



Adult & Child Safeguarding Information Sheet Policy

If you have any queries regards this document please contact one of the trustees
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Islastones Foundation Adult & Child Safeguarding Information

Information for Volunteers

Report abuse of an adult

Reporting abuse to protect adults at risk is everyone's business. We all have a duty to report concerns if we think someone is being abused or neglected.

Phone 999 if a crime is being committed or if someone is in immediate danger.

When to report abuse to Adult Social Care

If the adult you are concerned about is not in immediate danger but is

- at risk of being abused
- being abused in a care home
- being abused by a care worker in their own home

you should report your concerns to Adult Social Care Customer Service Centre.

Contact:

Adult Social Care:

Telephone: 0116 305 0004

(Monday to Thursday, 8.30am to 5pm, Friday 8.30am to 4.30pm)

Email: adultsandcommunitiescsc@leics.gov.uk

Emergency Duty Team:

Telephone: 0116 255 1606

(Evenings, weekends, Bank Holidays)

see also: <https://lrsb.org.uk/adultreport>

Who is an adult at risk

An adult at risk is someone who:

- has needs for care and support - whether or not Leicestershire County Council (LCC) is meeting any of those needs
- is experiencing, or are at risk of, abuse or neglect and

- as a result of these needs are unable to protect themselves against the abuse, neglect or risk of abuse or neglect as a result of their needs

How to recognise abuse

Examples of abuse include:

- physical – hitting, slapping, rough handling, restraining roughly, using medication to keep someone drowsy
- neglect – causing someone harm by not giving them the care or help they need
- psychological – making threats of harm or abandonment, harassment, humiliation, intimidation, verbal abuse, bullying, isolation or cyber bullying
- financial or material - pressuring someone to give away money, stealing money, benefits or belongings
- sexual – rape, indecent exposure, being made to do something sexual or watch something sexual that they don't want to, didn't agree to or couldn't agree to.
- organisational – repeated instances of poor or inappropriate care in a care home or by a group of carers, such as rigid and insensitive routines or lack of privacy
- modern slavery can include human trafficking and forcing someone to work for little or no pay
- self neglect – when an adult at risk does not take care of their own basic daily living needs
- discriminatory – where someone is being harassed or mistreated because of their ethnic origin, religion, faith, language, age, sexuality, gender or disability
- domestic abuse

Who is an abuser

An abuser can be anyone:

- relatives and partners
- friends and neighbours
- care workers and volunteers
- another resident of a care home or other users of a service
- someone paid to provide a health or social care service
- strangers

What happens after you report abuse

The team you have reported this to will take steps to ensure the immediate safety of the adult at risk and anyone else who may be affected.

They'll then talk to the person about what they want to happen, investigate the allegations of abuse with our partner agencies, and take appropriate action. This is called a safeguarding enquiry.

If the adult at risk is unable to speak for themselves, they can choose someone to act on their behalf such as a friend or family member. If this isn't possible we can arrange for an independent advocate to support them.

They will always do what we can to prevent abuse happening again. They'll keep everyone involved informed of the outcome and provide support where needed.

Report abuse or neglect of a child

Phone 999 if a crime is being committed or if a child is in immediate danger.

Contact Leicestershire police on 101 if you think a crime has been committed but there is no immediate danger.

Contact LCC First Response Children's Duty Team if you think a child is being:

- neglected
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/neglect/>
- physically abused
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/physical-abuse/>
- sexually abused
<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-sexual-abuse/>

Each of the above links takes you to the NSPCC website which explains the different types of abuse, signs, effects and who is at risk. Please take the time to view these.

Telephone Leicestershire County Council's First Response Children's Duty Team if you have urgent concerns about a child who needs a social worker or police officer today:

Call 0116 305 0005 (24 hour phone line)

We can make contact to the above number who will advise us what to do. If we work with children professionally or as a volunteer we may be required to complete a Multi Agency Referral Form (MARF). The link below will take you to this page and form if required.

see also: <https://lrsb.org.uk/childreport>

Report child abuse and neglect

<https://www.leicestershire.gov.uk/leisure-and-community/community-safety/report-abuse-or-neglect-of-a-child>

Please know you can discuss any safeguarding concerns with any of the Islastones Foundation Trustees who will support volunteers with any concerns they have and how to proceed with those. We have received training within our current roles (outside of Islastone Foundation) in relation to safeguarding adults and children, as have a number of our regular volunteers that may be available at events. If you have concerns whilst outside of Leicestershire the above named services would advise us of whom to contact or we can search for local authorities contact details.

Change Record

Date of Change:	Changed By:	Comments:
26/01/2020	Diane	Policy approved by the Trustees – changed format
05/12/2021	Katherine	Reviewed
12/03/2023	Katherine Tansey	reviewed
04/08/2024	Katherine Tansey	Reviewed- header and footer amended.