



Covid-19 Briefing Document

What can you do to help?

As a frontline worker/volunteer you are the eyes and ears that may first pick up any signs of abuse. This is a time when we must all be extra vigilant and try to pick up any early signs that something isn't right. Here is a checklist of things you can do -

- Talk to your patients, residents or clients about the increased risk of abuse at this time.
- Be aware that any changes in behaviour or demeanour could indicate abuse.
- Advise people not to answer the door to strangers – and be aware of fake ID.
- Try not to alarm people but ask them to be wary of offers to help, particularly from strangers.
- Advise people to check with family, friends or paid support that offers of support, advice and help are legitimate.
- Warn people against responding to any text, email or phone call from an unidentified source. Explain that fraudsters will imitate official bodies such as the government or the NHS - and they do it very well!
- Advise people that they should never give their personal data, passwords or pin numbers to anyone. Official financial bodies and other organisations will never ask for them.
- If you know of a person who has been subjected to, or is at risk of, domestic abuse – if it is safe to talk to them, try to assess the current situation. Make sure they know that help is available if they need it and who to contact both for advice and support and in an emergency.

If you have a concern that someone is being abused or neglected, it is important that you raise that concern internally, in line with your organisation's policy and procedure. This is usually with your direct manager or supervisor, your organisation may also have a safeguarding lead.

The organisation will then consult the person where possible and gain their consent to report to external authorities such as the local authority. If the person does not consent, managers will decide whether there are grounds for overriding consent.

Further information-

Training slides and resources on safeguarding can be found at; www.safeguardingcambspeterborough.org.uk

The National Domestic Abuse Helpline continues to operate 24/7 on 0808 2000 247. There is a form you can complete online and they will call you back at a safe time <https://www.nationaldahelpline.org.uk/Contact-us>

Women's Aid online chat: <https://chat.womensaid.org.uk/>

Men's Advice line, for male victims: <https://mensadviceline.org.uk/>

Locally, Outreach Services are still available too:

Cambridge City/East Cambs/South Cambs 01223 361214

Fenland/Hunts/Peterborough 07787 255821

For support around sexual violence - National Rape Crisis is still available and they also have online chat <https://rapecrisis.org.uk/>

The Elms Sexual Assault Referral Centre: <https://www.theelmssarc.org/>

For descriptions of each type of abuse, see:

Cambridgeshire and Peterborough Multi Agency Safeguarding Procedures, section 1.4, <http://www.safeguardingcambspeterborough.org.uk/wpcontent/uploads/2018/11/CPSAB-Multi-agency-SafeguardingAdults-Procedures.pdf#page=7>

SCIE: <https://www.scie.org.uk/safeguarding/adults/introduction/typesand-indicators-of-abuse>

Caring together is offering phone based and online support for carers in the meantime: <https://www.caringtogether.org/coronavirus-covid19>

If the adult is at immediate risk of harm – call 999

Cambridgeshire and Peterborough Adults Safeguarding Referral Form, available at: <https://www.safeguardingcambspeterborough.org.uk/adults-board/reporting-aconcern/>

Cambridgeshire County Council

Telephone: 0345 045 5202 Email: referral.centre-adults@cambridgeshire.gov.uk

Peterborough City Council

Telephone: 01733 747474 Email: adultsocialcare@peterborough.gov.uk

Emergency Duty Team (Out of hours): 01733 234 724