



EASY READ GUIDE

What is Safeguarding and
how to report your concerns

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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 if you are worried or concerned.

It was written by the

- Lancashire Learning Disability Partnership Board Keeping Safe Sub Group.

With help from

- the Safeguarding Adults Team and
- Lancashire Safeguarding Adults Board.

Big words

BIG
words

There are some big words in this guide. Some of these words are explained at the end of the guide.

The big words will be in **bold** when they are used in this guide.

What is Safeguarding?



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

This could include your family, friends, support workers, neighbours, social worker and others.

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

What is Abuse?



Abuse is

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

Abuse is not your fault.

Abuse can happen anytime and anywhere.

This could include

- your house or home
- hospital
- day centre
- at work
- in the street
- on public transport
- at college
- or on your computer, tablet or phone.



Anyone can do you harm. It is something to be aware of but it does not happen all the time.

There are 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.



Physical Abuse

This is when someone hurts you.



This could be someone who

- hits you
- kicks you
- pinches or
- scratches you
- pulls your hair
- burns you
- gives you the wrong medication.

Sexual Abuse

This is when anyone touches your body or private parts in ways you do not like or want.



It is also when someone makes you do sexual things that make you sad, angry or frightened.

This can be someone

- touching your bottom
- touching your breasts
- making you touch other people in these places
- making you look at, send or watch pictures or films of a sexual nature.

Financial Abuse

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



This can be when someone

- steals your money
- takes control of
- your money
- makes you pay for other people's things
- takes things that belong to you.

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 having clean clothes to wear.

Discrimination

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



This could be because you

- have a different coloured skin
- have different religious beliefs
- are disabled
- are lesbian, gay, bisexual or transgender
- speak a different language.

Institutional Abuse

This is when paid staff in a hospital or care home 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 or any adult. 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



Modern Slavery

This is when someone is making you work and giving you low wages.



Human trafficking

When someone makes you live somewhere, controls you all the time and makes you do things you don't want.

What can I do about it?



If you have a concern about any of these things you can get help.

You may like to talk to someone you trust and get them to report the problem for you.

These are the people you can tell:



The Police, if someone is in danger or it is an emergency you or someone else can contact the Police on **999**.



The Ambulance Service, if someone needs urgent medical help ring **999**.



The Customer Service Team run by Lancashire County Council. You will speak to someone from adult social care who will help you.



**You can phone them on this number:
0300 123 6721**

You can call this number any time of day or night, including the weekends.



Your doctor



Your landlord if you live in a Housing Association house or flat



A family member, friend, support worker or professional **who can report your concern for you**



You can talk to **Lancashire Victim Service** in confidence if you are worried about any of these concerns.

www.lancashirevictimservices.org/ or **0300 323 0085**



There is an online form you can fill out to report any of these concerns:

<http://www.lancashire.gov.uk/health-and-social-care/adult-social-care/safeguarding-adults.aspx>



But if it is **urgent** please always use this phone number to let us know:

0300 123 6721.

What will happen next?



The **Customer Service Team** will take some details.

They pass the information to the social workers in the **Safeguarding Team.**



They will look at the concern and get more information.



They will contact you, if the concern is about you.

If needed they may contact your family member, friend, support provider or other professionals.



They may ask for a **social care assessment**.



They will ask if you are safe.



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



They may talk to the Police if they think the law has been broken.



A social worker from the safeguarding team may then contact you and visit you.

They will talk to you about the concern and what you want to happen next.



The safeguarding team will check with you if things are better.



They will support you in a person centred way. They will respect your rights, choices and wishes.

They will support you to make decisions yourself.



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



They may ask an independent **advocate** to help you. The advocate will support you to give your views.

An **Independent Mental Capacity Advocate (IMCA)** is an advocate for someone who cannot make a decision themselves.



Your information will be kept on record.

This is kept **confidential**.

What else do I need to know?



If you need an interpreter for sign language or any other language let the safeguarding team know.



How long will it take?

The safeguarding team will try and deal with the concern as quickly as possible.



You can contact us at any time to check what is happening or to ask a question on this number:

0300 123 6720



Will someone tell me what has happened?

Yes, as long as it is about you.

I don't know if I need to raise an alert?

If you are not sure please contact us anyway.

We will talk to you and find out what help you might need.



BIG words

Big Words you might hear



Advocacy is about helping people to say what they want and need.



An advocate is someone who helps you to speak up for yourself.

They can also speak up for you if you find it hard to do this yourself.

They can help you to speak up if you are not happy about something.

You can speak to an advocate in private.

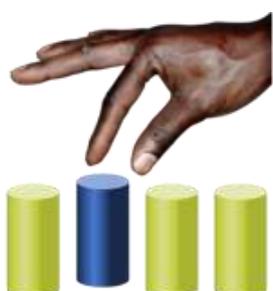


An **Independent Mental Capacity Advocate** known as an IMCA. They are not employed by the Council. They will speak up for the person who cannot make a decision for themselves.



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

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



Capacity is a person's ability to make a choice about something.

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



Confidential means only sharing your information with people who need to know.



Report means officially telling someone who will take action. It could also mean reporting a concern on-line.



A **Safeguarding Concern** is if you think abuse is likely to happen or may have happened.

This is sometimes called a **Safeguarding Alert**



A **Social Care Assessment** is when a social worker talks about your care and support needs in confidence.