



REDEEMING OUR  
COMMUNITIES

# ROC *Angels*

# Safeguarding

How we operate

# Safeguarding

## SECTION 1

What you should you know  
after completing this training

Section 2

# What you should know after completing this training:

- know what Safeguarding is
- know how ROC manages Safeguarding
- know how Safeguarding affects you
- know who is protected by Safeguarding
- understand some of the types of abuse and neglect
- know what to do if you come across abuse or neglect
- know how to protect yourself and others

# Safeguarding

## SECTION 2

Who is this for and why are we doing it?

# Who is this training for?

- **You** – if you are:
  - A Trustee of ROC
  - A member of the ROC Staff team
  - A volunteer in
    - Restorative Justice, ROC Restore, ROC family mentoring, ROC Tele-Mentoring, ROC Care, ROC Gardens, ROC Café, ROC Street Angels, ROC Festival Angels or any activity or centre managed by ROC

# Why are we doing this?

- We say that ROC is all about “People of goodwill working together for safer, stronger communities”.

Well that starts here – by making sure that the way in which we work together is safe and kind to all the people we work with



# Why are we doing this?

- It's what we want to do – care for people
- It's a legal requirement
  - There are slight differences in legislation / terminology across the UK but the principals remain the same

# Safeguarding

## SECTION 3

### What is 'Safeguarding'?

# Safeguarding

What is it?

- Safeguarding means protecting a person's health, wellbeing and human rights; enabling them to live free from harm, abuse and neglect.
- Safeguarding is about taking action when we believe a person is at risk of abuse and neglect

# Safeguarding

Who does it apply to?

- Children
- Adults

# Safeguarding

- **Children**

The legal definition of a child is someone under the age of 18 according to The Children Act 1989.

# Safeguarding

- **Children**

The legal definition of a child is someone under the age of 18 according to The Children Act 1989.

- Abuse and neglect are forms of maltreatment of a child. Somebody may abuse or neglect a child by inflicting harm, or by failing to act to prevent harm.

# Safeguarding

- **Adults**

Safeguarding duties for adults at risk apply to any charity working with anyone aged 18 or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or is at risk of, abuse or neglect
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

# Safeguarding

- **Adults**

An adult at risk of abuse may:

- have an illness affecting their mental or physical health
- have a learning disability
- suffer from drug or alcohol problems
- be frail



# Safeguarding

## SECTION 4

### Abuse & Neglect of Children

# Abuse and Neglect

- Defining child abuse or abuse against an adult is a difficult and complex issue. A person may abuse by **inflicting harm, or failing to prevent harm.**

Children and adults in need of protection may be abused within a family, an institution or a community setting. Very often the abuser is known or in a trusted relationship with the child or adult.

# Abuse and Neglect

- We would probably expect to recognise **abuse** or **neglect** if we saw or heard it. But would we?
- Legislation defines **abuse** and **neglect** in order for the authorities to determine if it has occurred.
- We'll look at Children and Adults separately

# Abuse and Neglect

- First we'll look at the explanation of 'what' the abuse or neglect looks like
- Then we'll look at some of the 'signs' that **may** be indicators that something is happening.
  - Let's remember that each 'sign' can have multiple explanations and it doesn't automatically mean abuse or neglect is taking place!

# Abuse and Neglect of Children

- **Physical abuse**
- **Emotional abuse**
- **Sexual abuse**
- **Neglect**
- **Exploitation (Northern Ireland)**

# Abuse and Neglect of Children

- **Physical abuse**

- Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing physical harm to a child.
- Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces, illness in a child.

# Abuse and Neglect of Children

- **Physical abuse (signs)**

- Injuries not consistent with the explanation given for them
- Injuries that occur in places not normally exposed to falls, rough games, etc
- Injuries that have not received medical attention
- Reluctance to change for, or participate in, games or swimming
- Repeated urinary infections or unexplained tummy pains
- Bruises on babies, bites, burns, fractures etc which do not have an accidental explanation\*
- Cuts/scratches/substance abuse\*

\*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

# Abuse and Neglect of Children

- **Emotional abuse**

- is the persistent emotional maltreatment of a child such as to cause severe and persistent adverse effects on the child's emotional development.
- is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. (Northern Ireland)



# Abuse and Neglect of Children

- **Emotional abuse (signs)**

- Changes or regression in mood or behaviour, particularly where a child withdraws or becomes clingy.
- Depression, aggression, extreme anxiety.
- Nervousness, frozen watchfulness
- Obsessions or phobias
- Sudden under-achievement or lack of concentration
- Inappropriate relationships with peers and/or adults
- Attention-seeking behaviour
- Persistent tiredness
- Running away/stealing/lying

# Abuse and Neglect of Children

- **Sexual abuse**

- involves forcing or enticing a child or young person to take part in sexual activities, not necessarily involving a high level of violence, whether or not the child is aware of what is happening.
- occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. (Northern Ireland)

# Abuse and Neglect of Children

## • **Sexual abuse (signs)**

- Any allegations made concerning sexual abuse
- Excessive preoccupation with sexual matters and detailed knowledge of adult sexual behaviour
- Age-inappropriate sexual activity through words, play or drawing
- Child who is sexually provocative or seductive with adults
- Inappropriate bed-sharing arrangements at home
- Severe sleep disturbances with fears, phobias, vivid dreams or nightmares, sometimes with overt or veiled sexual connotations
- Eating disorders - anorexia, bulimia\*

\*These indicate the possibility that a child or young person is self-harming. Approximately 20,000 are treated in accident and emergency departments in the UK each year.

# Abuse and Neglect of Children

- **Neglect**

- is the persistent failure to meet a child's basic physical and/or psychological needs, likely to result in the serious impairment of the child's health or development. Neglect may occur during pregnancy as a result of maternal substance abuse.

*Children who are neglected often also suffer from other types of abuse.*

# Abuse and Neglect of Children

- **Neglect (signs)**

- Under nourishment, failure to grow, constant hunger, stealing or gorging food, Untreated illnesses,
- Inadequate care, etc

# Abuse and Neglect of Children

- **Exploitation** (Northern Ireland)
  - is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain.

# Abuse and Neglect of Children

- **Exploitation (Northern Ireland) (signs)**

- child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking.
- It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation.
- Exploitation can be sexual in nature.

# Safeguarding

## SECTION 5

### Abuse & Neglect of Adults



# Abuse and Neglect

Now let's have a look at adults ..

# Abuse and Neglect of Adults

- **Physical abuse**

- including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

# Abuse and Neglect of Adults

- **Physical abuse (signs)**

- History of unexplained falls, fractures, bruises, burns, minor injuries.
- Signs of under or over use of medication and/or medical problems left unattended.
- Any injuries not consistent with the explanation given for them
- Bruising and discolouration - particularly if there is a lot of bruising of different ages and in places not normally exposed to falls, rough games etc.
- Recurring injuries without plausible explanation
- Loss of hair, loss of weight and change of appetite
- Person flinches at physical contact &/or keeps fully covered, even in hot weather; Person appears frightened or subdued in the presence of a particular person or people

# Abuse and Neglect of Adults

- **Domestic violence**

- including psychological, physical, sexual, financial, emotional abuse; so called 'honour' based violence.

# Abuse and Neglect of Adults

- **Domestic violence (signs)**

- Unexplained injuries or 'excuses' for marks or scars
- Controlling and/or threatening relationship including psychological, physical, sexual, financial, emotional abuse;
- so called 'honour' based violence and Female Genital Mutilation.
- Age range extended to 16 yrs.

# Abuse and Neglect of Adults

- **Sexual abuse**

- including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.

# Abuse and Neglect of Adults

- **Sexual abuse (signs)**

- Pregnancy in a woman who lacks mental capacity or is unable to consent to sexual intercourse
- Unexplained change in behaviour or sexually explicit behaviour
- Torn, stained or bloody underwear and/or unusual difficulty in walking or sitting
- Infections or sexually transmitted diseases
- Full or partial disclosures or hints of sexual abuse
- Self-harming
- Emotional distress, Mood changes
- Disturbed sleep patterns

# Abuse and Neglect of Adults

- **Psychological abuse**

- including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.



# Abuse and Neglect of Adults

- **Psychological abuse (signs)**

- Alteration in psychological state e.g. withdrawn, agitated, anxious, tearful  
Intimidated or subdued in the presence of a carer
- Fearful, flinching or frightened of making choices or expressing wishes
- Unexplained paranoia
- Changes in mood, attitude and behaviour, excessive fear or anxiety
- Changes in sleep pattern or persistent tiredness
- Loss of appetite
- Helplessness or passivity, Confusion or disorientation
- Implausible stories and attention seeking behaviour
- Low self-esteem

# Abuse and Neglect of Adults

- **Financial or material abuse**
  - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

# Abuse and Neglect of Adults

- **Financial or material abuse (signs)**

- Disparity between assets and living conditions
- Unexplained withdrawals from accounts or disappearance of financial documents or loss of money
- Sudden inability to pay bills, getting into debt
- Carers or professionals fail to account for expenses incurred on a person's behalf
- Recent changes of deeds or title to property
- Missing personal belongings
- Inappropriate granting and / or use of Power of Attorney

# Abuse and Neglect of Adults

- **Modern slavery**

- encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

# Abuse and Neglect of Adults

- **Modern slavery** (signs)
  - encompasses slavery, human trafficking, forced labour
  - Physical appearance; unkempt, inappropriate clothing, malnourished
  - Movement monitored, rarely alone, travel early or late at night to facilitate working hours.
  - Few personal possessions or ID documents.
  - Fear of seeking help or trusting people.

# Abuse and Neglect of Adults

- **Discriminatory abuse**

- including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

# Abuse and Neglect of Adults

- **Discriminatory abuse (signs)**

- Inappropriate remarks, comments or lack of respect
- Poor quality or avoidance care
- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality

Abuse may be observed in conversations or reports by the person of how they perceive themselves

# Abuse and Neglect of Adults

- **Organisational abuse**

- including neglect and poor care practice within an Institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.



# Abuse and Neglect of Adults

- **Organisational abuse (signs)**

- Low self-esteem
- Withdrawn
- Anger
- Person puts themselves down in terms of their gender or sexuality
- Abuse may be observed in conversations or reports by the person of how they perceive themselves
- No confidence in complaints procedures for staff or service users.
- Neglectful or poor professional practice.

# Abuse and Neglect of Adults

- **Neglect and acts of omission**

- including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

# Abuse and Neglect of Adults

- **Neglect and acts of omission (signs)**
  - Deteriorating despite apparent care
  - Poor home conditions, clothing or care and support.
  - Lack of medication or medical intervention

# Abuse and Neglect of Adults

- **Self-neglect**

- this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. Incidents of abuse may be one-off or multiple, and affect one person or more.

# Abuse and Neglect of Adults

- **Self-neglect (signs)**

- Hoarding inside or outside a property
- Neglecting personal hygiene or medical needs
- Person looking unkempt or dirty and has poor personal hygiene
- Person is malnourished, has sudden or continuous weight loss and is dehydrated – constant hunger, stealing or gorging on food
- Person is dressed inappropriately for the weather conditions
- Dirt, urine or faecal smells in a person's environment
- Home environment does not meet basic needs (for example not heating or lighting)
- Depression

# Abuse and Neglect

- No-one is expecting you to be able to quote all the types of abuse or the signs that may indicate them.
- We do want you to have some idea of what Abuse and Neglect can look like

# Safeguarding

## SECTION 6

What do I do?

# What do I do?

Someone is talking to you. You begin to realise they are disclosing things which might relate to abuse .. your brain is trying to remember your training, the definitions, who you should report to .... and you might be hearing them speak but you are not really listening.



# What do I do?

**Stop** all the other things you were doing.

This is now your priority.

Don't be overwhelmed.

**Listen** to what they have to say to you

# What do I do?

## Effective listening

- If possible, ensure the physical environment is welcoming, giving opportunity for the child or adult at risk to talk in private but making sure others are aware the conversation is taking place.
- It is especially important to allow time and space for the person to talk
- Above everything else listen without interrupting
- Be attentive and look at them whilst they are speaking

# What do I do?

## Effective listening

- Show acceptance of what they say (however unlikely the story may sound) by reflecting back words or short phrases they have used
- Try to remain calm, even if on the inside you are feeling something different
- Be honest and don't make promises you can't keep regarding confidentiality

# What do I do?

## Effective listening

- If they decide not to tell you after all, accept their decision but let them know that you are always ready to listen.
- Use language that is age appropriate and, for those with disabilities, ensure there is someone available who understands sign language, Braille etc.

# What do I do?

## Do this..

- Listen carefully
- Make accurate notes using the persons words
- Reassure the person that they have done the right thing by telling you
- Take Action

## Don't do this..

- Ask leading questions
- Use your own words to describe events
- Investigate
- Promise confidentiality
- Tell others who don't need to know

# Safeguarding

SECTION 7

Take action!

Section 8

# Take Action

- **If there is a concern that a child, young person or adult with care and support needs may have been abused or a direct allegation of abuse has been made, it is important the person receiving this information does the following:**
- Make notes as soon as possible (preferably within one hour of the person talking) including a description of any injury, its size, and if possible a drawing of its location and shape on the persons body.
- Write down exactly what has been said, when it was said, what was said in reply and what was happening immediately beforehand (e.g. a description of an activity).

# Take Action

- Write down dates and times of these events and when the record was made.
- Write down any action taken and keep all hand written notes even if subsequently typed up.
- These notes should be passed on to the safeguarding co-ordinator to assist them should the matter need to be referred to the statutory agencies such as Adult or Children's Social Services or the police.



# Take Action

## Children

- If you have any concerns about a child's welfare or a child discloses abuse to you

### **You must always pass it on**

- DO NOT disclose to parents if physical or sexual abuse is alleged against a family member
- You have a duty of care to protect the child and
- You have an obligation to contact the ROC safeguarding coordinator and pass details on

# Take Action

## Children

### **Three reasons for Not Contacting the Parent/Carer or Alleged Abuser**

- A child, young person or adult might make a direct allegation of abuse naming the person who did it. Because of fear, confusion or other reasons the allegation might not be wholly accurate.

# Take Action

## Children

### **Three reasons for Not Contacting the Parent/Carer or Alleged Abuser**

- Informing a parent/carers of the allegation could damage any subsequent investigation by the statutory authorities if their reaction inadvertently alerts the person under suspicion e.g. the parent/carers going to see them to sort the matter out.

It is vital no one from ROC informs the parent/carers of the allegations at this stage. This decision should be left to the statutory authorities.

# Take Action

## Children

### **Three reasons for Not Contacting the Parent/Carer or Alleged Abuser**

- Another very important reason the alleged abuser is not contacted is that they could try to silence their victim with bribery or threats. Also, they could dispose of any incriminating material such as books, videos, DVDs, photos, computer files or text messages.

# Take Action

## Adults

- If you have any concerns about an adult's welfare or an adult discloses abuse to you

**They have the right to tell you not to pass it on**

- This includes situations where they chose to follow a course of action that you think is unwise, or eccentric, or includes staying in the abusive situation.
- Adults have the right to refuse help

# Take Action

## Adults

- If you have any concerns about an adult's welfare or an adult discloses abuse to you

**They have the right to tell you not to pass it on**

You may **only** report concerns against their wishes when:

1. The adult lacks mental capacity to make such a choice
2. There is a risk of harm to others
3. In order to prevent a crime

# Take Action

## Mental capacity

If someone lacks capacity to make a certain decision, it means they are unable to do one or more of the following:

- Understand the decision
- Retain the information
- Weigh up the information
- Communicate their decision

An adult may not be able to make a decision due to illness, disability, poor mental health, dementia, a learning disability or because of anything that may impair their judgement.

# Take Action

## Nothing has been said to me, but ...

- You need to share your concerns with the co-ordinators as well as clear allegations made by, or about, children, young people and adults at risk. Sharing 'gut feelings' at an early stage, may assist helping those who need it.
- Remember someone becoming quiet and withdrawn does not automatically mean that they are being harmed. By sharing your concern about them with your safeguarding coordinator, it will enable you to discuss ways of asking 'open questions' which may clarify their worries.



# Take Action

## Protecting yourself and others...

You are the type of person who wants to help others (otherwise you wouldn't be working with ROC!). We really appreciate you and thank you for all you do.

**Never assume that because your intentions are good that others will not make unfounded allegations against you.**

# Take Action

## Protecting yourself and others...

Use your common sense and wherever possible ..

- do not put yourself in a position where you are alone with a child or an adult who could be vulnerable.
- avoid physical contact.
- do not take people in your car.
- be extremely careful if handling cash or property
- don't give gifts or rewards as an individual - they can be misconstrued.
- don't be sharing via social media.
- don't be taking photos or videos of u18's or vulnerable adults.

# Safeguarding

SECTION 8

Contacts

Section 9

# Safeguarding Coordinator

ROC Trustees have appointed the following staff:

Coordinator: Frank Green

07946 424324 24/7

Deputy: Sarah Mhlanga

0161 393 4511 Office hours

# Safeguarding Coordinator

If allegations are made against the Coordinator, contact the ROC Deputy coordinator.

In an emergency, if no ROC Safeguarding Coordinators are available, Contact:

THIRTYONE:EIGHT helpline (available 24 hours)

0303 003 11 11

# Safeguarding Coordinator

## I've spoken to the Safeguarding coordinator, what happens now?

- The role of the safeguarding co-ordinator/ deputy is to collate and clarify the precise details of the allegation or suspicion and pass this information on to statutory agencies who have a legal duty to investigate.
- The Safeguarding Co-ordinator **may** need to inform others depending on the circumstances and/or nature of the concern.

# Safeguarding Coordinator

## **I've spoken to the Safeguarding coordinator, what happens now?**

- Suspicions must not be discussed with anyone other than the safeguarding coordinators. A written record of the concerns should be made in accordance with these procedures and kept in a secure place.

# Safeguarding Coordinator

## **I've spoken to the Safeguarding coordinator, what happens now?**

- It is, of course, your right as an individual citizen to make a direct referral to the safeguarding agencies or seek advice from THIRTYONE:EIGHT, although the ROC leadership hope that staff and volunteers will use this procedure
- If there is an immediate threat to life or of serious harm to an individual it is your responsibility to make the emergency services aware without delay.



# Safeguarding

## SECTION 9

What I've learned and what I still need to know

# Do I .....

- know what Safeguarding is
- know how ROC manages Safeguarding
- know how Safeguarding affects me
- know who is protected by Safeguarding
- understand some of the types of abuse and neglect
- know what to do if I come across abuse or neglect
- know how to protect myself and others



# I have questions... ??

- if there is anything you have not understood
- If there are questions you need answers to
- If you have been affected by the issues raised in this training package

then speak to your Coordinator or email [frankgreen@roc.uk.com](mailto:frankgreen@roc.uk.com) and we'll be happy to help.