



# Safeguarding for community volunteers

# What is safeguarding?

Safeguarding is the measures and steps we all take when we are concerned that someone – a child or an adult – is/is likely to be risk of suffering significant harm.

This includes physical, psychological/ emotional, financial, sexual abuse and grooming and neglect. It's important to be able to recognise the signs so that you or your volunteers can stay safe, and know how to alert the relevant authorities who can then take action to make sure people are safe in your community.

# Safeguarding and DBS

We know that many people will want to volunteer to support their local communities, either individually or as part of an organised group. There are many ways to help, but it is important it is done safely for all involved.

Many of the roles that volunteers will carry out in their local communities do not raise safeguarding issues and do not need a DBS check. The Government DBS eligibility guidance will confirm whether the activities your group propose to do require a DBS.

If you are providing care or to help a vulnerable person, you should still be following social distancing rules where possible.

# Safeguarding and DBS

As part of volunteering, you may see something that concerns you about the welfare or safety of someone in your community. It is important that we put the structures in place to keep each other safe during this period.

The Government recommends that someone amongst your group takes the lead for keeping you and the people you seek to support safe. This role is so important to ensuring the informal activity taking place is done in a way that doesn't make the problem worse, or cause more risks for those involved.

Regardless of the activities being undertaken, you should ensure your group follows simple, practical precautions such as:

- ▶ working safely in pairs
- ▶ keeping records of money spent
- ▶ providing shopping receipts

This helps to safeguard all involved.

# What to do ?

Follow the principles of :

- ▶ Stay safe
- ▶ See it
- ▶ Recognise it
- ▶ Report it

Possible signs and symptoms which can indicate harm or abuse are many and varied, and recognising these is an important part of keeping safe in volunteering.

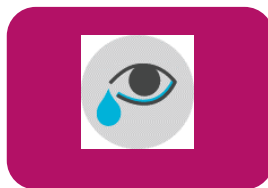


# Safeguarding Children

# There are Four Types of Child Abuse



Physical



Emotional



Sexual



Neglect

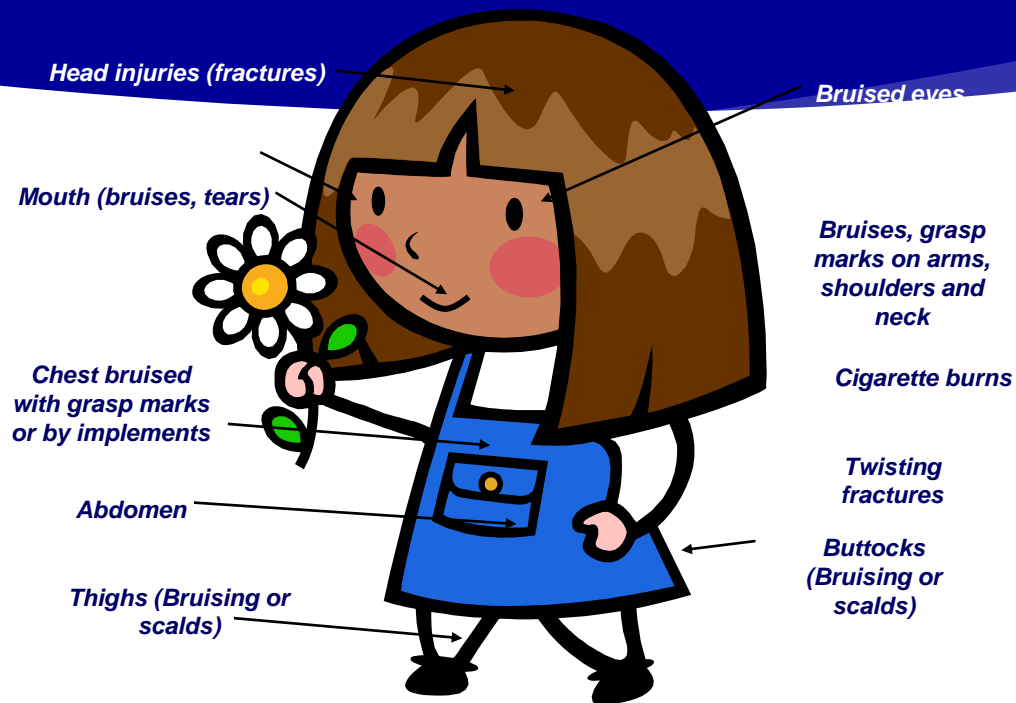
Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a child.

*(Source- Working Together to Safeguard Children, 2018)*

# Common sites for accidental injury



# Sites of possible non-accidental injury



## Sexual Abuse -

Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware what is happening. The activities may involve physical contact, including assault by penetration (e.g. rape or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing or touching outside of the clothing.

They may include non-contact activities, such as involving children in looking at, or in the production of, sexual images, watching sexual activities, encouraging children to behave in sexually inappropriate ways, or grooming a child in preparation for abuse (including via the internet). Sexual abuse is not solely perpetrated by adult males. Women can also commit acts of sexual abuse, as can other children.

# Emotional Abuse

**Persistent** emotional maltreatment of a child such as to cause severe and adverse effects on the child's emotional development.

I wish you  
had never  
been born

I wish you  
were dead

Can't you do  
anything  
right?

Worthless!

<b>Babies &amp; Young Children may</b>	<b>Older Children May</b>
Be wary or Anxious	Struggle to control emotions
Be overly-affectionate	Lack social skills/ friends
Not show signs of attachment to parents	Seem Isolated from parents
Be aggressive or nasty to other children or animals	Use language/act/ know about things you wouldn't expect for their age

# Neglect

Neglect is the **persistent** failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Neglect may occur in pregnancy as a result of maternal substance misuse.



# How to deal with a disclosure

# If a child discloses abuse

If you're in a situation where a child discloses abuse to you, there are a number of steps you can take.

- **Listen carefully to the child.** Avoid expressing your own views on the matter. A reaction of shock or disbelief could cause the child to 'shut down', retract or stop talking
- **Let them know they've done the right thing.** Reassurance can make a big impact to the child who may have been keeping the abuse secret

## If a child discloses abuse

- **Tell them it's not their fault.** Abuse is never the child's fault and they need to know this
- **Say you believe them.** A child could keep abuse secret in fear they won't be believed. They've told you because they want help and trust you'll be the person to believe them and help them

**Don't  
promise to  
keep a secret**

**Explain what  
you'll do next**

**Don't delay  
reporting the  
abuse**

**NSPCC**  
**'Learning'**

## Let children know you're listening

A **safeguarding resource** to help you show children and young people that, whatever they want to share, you're ready to listen.  
**There are three simple directions to remember...**

### Show you care, help them **open up**

Give them your full attention and keep your body language open and encouraging. Be compassionate, be understanding and reassure them their feelings are important. Phrases like "you've shown such courage today" help.



### Take your time, **slow down**

Respect pauses and don't interrupt them – let them go at their own pace. Recognise and respond to their body language. And remember that it may take several conversations for them to share what's happened to them.



### Show you understand, **reflect back**

Make it clear you're interested in what they're telling you. Reflect back what they've said to check your understanding – and use their language to show it's their experience.

<https://learning.nspcc.org.uk/media/1638/let-children-know-listening-poster-english.pdf>

# WHAT TO DO IF YOU ARE CONCERNED ABOUT A CHILD:



- Discuss with someone senior who is helping run the community work/ the safeguarding lead
- Decide what action is to be taken – is the child suffering or likely to suffer significant harm or is he/she in need of Early Help?

# Early Help



Most children and young people do not need Children's Social Care intervention, they can be helped through "Early Help"

▶ [earlyhelp@peterborough.gov.uk](mailto:earlyhelp@peterborough.gov.uk)

▶ [early.helphub@cambridgeshire.gov.uk](mailto:early.helphub@cambridgeshire.gov.uk)

# If you do need to refer children's social care



The screenshot shows a web browser window with the URL <http://www.safeguardingcambspeterborough.org.uk/children-board/reporting-concerns/>. The page title is 'Report a Safeguarding Concern'. The breadcrumb trail is 'Home » Safeguarding Children Partnership Board » Report a Safeguarding Concern'. The main content area contains the following text:

Within Cambridgeshire and Peterborough all enquiries about children come through the Customer Service Centre and are directed through to the appropriate service. Any enquiries received where it is not clear whether there are safeguarding issues/risks will be passed through to Multi Agency Safeguarding Hub (MASH) for a MASH enquiry to be undertaken.

This is a multi-agency team who undertake information gathering, analysis and decision making about whether there is a need for statutory intervention and if not what the appropriate intervention for the child, young person and their family might be.

**Threshold Document**

The [Effective Support for Children and Families in Cambridgeshire and Peterborough \(Thresholds\) Document](#) is intended to assist practitioners in identifying a child's level of need and what type of service/resource may meet those needs. Using their professional judgement along with this guide, practitioners will feel better equipped to direct families to appropriate resources at the appropriate time.

Below are links to some of the assessment tools in order to make a professional judgement about

To make a referral, please use the referral form below

[Joint Safeguarding Referral Form](#)

The Joint Safeguarding Referral Form provides a standardised referral format for professionals and volunteers to use when they think a child or young person is at risk of significant harm.

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# Reporting Child Protection Concerns to the Local Authority



If you are concerned that a child may be suffering physical, sexual or emotional abuse or neglect or is at risk of significant harm you should telephone Children Services using one of the following numbers:

- ▶ Cambridgeshire children: 0345 045 5203
- ▶ Peterborough children: 01733 864180 or
- ▶ Out of Hours Emergency Duty Team (EDT): 01733 234724

As a professional you can report a safeguarding concern using the [Cambridgeshire & Peterborough Safeguarding Referral Form](#). **Email to:** [ReferralCentre.Children@cambridgeshire.gov.uk](mailto:ReferralCentre.Children@cambridgeshire.gov.uk)

All telephone referrals will need to be followed up in writing within 24 hours by the referring professional

# Making a Child Protection Referral

Include as much information as possible. The quality of a referral significantly impacts on how effectively Children Social Care is able to respond to safeguarding.

With poor information, Children Social Care is unable to make appropriate and proportionate decisions. This can put a child or young person at risk **OR** lead to overly intrusive interventions which are disruptive to the child and/or family

# Children worried about Coronavirus

- ▶ The NSPCC has created a new webpage with information and advice for parents or carers who are worried a child or young person may be struggling with their mental health or has anxiety about Coronavirus. The webpage includes information on: talking about feelings and worries; keeping in touch and balancing screen time; ways to create structure and routine; and helping to give children a sense of control.
- ▶ <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>



# Domestic abuse

# Domestic Violence and self isolation

Government's advice on self or household-isolation will have a direct impact on victims of domestic abuse. Home is not likely to be a safe place for survivors of domestic abuse and their children. Social distancing and self-isolation could be used as a tool of coercive and controlling behaviour by perpetrators, and will shut down routes to safety and support.

The National Domestic Abuse Helpline continues to operate 24/7 on 0808 2000 247

# Domestic Violence and self isolation

There is also a form you can complete online and they will call you back at a safe time <https://www.nationaldahelpline.org.uk/Contact-us>

Women's Aid online chat is still open <https://chat.womensaid.org.uk/>

And Men's Advice line, for male victims, is still open too <https://mensadviceline.org.uk/>

# Domestic Violence and self isolation

Locally, Outreach Services are still available too:

- ▶ Cambridge City/East Cambs/South Cambs 01223 361214
- ▶ Fenland/Hunts/Peterborough 07787 255821
- ▶ For support around sexual violence, local Rape Crisis Helplines are closed but National Rape Crisis is still available and they also have online chat  
<https://rapecrisis.org.uk/>
- ▶ And The Elms Sexual Assault Referral Centre is still open  
<https://www.theelmssarc.org/>



# Adult safeguarding

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect.

It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect,

While at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

Care and Support Statutory Guidance, available at:

<https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>



# MSP

Making safeguarding personal- making sure that the adult's wishes, thoughts and feelings are taken into account when considering how to reduce risk or stop abuse from happening.

# Who is an Adult with Safeguarding Needs?



Also called An 'adult at risk'  
Previously called a 'vulnerable adult'

# An Adult with Safeguarding Needs:



1. Has care and support needs
2. Is experiencing or at risk of abuse or neglect

3. As a result of those care and support needs, is unable to protect themselves from the risk or experience of abuse or neglect.

# Care and Support Needs

- ▶ a physical disability, a learning disability or a sensory impairment
- ▶ mental health needs, including dementia or a personality disorder
- ▶ long-term health condition
- ▶ substances or alcohol misuse to the extent that it affects ability to manage day-to-day living.

# There are 10 Types of Adult Abuse

Physical

Sexual

Neglect/ Acts  
of Omission

Psychological

Financial/  
Material

Domestic

Organisational

Discriminatory

Modern  
Slavery

Self Neglect

# 10 Types of abuse

For descriptions of each type of abuse, see:

- ▶ **Cambridgeshire and Peterborough Multi Agency Safeguarding Procedures, section 1.4,**  
<http://www.safeguardingcambspeterborough.org.uk/wp-content/uploads/2018/11/CPSAB-Multi-agency-Safeguarding-Adults-Procedures.pdf#page=7>,
- ▶ **SCIE:**  
<https://www.scie.org.uk/safeguarding/adults/introduction/types-and-indicators-of-abuse>

# Shielding, Social Distancing and Increased Risk

Whilst Social Distancing measures are necessary to contain the spread of Covid-19, the same measures may increase risks for adults at risk of abuse.

Home is not likely to be a safe place for adults who are abused by a family carer. Social distancing and self-isolation could be used as a tool of coercive and controlling behaviour by perpetrators, and will shut down routes to safety and support.

# Support for Carers

Pressure on family carers is likely to increase, with stay at home policies and scarcity in resources designed to support carers.

- ▶ Caring together is offering phone based and online support for carers in the meantime:
- ▶ <https://www.caringtogether.org/coronavirus-covid-19>

# Indicators

These are the things that you might see, hear, smell or feel that would make you wonder if someone is being abused or neglected

This includes things like bruises and marks of physical abuse, as well as changes in demeanour, activity, weight, appearance/presentation

If you spot indicators of abuse, what do you do?

**Ask.**

- Make sure it is safe to do so
- Be genuine
- Be specific

# If someone tell you about abuse

- ▶ Listen
- ▶ Acknowledge
- ▶ Find out what they want to have happen next
- ▶ Explain that you need to tell someone

**Remember that the adult has special insight into their own situation.**



If you believe the adult is in immediate risk



999

# Go at their pace



Remember,

- The adult may need time to process
- They may have different priorities
- They may not want help
- They may not want help *right now*
- It can take time to establish trust

# If someone discloses abuse:

- ▶ Do not press the person for more details
- ▶ Do not stop someone who is freely recalling significant events
- ▶ Do not dismiss what you have been told
- ▶ Do not promise to keep secrets; but do explain that the information will only be passed to those who "need to know", and try to be specific about who these might be
- ▶ Do not tell anybody who doesn't need to know – remember the rules of confidentiality
- ▶ Do not make promises that you cannot keep
- ▶ Do not contact the alleged abuser or anyone who might be in touch with him / her
- ▶ Do not ask leading questions



## Other sources of Support

Sometimes adults don't want a safeguarding concern raised, but are willing to accept help from other sources. (Including you, their GP, the community, etc.)

# Record

- What the adult at risk has told you (using their own words where possible)
- Who was involved
- The impact of the abuse on the adult
- What steps have been taken to protect the adult
- Name and signature of the person making the record

# Who is your Adult Safeguarding Lead?

You should discuss any concerns you have about an adult with your volunteer coordinator. They should support you to:

- ▶ Talk to the adult you are concerned about
- ▶ Record what you know
- ▶ Plan how to support the adult
- ▶ Raise a safeguarding concern with the Local Authority if appropriate

# What is the MASH?

**M**ulti  
**A**gency  
**S**afeguarding  
**H**ub

The MASH is responsible for deciding what happens to concerns raised with the local authority. This decision will reflect the desired outcomes of the adult at risk and will take one of three routes:

1. No further action required by LA- information and advice provided
2. Formal Safeguarding Enquiry, carried out by the organisation
3. Formal Safeguarding Enquiry lead by LA or designated partners

Information about MASH triage and assessment criteria can be found in the Multi Agency Safeguarding Procedures, available here: <http://www.safeguardingpeterborough.org.uk/adults-board/information-for-professionals/cpsabprocedures/>

# Making a referral



Cambridgeshire and Peterborough Adults Safeguarding Referral Form, available at: <https://www.safeguardingcambspeterborough.org.uk/adults-board/reporting-a-concern/>

CAMBRIDGESHIRE & PETERBOROUGH ADULTS SAFEGUARDING REFERRAL FORM

**CAMBRIDGESHIRE & PETERBOROUGH ADULTS SAFEGUARDING REFERRAL FORM**

**DIAL 999 IN AN EMERGENCY AND ASK FOR THE APPROPRIATE EMERGENCY SERVICE**

**Safeguarding Referrals:**  
**Cambridgeshire:** Call 0345 045 5202 (Monday to Friday, 8am to 6pm) (Saturday, 9am to 1pm)  
**Peterborough:** Call 01733 747474 (Monday to Friday 8am to 6pm),  
**For Both Areas:** Out of Hours call 01733 234724

**Completed referrals should be sent to:**  
**Cambridgeshire:** [referralcentre-adults@cambridgeshire.gov.uk](mailto:referralcentre-adults@cambridgeshire.gov.uk)  
**Peterborough:** [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)

**Details of Adult at risk.** *An Adult at Risk is a person who is aged 18 or over and*

- has needs for care and support (whether or not the local authority is meeting any of those needs);
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

*The Care Act (2014)*

Name	Click here to enter text.	Title	Click here to enter text.
DOB	Click here to enter text.	Approx. age if DOB not known	Click here to enter text.
Email	Click here to enter text.	Post code	Click here to enter text.
Permanent Address	Click here to enter text.	Phone	Click here to enter text.
Current Location (e.g. Ward or Unit)	Click here to enter text.		
Gender	Choose an item.	Nationality	Click here to enter text.
Preferred Language	Click here to enter text.	Ethnicity	Choose an item.
Does the adult at risk require support with communication?			Choose an item.
If yes, please give details			Click here to enter text.
Agency Identification No. (e.g. NHS No.) Click here to enter text.			

# Reporting Concerns to the Local Authority

## **Cambridgeshire County Council**

- ▶ Telephone: 0345 045 5202
  - ▶ Fax: 01480 498 066
  - ▶ Email: [referral.centre-adults@cambridgeshire.gov.uk](mailto:referral.centre-adults@cambridgeshire.gov.uk)
- Minicom: 01480 376 743  
Text: 07765 898 732

## **Peterborough City Council**

- ▶ Telephone: 01733 747474
- ▶ Email: [adultsocialcare@peterborough.gov.uk](mailto:adultsocialcare@peterborough.gov.uk)
- ▶ Emergency Duty Team: 01733 234 724

### **Out of Hours**

- ▶ Emergency Duty Team: 01733 234 724

# Protect the Person

If the adult is in danger of repeated significant harm or has just been the victim of a serious crime – call the police 999

If the adult needs urgent medical attention, call 999



Further information

Additional information and resources on safeguarding can be found at;

[www.safeguardingcambspeterborough.org.uk](http://www.safeguardingcambspeterborough.org.uk)