**1. Introduction**

* Good Neighbours is committed to safeguarding and promoting the welfare of adults and children at risk, engaged in the breadth of its activities.

**2. The role of volunteers and trustees**

* All volunteers and trustees working on behalf of Good Neighbours have a duty to promote the welfare and safety of adults and children at risk.
* Volunteers and trustees may receive disclosures of abuse and observe adults and children at risk who are at risk. This policy will enable volunteers/volunteers to make informed and confident responses to specific adult and child protection issues.
* Trustees and volunteers should be vigilant at all times about adult and children safeguarding.
* Within face to face supervision meetings, volunteers will be able to raise concerns about adults and children at risk and volunteers will be monitored around safeguarding (where appropriate).

**3. What is abuse?**

* Abuse is a violation of an individual’s human and civil rights by any other person or persons.
* Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.
* The Department of Health in its ‘No Secrets’ report suggests the following as the main types of abuse.
* **Physical abuse**- including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
* **Sexual abuse-** including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent or was pressured into consenting.
* **Psychological abuse**- including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.
* **Financial or material abuse-** including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
* **Neglect and acts of omission**- including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
* **Discriminatory abuse**- including racist, sexist, that based on a person’s disability, age or sexuality and other forms of harassment, slurs or similar treatment.
* **Organisational abuse** - Organisational or institutional abuse is the mistreatment of people brought about by poor or inadequate care or support, or systematic poor practice that affects the whole care setting. It occurs when the individual's wishes and needs are sacrificed for the smooth running of a group, service or organisation.
* **Self-Neglect** - refers to an unwillingness or inability to care for oneself and/or one’s environment. It encompasses a wide range of behaviours, including hoarding, living in squalor, and neglecting self-care and hygiene.
* **Modern Slavery** - Modern Slavery is an international crime, it can include victims that have been brought from overseas, and vulnerable people in the UK. Slave Masters and Traffickers will deceive, coerce and force adults into a life of abuse, callous treatment and slavery.
* **Domestic Abuse** - Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over, who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass but is not limited to the following types of abuse: psychological physical, sexual, financial and emotional.
* **Any suspicion, allegation or incident of abuse must be reported to the Designated Adult and Child Protection Officer in the council, on that working day where possible**. Tel: **0208 921 2304.** (Out of hours: 020 8854 8888). Fax: 020 8921 3392. The Police should be contacted on 101 or 999 in an emergency or if the volunteer or trustee believes or suspects that a crime has been committed.
* **Good Neighbours Named Safeguarding Adults and Children at Risk Officer is:** Jay Duncan Contactable via Telephone 07867 547026 or Email: jaydeeconsultantltd@gmail.com
* **Links to the Royal Greenwich Safeguarding websites are below:** <https://greenwichsafeguardingchildren.org.uk/> [http://greenwichsafeguardingadults.org.uk/](https://greenwichsafeguardingadults.org.uk/)