

Safeguarding Information for Coronavirus (Covid-19) Volunteers

Safeguarding means protecting children and vulnerable adults from abuse and neglect.

Abuse and neglect can happen in different ways, and can be perpetrated by anyone. This might be physical, emotional, sexual, or financial abuse. **Abuse is always wrong.**

If you see something, are told something, or something doesn't feel right - you need to report it.

At this time, it is even harder for children and vulnerable adults to tell anyone about what is happening to them. As a volunteer, it is important that you understand how to spot the signs of abuse and neglect and how to report any concerns that you may have. You also now have a role in safeguarding:

- Be curious
- Be the eyes and ears
- Come back and tell your coordinator if you see anything that concerns you
- Safeguarding professionals can take things from there, so you do not need to investigate or enquire.

Pay attention to how people appear or behave. For example:

- Delivering a food parcel, you notice children at home on their own
- On the phone or in person, someone appears scared or fearful of someone else in the same household
- You just have a sense something isn't quite right

For your own safety – if a resident is offensive or abusive, say something.

Talk to your coordinator if you are worried about anyone or want to check out something you have seen or heard.

If you cannot speak to your coordinator you can report your concerns to Adult Social Care, through Access Point. You can use the online reporting form, call 01273 295555, or email AccessPoint@brighton-hove.gov.uk

If you are worried about a child, contact the Front Door for Families on 01273 290400 or email FrontDoorforFamilies@brighton-hove.gov.uk

If someone is in immediate danger, stay safe and call 999

Remember, safeguarding is everyone's responsibility. You have the opportunity to keep local people safe from abuse in this very difficult time.