

If you do come across a situation that concerns you:

- If the person is in immediate danger call 999 then tell the TVBC Safeguarding Officer or your designated officer as soon as possible.
- Report any non emergency concerns to Safeguarding Officer or your designated officers as soon as possible. the next stages of action can then be decided upon.

If a member of the public informs you of a concern as a representative of the Council you must tell them that they need to report their concerns directly to the Police or Children/Adult Services as it is best not to make a 'third party referral'. They should be given the Hantsdirect number and the importance of them reporting their concern explained. If the person is at immediate risk the Police should be contacted. You should also record this with the Safeguarding Officer.

Internal Contacts

For advice and information on safeguarding issues or to discuss something you are worried about contact:

Safeguarding Officer

Louisa Rice

Community and Leisure Service

01264 368810

Safeguarding@testvalley.gov.uk

To report your concerns or to talk to a duty social worker regarding child protection contact:

HantsDirect (*Childrens Services*)

0300 555 1384 office hours (staff or public)

0300 555 1373 out-of-hours (staff or public)

To report your concerns or to talk to a duty social worker regarding vulnerable adults contact:

HantsDirect (*Adult Services*)

0300 555 1386 office hours (staff or public)

0300 555 1373 out-of-hours (staff or public)

Please report any referrals made to Children or Adult Services to the Safeguarding Officer, so that we can keep accurate records of concerns that staff or volunteers encounter.

Useful Numbers and Contacts

NSPCC Child Protection Helpline: **0800 800 5000**

www.nspcc.org.uk

Elder Abuse Response Helpline: **0808 8088141**

www.elderabuse.org.uk

Hampshire Police (non-emergency)

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Safeguarding

Children and Vulnerable Adults

What you need to know



www.testvalley.gov.uk



TestValleyBC



@TestValleyBC

There are many services and functions we as a Council deliver working with volunteers which may bring you into contact with children or vulnerable adults either as the main part of your volunteering or indirectly when you are carrying out your role. This may put you in a position to see something that makes you uneasy. This leaflet will give you clear guidance on what to do if you do have concerns.

Safeguarding is about promoting the welfare of children and vulnerable adults and protecting them from harm. It is important to recognise that if we are to help safeguard children and vulnerable adults, awareness of safeguarding issues has to be the responsibility of everyone. **But remember it is not up to you to decide if abuse has taken place, this is the role of professionals, however it is your responsibility to report any concerns.**

If you do have any concerns about the welfare of a child, young person or vulnerable adult you can report this directly to Children or Adult Services or contact the designated Officer you are working with or Safeguarding Officer for advice. Details can be found at the end of this leaflet.

The following information will help you to recognise signs that a child or vulnerable adult may need help.

What is **child abuse**?

(Children and young people up to 18 years)

There are four main forms of child abuse:

- 1. Physical Abuse** such as unexplained injuries, bruises or marks
- 2. Emotional Abuse** such as withdrawn, anxious behaviour and lack of self confidence
- 3. Sexual Abuse** such as sexual knowledge or comments which are not what you would expect a child of that age to know
- 4. Neglect** such as rough treatment of the child

What is abuse of **vulnerable adults**?

A vulnerable adult can be anyone over the age of 18 whom due to age, disability or ill health may not be able to take care of themselves or to protect themselves against significant harm or exploitation.

In addition to the four main areas of abuse listed for children, vulnerable adults are also open to financial and psychological abuse.

Financial abuse such as theft, fraud, exploitation and pressure in connection with wills, property or inheritance or financial transactions.

Psychological abuse such as threats of harm, intimidation, harassment and verbal abuse.

Bullying, hate crime and domestic violence are also forms of abuse for all ages.

To keep yourself safe

- Do not spend excessive amounts of time alone with children/vulnerable adults away from others.
- Children/vulnerable adults should only be taken alone on a vehicle journey in an emergency or with parental/carers consent.
- Do not take children/vulnerable adults to your home.
- Only meet up with children/vulnerable adults with the full consent and knowledge of the person's parents/carers.
- Never enter a house where a child is in there on their own.
- Do not have inappropriate physical or verbal contact with children or vulnerable adults.