



# Isolation Help Bexley

*#DoltForBexley*

## Safeguarding for volunteers

The purpose of this document is to provide IHB volunteers with a basic understanding of safeguarding and how to report any concerns that they have for a person in need (PIN) or someone in their household.

Safeguarding is a term used to describe measures to protect the health, well-being and human rights of individuals, which allow people — especially children, young people and vulnerable adults— to live free from abuse, harm and neglect.

The Nature of being a good neighbour and volunteer will bring you into contact with people who are vulnerable, they may be temporary vulnerabilities due to the current crisis or more lasting vulnerabilities for example domestic abuse and child neglect, some of these people will be in need of safeguarding.

It is important that volunteers are able to identify a person who needs safeguarding and knows how to report their concerns.

A volunteer may identify signs of abuse, harm and neglect based on their experience and observations or they may have a disclosure made to them.

Volunteers have an obligation and duty to report suspicions or a disclosure to the IHB Safeguarding Officer.

**If you have concerns you should discuss these with the IHB Safeguarding Officer as soon as possible and in any case within 24 hours. Send [an email](#) to Liz.**

### Contacting the Emergency Services

In an emergency dial 999. This should be used if:

- Immediate medical attention is needed or
- There is a danger to life, or
- Risk of serious injury, or
- A serious crime is in progress or about to happen

All volunteers witnessing such an incident are empowered to dial 999 you will be able to give the most accurate and timely account of the incident

When it is safe and after calling the emergency services contact the IHB safeguarding officer.



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## Definitions

Abuse - May be something done to a person or may be a result of not doing something or neglect. It may include, physical abuse, psychological abuse, discriminatory abuse, neglect and acts of omission, spiritual abuse, self neglect, domestic abuse, modern slavery, sexual abuse, financial abuse and mate crime

Signs of abuse - These may include, physical marks, bruises, broken bones, burns, talking and interacting less than before, becoming angry or aggressive for little reason, seeming depressed, being reluctant to be left with certain individuals. You may also hear and witness an abusive incident in progress.

## Further reading & guidance

Every child matters - What to do if you believe a child is being abused

<https://www.gov.uk/government/publications/every-child-matters>

SafeLives, dedicated to ending domestic abuse, for everyone and for good.

<https://safelives.org.uk>

Age UK, protection from elder abuse

<https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/protection-from-abuse/>

Metropolitan police