SAFEGUARDING INFORMATION FOR VOLUNTEERS

What is Safeguarding?

Safeguarding is what we do to protect the health, wellbeing and human rights of individuals. Safeguarding allows children, young people and adults to live free from harm, abuse 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 you may have.

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.

An adult at risk is anyone over the age of 18, who has:
- Needs for care and support and;
- Is at risk of abuse or neglect
- And as a result of those needs is unable to protect themselves against the abuse or neglect they are at risk of

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

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

There are 4 types of neglect for children:
- Neglect
- Physical Abuse
- Sexual Abuse
- Emotional Abuse
Children and young people can also be exploited criminally and financially

There are several types of abuse for adults at risk, including:
- Physical Abuse
- Domestic Abuse
- Sexual Abuse
- Neglect or acts of omission
- Self-Neglect
- Criminal exploitation
- Psychological or Emotional Abuse
- Financial or material abuse
- Modern Slavery
- Discriminatory Abuse

*This is not an exhaustive list – if something doesn’t feel right – report it

Anyone can make a referral to Children’s or Adults Social Care

Children and adults may be abused in any setting and they may be abused by another adult / adults or other child / children

Abuse, harassment and harm can happen to anyone. It is not always visible and often not spoken about

Whistleblowing

If you are concerned about the behaviour of a staff member or organisation that cares for children or adults, this may include a hospital, care home, school or nursery, you should try and report your concerns to the manager or head teacher in the first instance. Alternatively you can call the Contact Centre on 0161 234 5001

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 its not their fault and encourage them to tell you what has happened. If you cant speak directly to the person that’s OK but its important that you report your concerns.

If you believe someone to be at immediate risk of harm or in need of emergency medical attention call 999

Otherwise if you are worried about a child, young person or adult call Manchester Contact Centre on 0161 234 5001.
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| Neglect          | This is the most common form of abuse and means that a parent or carer is failing to meet the basic needs of a person | • Poor appearance and hygiene, smelly, dirty, unwashed, wearing unsuitable clothes for the weather  
• Being hungry or without food  
• Having untreated health problems, such as nappy rash, toothache, eczema, head lice, untreated injuries |
| Physical Abuse   | Causing intentional physical harm to a person. It also includes making up the symptoms of an illness or causing a child to become unwell | • Unexplained injuries or regular visits to A&E  
• Bruising, bites, cigarette burns or scalds |
| Sexual Abuse     | This is where a person is forced or tricked into sexual activities. They might not understand that what is happening is abuse or that its wrong and they might be afraid to tell someone. Sexual abuse can happen anywhere – in person or online | • Being forced to engage in sexual activities or conversations online or through a smartphone  
• Making a child or adult at risk of harm; watch, view or share sexual images of themselves or someone else.  
• Showing a child or adult at risk of harm; pornography  
• Rape, sexual assault or indecent assault of a child or adult |
| Emotional Abuse  | Emotional abuse is any type of abuse that involves deliberately trying to scare, humiliate, isolate or ignore a person | • Threatening, shouting or calling someone names  
• Exposing someone to upsetting situations like domestic abuse or drug taking  
• Not showing any emotion when interacting with a child  
• An air of silence when a particular person is present |
| Domestic Abuse   | This is controlling or threatening behaviour between partners or family members. Men and women can be victims of domestic abuse and it can be very harmful for children who witness it. | • Low self esteem  
• Feeling that abuse is their fault when its not  
• Physical evidence of violence such as bruising cuts and broken bones  
• Verbal abuse and humiliation in front of others  
• Fear of outside intervention  
• Damage to home or property  
• Isolation – not seeing friends and family  
• Limited access to money |
| Financial or material abuse | This includes theft, fraud and scamming | • Unexplained lack of money  
• Someone being in control or their bank cards or spending money |
## Types of Abuse Explained

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| **Modern Slavery**                    | 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 | • Signs of physical or emotional abuse  
• Appearing malnourished, unkempt or withdrawn  
• Isolation from the community, seeming under the control or influence of others  
• Living in dirty, cramped or overcrowded accommodation and or living and working at the same address  
• Lack of personal effects or identification documents  
• Always wearing the same clothes  
• Avoidance of eye contact, appearing frightened or hesitant to talk to strangers  
• Fear of law enforcers                                                                                     |
| **Discriminatory Abuse**              | Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation | • The person appears withdrawn or isolated  
• Being harassed or insulted                                                                                           |
| **Organisational or institutional Abuse** | 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 | • Few social activities  
• Basic needs not being met, such as food, drink and clean clothing  
• People being hungry and dehydrated  
• Not receiving the correct medication or treatment                                                                  |
| **Neglect / Acts of Omission**        | Failure to provide or allow access to food, shelter, clothing, heating, stimulation and activity, personal or medical care or providing care that a person dislikes due to religious or cultural beliefs | • Malnutrition and not receiving the correct levels of food and drink  
• Untreated medical problems  
• Bed sores  
• Over use of medicine to sedate                                                                                   |
| **Self-Neglect**                      | Lack of self-care to an extent that it threatens personal health and safety | • Very poor personal hygiene and unkempt appearance  
• Lack of essential food, clothing or shelter  
• Malnutrition and / or dehydration  
• Living in squalid or unsanitary conditions  
• Hoarding  
• Collecting a large number of animals in inappropriate conditions  
• Non-compliance with health or care services  
• Inability or unwillingness to take medication or treat illness or injury  

For more information, please go to:  
www.manchestersafeguardingpartnership.co.uk