations against people in a position of power and trust

**Allegations Management** is a suspicion or concern that a trusted individual within an organisation or establishment has behaved in a way that has harmed (or may cause risk of harm) to a child, young person or adult, or abused an adult with care and support needs. This might be a care worker, a volunteer or any kind of professional. Everyone is at risk of allegations being made against them at any time and we need to ensure clear safer working practices are in place. If you have concerns that a volunteer or anyone else in a position of power or trust may be causing someone harm of any kind **please follow these steps**.

For adults you should try and report your concerns to the

coordinators at the Council's Contact Centre immediately on **0161 217 6029** or dial **0161 217 6024** for the Minicom

For children you should report your concerns via the **Local Authority Designated officer (LADO)**. You can do this by using the online referral form at <https://www.stockport.gov.uk/start/contact-the-lado>

If you need advice about making a referral or wish to discuss a concern, you can use the email address [stockport.lado@stockport.gov.uk](mailto:stockport.lado@stockport.gov.uk) or call the safeguarding unit on **0161 474 5657**.

If you are concerned a child or adult is at immediate risk please use the contacts in the "What should I do?" section.

## What do I need to do?

Know how to report your concerns – if you are worried about a child, young person or adult you may wish to talk to them, listen calmly and reassure them that it's not their fault and encourage them to tell you what's happened. If you can't speak to the person directly that's ok but it's important that you tell someone about your concerns.

If you believe a person to be at **immediate risk of harm** or in need of **emergency medical attention** call the **emergency services on 999**. If you are worried about a **child at risk** call **Children's Social Care** on **0161 217 6028**. If you are worried about an **adult at risk** please call **0161 217 6029**. **Out of Hours 0161 718 2118**.

# Types of abuse explained

Type of abuse	What is it?	Things to be concerned about?
<b>Neglect</b>	This is the most common type of abuse and means that a parent or carer is failing to meet the basic needs of a person.	<ul style="list-style-type: none"> <li>• Poor appearance and hygiene, smelly, dirty, unwashed, not wearing suitable clothes for the weather</li> <li>• Being hungry and not being given food</li> <li>• Having untreated health problems, such as nappy rash, tooth ache, eczema, head lice, untreated injuries</li> <li>• Bed sores • Over use of medicines to sedate</li> </ul>
<b>Physical Abuse</b>	<p>It's important to remember that physical abuse is intentionally causing physical harm to a person.</p> <p>It also includes making up the symptoms of an illness or causing a child to become unwell.</p>	<ul style="list-style-type: none"> <li>• Unexplained injuries or regular visits to A&amp;E</li> <li>• Bruising, bites, cigarette burns or scalds</li> </ul>
<b>Sexual Abuse</b>	<p>This is when a person is forced or tricked into sexual activities.</p> <p>They might not understand that what's happening is abuse or that it's wrong and they might be afraid to tell someone.</p> <p>Sexual abuse can happen anywhere: it can happen in person or online.</p>	<ul style="list-style-type: none"> <li>• Being forced to engage in sexual activities or conversations online or through a smart phone</li> <li>• Making a child or adult at risk of harm; watch, view or share sexual images of themselves or someone else</li> <li>• Showing a child or adult at risk of harm; pornography</li> <li>• Rape, sexual assault or an indecent assault of an adult or child</li> </ul>
<b>Emotional Abuse</b>	Emotional abuse is any type of abuse that involves deliberately trying to scare, humiliate, isolate or ignore a person.	<ul style="list-style-type: none"> <li>• Threatening, shouting or calling someone names</li> <li>• Exposing a someone to upsetting situations, like domestic abuse or drug taking</li> <li>• Not showing any emotional when interacting with a child</li> <li>• An air of silence when a particular person is present</li> </ul>
<b>Domestic Abuse</b>	<p>This is controlling or threatening behaviour between partners or family members.</p> <p>All genders can be victims of domestic abuse and it can be very harmful for children to witness it.</p>	<ul style="list-style-type: none"> <li>• Low self-esteem</li> <li>• Feeling that the abuse is their fault when it is not</li> <li>• Physical evidence of violence such as bruising, cuts, broken bones</li> <li>• Verbal abuse and humiliation in front of others</li> <li>• Fear of outside intervention</li> <li>• Damage to home or property</li> <li>• Isolation – not seeing friends and family</li> <li>• Limited access to money</li> </ul>

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Type of abuse	What is it?	Things to be concerned about?
<b>Financial or material abuse</b>	This includes theft, fraud or scamming.	<ul style="list-style-type: none"> <li>• Unexplained lack of money</li> <li>• Someone being in control of their bank cards or spends</li> </ul>
<b>Modern Slavery</b>	Adults and children are forced to work – through coercion, control or physical threat. They are often trapped and controlled by an 'employer', through mental or physical abuse or the threat of abuse.	<ul style="list-style-type: none"> <li>• Signs of physical or emotional abuse</li> <li>• Appearing to be malnourished, unkempt or withdrawn</li> <li>• Isolation from the community, seeming under the control or influence of others</li> <li>• Living in dirty, cramped or overcrowded accommodation and or living and working at the same address</li> <li>• Lack of personal effects or identification documents</li> <li>• Always wearing the same clothes</li> <li>• Avoidance of eye contact, appearing frightened or hesitant to talk to strangers</li> <li>• Fear of law enforcers</li> </ul>
<b>Discriminatory Abuse</b>	Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation.	<ul style="list-style-type: none"> <li>• The person appears withdrawn and isolated.</li> <li>• Being harassed or insulted</li> </ul>
<b>Organisational or Institutional Abuse</b>	This includes neglect and poor standards of care which are provided by an organisation. This can happen in a care home, hospital or someone's own home.	<ul style="list-style-type: none"> <li>• Malnutrition and not receiving the correct levels of food and drink</li> <li>• Untreated medical problems</li> <li>• Bed sores • Over use of medicines to sedate</li> </ul>
<b>Self neglect</b>	Lack of self-care to an extent that it threatens personal health and safety.	<ul style="list-style-type: none"> <li>• Very poor personal hygiene and Unkempt appearance</li> <li>• Lack of essential food, clothing or shelter</li> <li>• Malnutrition and/or dehydration</li> <li>• Living in squalid or unsanitary conditions</li> <li>• Hoarding</li> <li>• Collecting a large number of animals in inappropriate conditions</li> <li>• Non-compliance with health or care services</li> <li>• Inability or unwillingness to take medication or treat illness or injury</li> </ul>

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