



## Safeguarding during your volunteering

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

### **Aims:**

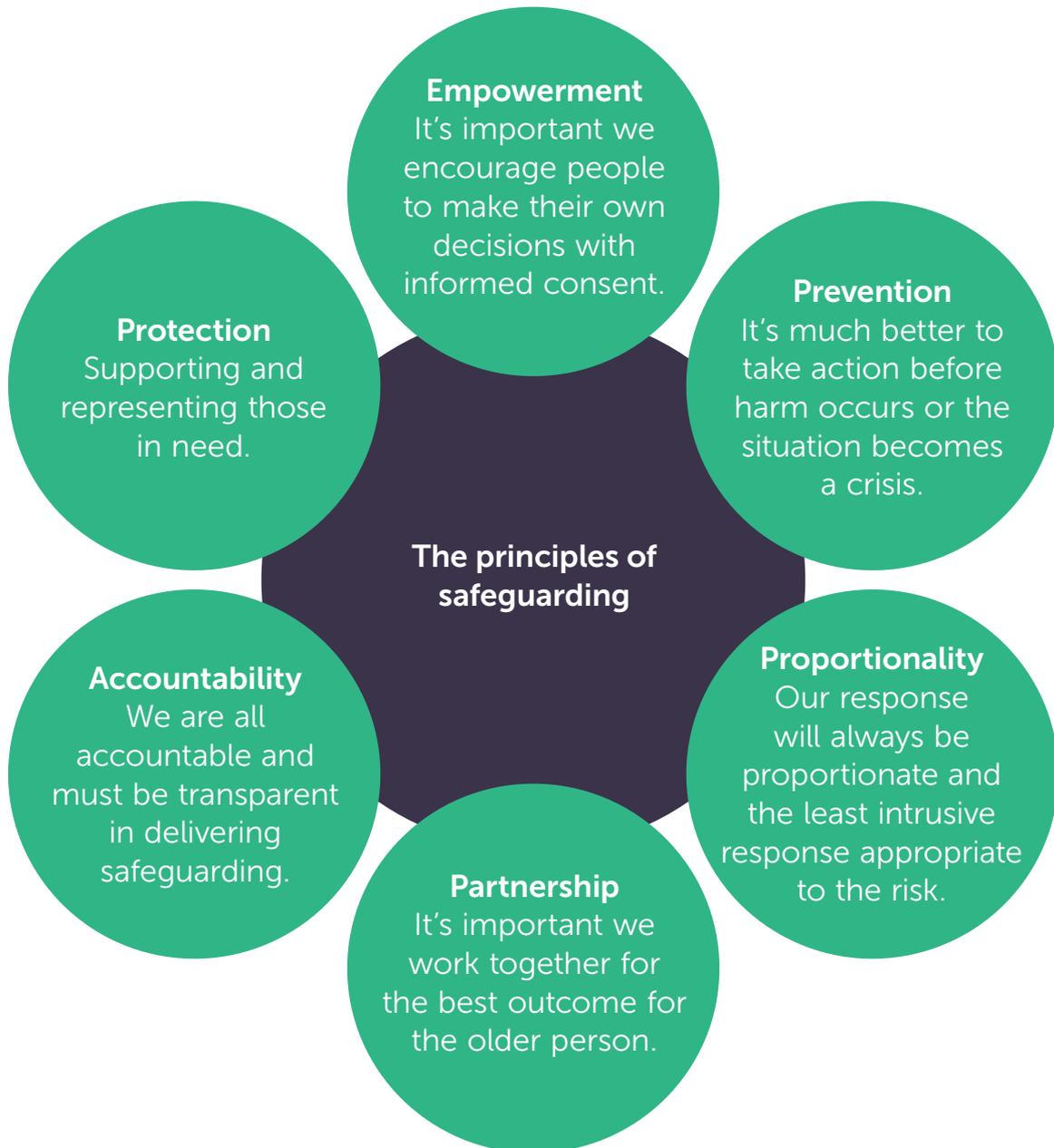
- To stop abuse and neglect where possible.
- To prevent harm and reduce the risk of neglect to adults.

### **What to do if you are concerned:**

- If there's a risk to life or it's an emergency, call 999. Don't delay. Then let Independent Age know the same day.
- During office hours, 9am–5pm – contact your Independent Age contact.
- In the evening between 5–9pm, or at the weekend between 9am–9pm or on a bank holiday from 9am–9pm – contact the out of hours safeguarding line on 020 7605 4455.
- Always report safeguarding concerns the same day that you're informed or become aware of one.

### **If someone discloses a safeguarding concern to you, remember to also:**

- Stay calm and listen carefully.
- Reassure them that they were right to tell you.
- Show empathy and keep an open mind.
- Treat the information seriously.
- Establish the basic facts and make a note of what they tell you.
- Share the information with your Independent Age contact that same day.





Type of abuse or neglect	Examples of things to look out for
<b>Physical</b>	Bruises, misuse of medication, restraint, burns, rough handling, withholding food.
<b>Sexual</b>	Inappropriate touching, indecent exposure, sexual teasing or harassment, rape, sexual photography.
<b>Psychological</b>	Preventing the expression of choice and opinion, intimidation, coercion, humiliation, preventing someone meeting their religious or cultural needs, preventing someone from seeing friends.
<b>Financial or material</b>	Theft, scam, pressure to add someone to their will, false representation, using another person's bank card, misuse of power of attorney and rogue trading.
<b>Domestic violence</b>	Any of the above types of abuse carried out by an intimate partner or family member.
<b>Organisational abuse</b>	The needs of an individual are overridden by the needs of an institution e.g. lack of choice of meals, activities, poor timekeeping of administering medication, lack of privacy, rigid regime or insufficient staff.
<b>Discriminatory</b>	Making derogatory remarks or inappropriate use of language, harassment, or deliberate exclusion because of someone's disability, age, gender, race, religion or beliefs, marriage or civil partnership, sex or sexual orientation.
<b>Neglect/acts of omission</b>	Failure to provide or allow access to food, clothing, heating, or medical care. Providing care in a way the person dislikes, preventing access to glasses, hearing aids or dentures.
<b>Self-neglect</b>	Failure of an individual to care for themselves with the result that there is a likely or actual serious impairment to themselves. Includes hoarding disorder and substance misuse.