

Safeguarding Adults Awareness and Referral information for Volunteer Groups

Nottinghamshire Safeguarding Adults Board

www.safeguardingadultsnotts.org



Thank you

Thank you for volunteering to help keep our community in Nottinghamshire safe at this difficult time.



What is my role as a volunteer?

- Volunteers have an especially important role during the lockdown, as vulnerable people may be particularly isolated and it may be hard for them to tell someone about the abuse or neglect.
- It is your role to be curious and if you see something that doesn't feel right, tell someone.



What does Safeguarding mean?

Safeguarding adults means protecting the most vulnerable from abuse and neglect.



Who do we Safeguard?

Safeguarding duties apply to:

- Adults aged 18 or over who have care and support needs

and

- Are experiencing, or are at risk of experiencing instance(s) of abuse or neglect

and

- Due to their care and support needs are unable to protect themselves against instances of abuse or neglect



What is abuse?

A dark blue magnifying glass shape is centered on the left side of the slide. Inside the lens of the magnifying glass, various types of abuse are listed in white text of different sizes. The largest words are 'Physical', 'Emotional', 'Sexual', and 'Financial'. Other words include 'Neglect', 'Domestic Violence', 'Modern Slavery', 'Self-Neglect', 'Organisational', 'Discriminatory', and 'Radicalisation'.

Neglect
Organisational
Domestic Violence
Physical
Discriminatory
Radicalisation
Emotional
Modern Slavery
Sexual
Self-Neglect
Financial

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 once or repeatedly. It may be deliberate or unintentional.

Abuse can be physical, emotional, sexual or financial. Neglect is also a form of abuse.



Financial/ Material Abuse

Wash your hands of coronavirus scams!

Friends Against Scams aims to protect and prevent people from becoming victims of scams.

Be aware of people offering or selling:

- Virus testing kits - these are only offered by NHS.
- Vaccines or miracle cures - there is currently no vaccine or cure.
- Overpriced or fake goods to protect yourself from coronavirus such as anti-bacterial products.
- Shopping or medication collection services.
- Home cleaning services.

Protect yourself and others:

- Don't be rushed into making a decision. If it sounds too good to be true it probably is.
- Only purchase goods from legitimate retailers and take a moment to think before parting with money or personal information.
- Don't assume everyone is genuine. It's okay to reject, refuse or ignore any requests. Only criminals will try to rush or panic you.
- If someone claims to represent a charity, ask them for ID. Be suspicious of requests for money up front. If someone attempts to pressurise you into accepting a service they are unlikely to be genuine. Check with family and friends before accepting offers of help if you are unsure.



Contact

For advice on scams call the
Citizens Advice Consumer Helpline on **0808 223 11 33**
To report a scam call Action Fraud on **0300 123 2040**
Contact your bank if you think you have been scammed.

**Be a good friend,
help to protect
your family, friends
and neighbours
from scams.**

**Read It.
Share It.
Prevent It.**

**#Coronavirus
#ScamAware**

**NATIONAL
TRADING
STANDARDS**

Scams Team

To learn more about the different types of scams visit www.FriendsAgainstScams.org.uk



Safeguarding adults for people self-isolating



We want to make sure that those most at risk from abuse and neglect are safe when self-isolating. Here are some things to think about if you are offered, or need, support during this time.



Try to use **existing and trusted community groups**. If not, could a **family member, friend** or **neighbour** who you know and trust help?



Not sure? Don't answer the door

If you're not sure about an offer of help, ask the person to leave details and talk to someone you trust about it.

For more information visit
[nottinghamshire.gov.uk/
coronaviruscommunityhub](https://www.nottinghamshire.gov.uk/coronaviruscommunityhub)

Enquiries: enquiries@nottscg.gov.uk

Tel: 0300 500 8080

www.safeguardingadultsnotts.org

Self-Neglect

Including:

- Lack of self-care to an extent that it threatens personal health and safety
- Neglecting to care for one's personal hygiene, health or surroundings
- Inability to avoid self-harm
- Failure to seek help or access services to meet health and social care needs
- Inability or unwillingness to manage one's personal affairs

NSAB Self-neglect advice and toolkit:
<https://www.nottinghamshire.gov.uk/media/2314534/selfneglectadviceandtoolkit.pdf>



Domestic Abuse

Social distancing and self-isolation should not be at the expense of protection from abuse and neglect. The local and national helplines and local services will remain open to provide advice and support to those experiencing domestic abuse.

Helpline numbers for people experiencing domestic abuse, their family and friends or professionals:

- **Domestic abuse advice for women (24 hours) 0808 800 0340**
- **Domestic abuse advice for men (office hours) 0115 960 5556**
- **The Police also offer a ‘Silent Solution’ by contacting 999 and dialling 55**
 - <https://www.nottinghamshire.police.uk/advice/silent-solution>



Who might be at risk?

Some adults 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, or who misuse alcohol or drugs.



Who Might Pose a Risk?

- Anyone can cause harm - a family member, a carer, or a stranger. It is usually someone the person knows. Some people 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.
- 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 have any concerns about another volunteer, for example if they are behaving inappropriately, or accepting money or gifts from a resident.



Where might it happen?

Abuse can happen anywhere: at home, in a care home, hospital, day centre or in a public place.



What should I do if I am worried about an adult?

Speak to your manager or volunteer contact about your concerns. If that is not possible, you can contact the Nottinghamshire Multi-Agency Safeguarding Hub on 0300 500 80 80

or online :

<https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse>

In an emergency, dial 999.



How can I keep myself safe?

If a resident is offensive or abusive to you, or you feel unsafe at any time carrying out your volunteering role, tell your volunteer contact. Always follow the guidance and training you have been given, including safety guidance about social distancing.



Covid-19 Community Hubs

Contact numbers:

- If you are a County resident without internet access then please phone **0300 500 8080** (open 8am - 6pm) and one of our customer advisors will be able to help you complete your support request.
- On the internet:
www.nottinghamshire.gov.uk/coronaviruscommunityhub
- If you are a **City** resident then you will need to call the City Council Customer Hub on 0115 915 5555 between 9am and 5pm or go to www.nottinghamcity.gov.uk/coronavirus.



For Volunteer Coordinators

This next section explains how to use the multi agency safeguarding adults procedures and making a safeguarding adults referral.



What happens when I make a referral?

All referrals go to a central point, which is called the Multi-Agency Safeguarding Hub (MASH). The MASH will make an initial enquiry and determine the right course of action; this could include requesting further work to be undertaken by a Social Worker or Occupational Therapist in a local Adult Social Care Team and possibly a referral to other services e.g. Police or Health



Procedures and Pathways:



- Nottingham and Nottinghamshire Multi-agency Procedures for Raising a Concern and Referring
- Nottinghamshire Referral Pathway

www.safeguardingadultsnotts.org



Information you need to make a safeguarding adults referral



- Details of adult at risk
- Details of person posing a risk (if applicable/known)
- Details of incident
- What the person wants to happen as result of this referral



Where & how to make a safeguarding adults referral

Contact numbers:

- **Online at:** <https://www.nottinghamshire.gov.uk/care/safeguarding/reporting-abuse>

Nottinghamshire County Council

(MASH) – 0300 500 80 80

- **Nottingham City Council**

Health and Care Point – 0300 131 0300

Out of hours:

- **Nottinghamshire County Council on**

0300 500 80 80

- **Nottingham City Council on**

0115 8761000



Where can I find more information?

- For more information about safeguarding adults, and how to report a concern, see the Nottinghamshire Safeguarding Adults Board www.safeguardingadultsnotts.org
- A short video about safeguarding for volunteers, produced by Waltham Forest <https://youtu.be/HHQG8CJROhU>

