

7 Minute Briefing

“Basic Safeguarding Awareness – Covid-19 (Volunteers)”

Reporting Concerns & Further Guidance

Report all concerns following discussions with the person you are supporting to:

The Royal Borough of Kingston Adult Social Care Safeguarding & Access Team on: 020 8547 5005
Email: adult.safeguarding@kingston.gov.uk
Out of Hours: 020 8770 5000

If it is a criminal offence please contact the police on 101 or if an emergency on 999

Further information on scams can be found: Citizens Advice [website](#)

Contact Kingston Trading Standards for scam concerns:
Tel: 020 8547 5002
Email: trading.standards@kingston.gov.uk

What is Adult Safeguarding?

Adult Safeguarding means ‘protecting an adult's right to live in safety, free from abuse and neglect’. It is about preventing and responding to concerns of abuse, harm or neglect of adults.

It is about people and organisations working together to prevent and reduce both the risks and experience of abuse or neglect.

Who is adult safeguarding for?

Safeguarding Adult duties apply to any adult who:

- Has care and support needs (whether or not those needs are being met by the Local Authority) and
- Is experiencing or is at risk of abuse or neglect and
- Is unable to protect themselves because of those needs

Some adults may be at more risk of harm, abuse or neglect and more vulnerable than others, including people who depend on others for care and support because of age, illness, suffer from mental ill health, have learning or physical disabilities, have sight or hearing impairment or loss, have dementia or misuse alcohol or drugs

Types of Abuse

Abuse or neglect can take many forms,

including:

- Financial: Being asked to hand over cash or bank cards or PIN, people trying to take vulnerable people's money
- Fraud - a person pretends to be someone they are not for i.e. pretending to be a professional from a Government Agency like the LA, Police, Bank to obtain personal info or money.
 - Scams can be difficult to detect but if something seems too good to be true, it could be a scam.

This online [scam checker](#) can help.

- Physical: Individuals entering individuals homes without a valid reason for being there.
 - A full list of the different types and indicators of abuse can be found [here](#)

Questions to ask yourself

- Is the person safe?
- What are the risks?
- Is the person in immediate danger?

How can you protect vulnerable adults that you are supporting?

- To make any online accounts secure, for example using strong passwords
- To know how their bank operates, they should check how their bank will and will not communicate with them, check what security questions the bank will ask when they phone
- If they have a spy hole in their front door or a security chain, to use this before answering the door to unexpected callers. They should ask the caller who they are and where they are from. To always check their details
- If they have caller ID on their phone, both mobile and landline, and they receive a call from a number they do not recognise or a strange number, not to answer the call

How can you protect vulnerable adults that you are supporting?

Be aware of the increased risks to vulnerable adults in the community that you will be supporting. Advise people of the following:

- Do not hand over cash, bank card or PIN to anyone that they do not know or trust
- To always ask for the person's work identification and to call the organisation that the person claims to work for to check that they are an employee.
- To not give out their personal or bank details to anyone they do not know
- Scams, if it seems too good to be true, then it probably is
- To check they are buying from a real company - this can be checked on Gov.uk
- To not click or download anything they do not trust, for example an email from a company with a strange email address
- If they are being asked for personal details on a website to check that the company is legitimate