



## **Briefing Note for Volunteers in Redbridge during Coronavirus**

This briefing note is for people that are volunteering or have been re-deployed from their usual role or workplace to help support the provision of services to those most need across Redbridge during the Coronavirus outbreak. Firstly, a huge thank you. Your efforts are very much appreciated.

The purpose of is briefing to raise your awareness of safeguarding for children, young people and vulnerable adults and give you details of who you should contact if you see, as part of your new work, something that doesn't feel right. The message is simple, **if you see something, say something.**

Safeguarding is about protecting children and vulnerable adults from abuse and neglect which can be physical, emotional, sexual, or financial.

During this difficult time, it will be even harder for children and vulnerable adults who are being abused or at risk to tell anyone about it. We also know that during lockdown, domestic abuse, self-neglect and harm, resulting from the mis-use of alcohol and drugs, or hardship, will increase.

As someone supporting children and vulnerable adults in the Borough, you now also have a role in safeguarding. Your role is to be curious, being the eyes and ears for those that need protection, telling your manager, volunteer co-ordinator or safeguarding lead if you have seen anything that concerns you, so you can work together to make a safeguarding referral to either adult or children's social care. Safeguarding professionals within the Local Authority will then take things from there. Your role is not to investigate or enquire, just be curious and pay attention to how people look and behave.

For example, you may deliver a food parcel to a house and find young children are home alone. You might speak to someone in person or over the phone and they appear scared or fearful of someone else in the household.

You just have a sense that something is not quite right when you meet or speak to an individual.

**If you see something, say something.**

Unfortunately, we know that some people who want to exploit or abuse others may use new opportunities open to them as a chance to do this. This will only be a very small number of people, but we do need to be alert to the possibility.

If you see something that doesn't feel right such as a volunteer being given money or inappropriate gifts by a resident or crossing boundaries, then say something. We all need to ensure we work safely with those that are vulnerable.

And we want to keep you safe too so if a resident is offensive or abusive in any way towards you then say something.

Please talk to your main point of contact if you are worried about anyone or want to check out something that you saw or heard. They will be able to work with you to contact Redbridge Council, using the information at the foot of this briefing. If you feel someone is in immediate danger of abuse, please call the Police on 999.

Remember safeguarding is everyone's responsibility and you now have the opportunity to help us keep residents safe from abuse in this very difficult time. So please **say something if you see something**.

If you would like further general information on safeguarding, including training, please contact the Redbridge Safeguarding Children Partnership (RSCP)/Redbridge Safeguarding Adult Board (RSAB) Manager [Lesley.Perry@redbridge.gov.uk](mailto:Lesley.Perry@redbridge.gov.uk) Tel: 020 8708 5282 Mobile: 07775399017

## **Contacts for Safeguarding Referrals in London Borough of Redbridge**

### **Redbridge Child Protection**

[CPAT.Referrals@redbridge.gov.uk](mailto:CPAT.Referrals@redbridge.gov.uk)

Tel: 020 8708 3885

Emergency Duty Team: 020 8708 5897 (evenings and weekends)

### **Redbridge Adult Health and Social Care**

[Adults.Alert@redbridge.gov.uk](mailto:Adults.Alert@redbridge.gov.uk)

Tel: 020 8708 7333

Emergency Duty Team: 020 8553 5825 (evenings and weekends)