

## To report a crime

If the person is in danger: call the police on 999

If the person is not in danger now: call the police on 101

## To report a safeguarding concern

Call your local council and ask for children's services or adult services. They may also have a 24 hour safeguarding line.

When your report is being followed up, the local authority will make sure the person's wishes are at the centre of the process.

## To seek advice

The Advocacy Project

- Duty Manager: 020 3960 7929
- Advice line: [www.advocacyproject.org.uk/safeline](http://www.advocacyproject.org.uk/safeline)

NSPCC helpline: 0808 800 5000

Action on Elder Abuse helpline: 080 8808 8141

## Contact us for more information

Please contact us if you would like a copy of this leaflet in large print or another language.

## The Advocacy Project

 [info@advocacyproject.org.uk](mailto:info@advocacyproject.org.uk)

 020 8969 3000

 [@TAPadvocacy](https://twitter.com/TAPadvocacy)

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

## Safeguarding information

for staff and volunteers

Safeguarding is everyone's responsibility

If you have concerns about someone being abused or neglected, you must take action.

### Who is at risk?

**Children** under the age of 18

**Adults** who aren't able to protect themselves against abuse or neglect, for example because of their age, disability, mental or physical health, or substance misuse.

### What is abuse?

Abuse can happen anywhere at any time. It might be something that happens once or often, and could be either deliberate or unintentional. It might be caused by:

- a guardian, carer or family member
- a friend or neighbour
- people at activities or services
- someone in a position of trust
- a stranger
- women, men, and even children

## Types of abuse

There are lots of kinds of abuse, including:

**Physical abuse**, eg hitting, kicking, burning, being locked in a room or restrained

**Sexual abuse**, eg being made to take part in or watch a sexual activity without consent

**Emotional abuse**, eg shouting, ridiculing, bullying, being made to feel frightened

**Financial or material abuse**, eg theft, fraud, exploitation

**Neglect / self-neglect**, eg inadequate care or support, including emotional and educational needs as well as physical and medical

**Discriminatory abuse**, eg harassment based on age, gender, sexuality, disability, race or religious belief

**Modern slavery**, eg human trafficking and forced labour

**Organisational abuse**, eg mistreatment of people brought about by systematic poor practice that affects an overall care setting



## What to do

If someone has disclosed abuse to you:

- be calm and reassuring, listen carefully
- only ask questions to clarify what's been said, don't use leading questions
- use open questions and TED: 'tell me', 'explain', 'describe'
- say you'll report what they've said to help keep them or others safe



## Use the safeguarding procedure

This includes these steps:

- call 999 if someone is in danger or needs immediate medical support
- write detailed notes of what happened and what you did
- discuss with your manager (or the duty manager) straight away
- if your manager asks you to, or if you can't get hold of a manager, call the local authority safeguarding line (or children's services / adult services) to raise an alert

## Important points

Remember:

- preserve any evidence of what has happened
- only tell people who need to know
- don't carry out a full interview or start investigating
- don't examine the person or take photographs
- don't confront an alleged abuser