



Safeguarding at VWD is everyone's business

In safe hands

At some point you could have contact with vulnerable adults or children and staff or volunteers who work directly with vulnerable people.

This means a safeguarding concern could come to your attention. If you do identify a safeguarding concern, you have a part to play in helping to make sure that people who use our services can do so in the knowledge that their health, wellbeing and human rights will be protected at all times.

Keypoint: Safeguarding at VWD is everyone's business.

What is a safeguarding concern?

It is any behaviour by someone else that might have a negative effect on the wellbeing and safety of a vulnerable person. For example if you believe they are:

- being bullied or are the subject of racist or discriminatory behaviour
- at risk by the way they are being physically treated
- at risk because the care and support they receive is being provided inappropriately
- at risk of suffering harm or neglect because of another person's actions
- suffering any type of physical, sexual, financial or emotional abuse at the hands of anybody else.

When might I come across a safeguarding concern?

If you work in an area which provides a direct service to vulnerable people you could have a safeguarding concern at

any time. If you don't work directly with vulnerable people you may still hear or see something that makes you concerned. This could be when you visit a service, chat to other staff or volunteers who have contact with vulnerable people, or during a telephone call or receiving an email.

What are my responsibilities?

Your responsibilities are to always raise a safeguarding concern as this will:

- protect and ensure the wellbeing and safety of vulnerable people from abuse.
- support the provision of safe and effective services to vulnerable people.

You do not have to personally believe the concern to be true in order to report it. The benefit of the doubt must always be in favour of raising the concern. VWD is aware reporting safeguarding concerns can cause some anxiety. VWD will fully support you when making such reports in good faith.

**See it – Hear it – Report it,
if you are concerned**

What should you do if you are concerned about someone who uses our services?

- Tell the police if you feel someone is in immediate risk.
- Contact your line manager for all other concerns.
- Contact the VWD Executive Team
- Contact the NSPCC, 0808 800 5000 if you feel you need help and advice
- Contact the whistle blowing charity, Public Concern at Work **0207 404 6609**, if you are concerned that you have not been listened to

Reporting your concerns will help prevent serious safeguarding incidents occurring and will make a real difference in the lives of people who use our services.

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