

Keeping People Safe

EASY READ GUIDE

What is safeguarding
and how to report it.

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**your potential plus
our commitment
changes lives**

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What is this guide and who has written it?



This Easy Read Guide will help you to understand:

- what **Safeguarding** is
- what **Abuse** is
- what the different types of abuse are and what you should do if you are worried or concerned.



It was written by:

- National Care Group Quality Team

BIG words

There are some big words in this guide. These big words are in **bold** and we have tried to explain what they mean at the back of this guide.



Safeguarding is when people work together with you to help keep you safe from harm and abuse.

This could include your support worker, friends, family, neighbour, manager or other person.

Safeguarding is for anyone who may need help to keep themselves safe.

What is Abuse?



Abuse is:

- when someone hurts or treats you badly
- when someone does or says things to make you upset or frightened

Abuse is not your fault, and everyone has the right to feel safe.



Abuse can happen anywhere and at anytime of the day or night.

It could happen:

- on your computer, tablet device or mobile phone
- where you live
- at the day centre
- at work
- in hospital
- at the local shops
- in college
- on public transport such as a bus or train



It is important to remember that anyone could do you harm.

What are the different types of abuse?



Emotional Abuse

This is when people say bad things to hurt your feelings, shout or threaten you.

This could be when someone is:

- calling you names
- blaming you when it is not your fault
- ignoring you
- laughing at you
- treating you like a child when you are an adult.



Physical Abuse

This is when someone hurts you. They might:

- hit you
- kick you
- nips/ pinches you
- scratches you
- pulls your hair
- bites you
- burns you
- gives you the wrong medication

What are the different types of abuse?



Sexual Abuse

This is when someone touches your body or private parts in a way you do not want or like.

Someone may also make you do sexual things that make you sad, angry or frightened.

This could be someone:

- touching your bum
- touching your breasts
- making you touch the other person in their private areas
- making you look at, send or watch pictures which include sexual things.



Financial Abuse

This is when anyone takes your money or things without asking. This could be a family member, friend, someone paid to support you or other person.

This can be when someone:

- steals your money
- takes control of your money
- won't give you access to your money
- makes you buy them things out of your money
- takes things that belong to you

What are the different types of abuse?



Neglect

This is when people who are there to help you do not support you properly.

This can include:

- being hungry most of the time
- not being kept safe
- not getting the right medical help
- not being supported with your personal care
- not having clean clothes and bedding



Discrimination

This is when people treat you badly or unfairly because you are different to them.

This could be because you:

- have a different skin colour
- have a different religious belief
- are disabled
- are lesbian, gay, bisexual or transgender
- speak a different language

What are the different types of abuse?



Institutional Abuse

This is when paid staff who work in social care or hospital do not support you properly or respect your rights.

This can be when:

- there are not enough staff on duty most of the time.
- most of the staff are not trained
- the rules and routines are made by the manager and staff without asking what you want
- your personal things are used by or for someone else



Domestic Abuse

This is when someone uses threatening behaviours, violence or abuse against you. It could be someone in a relationship, or someone in a family situation, this may not have happened but you may be scared this might take place

This could be

- hitting
- slapping
- beating
- forcing someone to marry

What are the different types of abuse?



Human Trafficking

This is when someone makes you live somewhere, controls you all of the time and makes you do things you don't want.



Modern Slavery

This is when someone is making you work and gives you very little money.



What can I do about it?

If you are worried about anything in this booklet you can get help.

You might want to speak to someone you like and trust who can help you report it.

Who can I tell?

You can report to your Registered Manager



If you or someone is in danger call the police on **999**.
If it is not as urgent you can call the police on **101**.

If you need urgent medical help ring the ambulance service on **999**.



If you want to contact your GP as support staff to write the telephone number here:

Telephone:



You can contact your social worker or emergency duty team.

Ask a member of support staff to write the telephone number here:

Telephone:



Details of a family member or friend you would like to contact if you need help:

Name:

Telephone:



You can contact Victim Support on:

0808 1689111

What will happen next?



If you have reported it to a member of staff they will talk through the options with you. This might include reporting it to a social worker or someone from the Council. They will firstly make sure you are safe.



If you are not safe, they will make a plan to make sure you are safe.

They make contact the police if the law has been broken.



A social worker from the safeguarding team may speak to you and come and visit. They will respect your wants and wishes.

If you are not able to make decisions they will listen to your views and make a decision for you, in your **best interests**.

They may ask an **independent advocate** to help you. This person will support you to say what you want to happen.

Big Words you might hear



Advocacy - this is about helping you to say what you want and need.



Advocate - this is someone independent who helps you speak up for yourself. They can also speak to social workers and care staff for you if you want.



Independent Mental Capacity Advocate – they are not employed by the Council and can speak up for people who cannot make a decision for themselves.



Best Interests – someone else will make a decision that is right for you.

They will listen to your views and other people's views who know you well.

Big Words you might hear



Capacity – This is a person’s ability to make choices about decisions.

To have capacity is to be able to make a choice for yourself at any one time. You can have help to make choices.



Reporting – This means officially telling someone who will take action. This could be face to face or on the telephone.



Safeguarding Concern – This is if you think abuse is likely to happen or may have happened.