

### Guide Dogs' Safeguarding Team

The Safeguarding Team helps to signpost people to other appropriate services, and works with vulnerable people to bring about positive change.

### Training

If you are a volunteer or a member of staff working directly with our service users, you are required to complete Safeguarding training.

For more information email [safeguarding.training@guidedogs.org.uk](mailto:safeguarding.training@guidedogs.org.uk) or call **0118 983 8386**

### Further Information

For more information on Guide Dogs Safeguarding policies and procedures visit the staff intranet or the Guide Dogs' extranet for volunteers.

**Safeguarding Team**  
**0345 143 0199**

## What you should do if you have a safeguarding concern:

### Do not delay

- Contact your line manager or;
- Contact the Safeguarding Team on **0345 143 0199**

Always remember the one chance rule. You may only have one chance to speak to a victim.

If you have any concerns take them seriously and act immediately. Contact Safeguarding on **0345 143 0199**

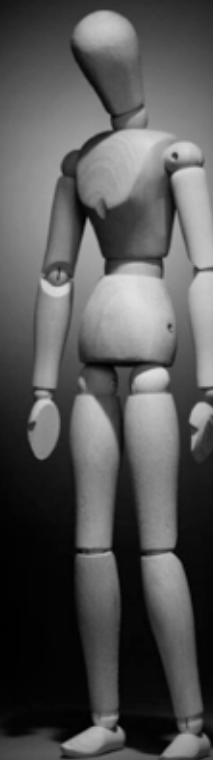
[www.guidedogs.org.uk](http://www.guidedogs.org.uk)

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## Safeguarding

**Protecting vulnerable groups.**



## Guide Dogs is committed to promoting welfare and protecting vulnerable groups from harm.

Staff and volunteers have a duty of care towards the vulnerable groups with whom they come into contact.

### Who is a vulnerable group?

Vulnerable groups are those who are unable to protect themselves and others from harm.

This includes all children and adults who may be at risk of harm due to a disability, a mental health problem, a sensory impairment, are older, frail or have some other illness.

### What is abuse or harm?

Abuse is the violation of an individual's rights. Abuse can take place in any situation and anyone can be an abuser. It is often someone who is known and trusted by the victim, be situation specific and time limited.

Harm may not always be intentional and may be the result of self-neglect or a decline in mental health. Abuse can also be as a result of exploitation such as hate crime, domestic abuse, radicalisation and modern slavery.

### How can you be alert to signs of abuse?

- You may hear or see something
- Someone may tell you something that worries you
- You may notice signs of injury or distress
- You may see behaviour that worries you
- You may have a gut instinct that something is wrong

### What can prevent people from telling?

There are many reasons why a victim won't tell you they are being harmed. Some of the reasons might be:

- Fear they won't be believed
- Fear that they may be harmed further if they tell
- Stigma and shame
- Love for the person who is harming them
- Dependency on the person harming them for care or finance
- Not knowing who to tell

If someone can overcome their barriers to telling you about abuse, you have a duty to pass on that information in order to help protect or support that person.

**Safeguarding Team**  
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### What to do if you think someone is "at risk" or you believe they are being abused.

The first step to stopping abuse is to speak out. We know it may be difficult to speak out, but Guide Dogs' Safeguarding Team will listen and take every report seriously.

All information is treated sensitively.

If someone does tell you something:

- Listen carefully
- Reassure them that you are taking them seriously
- When you can, make a note of what they say
- Don't promise to keep secrets
- Talk to your line manager as soon as possible

Alternately you can call the **Safeguarding Team directly on 0345 143 0199.**

**If someone is in immediate danger call the emergency services on 101**