



Safeguarding easy-read resource

Easy-Read





This resource has been developed by the Speech and Language Therapy (SLT) team for people with learning disabilities (YHC) for use by London Borough of Richmond Council.

The SLT team have developed this resource based on national and local expertise in meaningful and effective easy read principles.

This resource is made up of the following:

- Instructions on how to use this resource
- Easy read pages regarding the safeguarding process
- Key word list
- Key word resource using photos, signs, symbols and simplified definitions

The SLT team are happy to provide additional help and support with any aspect of this resource.

Instructions on how to
use this resource



How to use this resource

This is a flexible resource designed under total communication principles to offer users of services many different ways to understand and retain information about important words and concepts.

The easy read guide can be used in isolation reading, talking through relevant sections as required. There is an assumption that it would not be given to service users to read independently.

The key word resource gives you additional means to help discuss key words and concepts, containing:

- An 'easy read'/simplified definition
- A Photosymbol
- A line drawing of a Makaton sign
- A black and white symbol

The Makaton signs used are those that best represent the definition and concept of each key word.

You can direct your service user to either or all of the images. The resource has been designed so you can read a definition whilst the sign, symbol and photo are turned towards the service user.

You can use this resource independently to informally discuss the safeguarding process.

You can use this resource to support keywords when going through the easy read guide.

The SLT team are always happy to model Makaton signs and the use of symbols/pictures in the resource.

The safeguarding process

Easy-read pages

Talking about Safeguarding

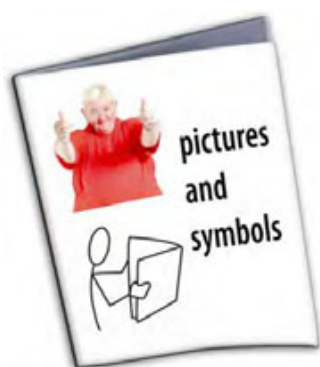


This information is all about something we call **safeguarding**

This information is about a very serious and important subject



We have made the words as easy as we can to help you understand



We have pictures, symbols and signs we can use to help you understand

You must tell us if you don't understand anything we tell you



We might ask you some questions to check you understand

Safeguarding means making sure you are safe

In Richmond we all think these things are really important:



- Everyone has the right to be safe at home and when they go out



- Everyone can make choices about how they live
- We listen to what you tell us about how you are looked after.

You must tell us if:



- You don't feel safe at home or when you go out
- Someone is stopping you making choices about how you live



- You are not being looked after properly.



There are lots of different ways that people can hurt us

There are lots of different ways people can make us feel **unsafe**



When someone hurts you or treats you badly we call this **abuse**



When someone doesn't look after you properly we call this **neglect**

These are some of the things that some people do to make us **unsafe** - these are all wrong:



Physical abuse - hurting you (kicking, punching, slapping, pushing).



Financial abuse - stealing your money or other things that belong to you.



Emotional abuse - talking to you in a bad way (teasing, threatening, shouting, swearing, ignoring).



Neglect - not looking after you properly by not giving you enough food, not keeping you warm, not giving your medication or not getting you help when you need it.



Sexual abuse - touching your body or your private parts in a way you do not like or want.



Institutional abuse- not looking after you as you need when you are cared for in a special place like a hospital or care home



Discriminatory abuse- being treated badly just because of the colour of your skin, your disability, your religion



In Richmond we always say
"stop" to **abuse**

In Richmond we always say
"stop" to **neglect**

In Richmond we always say
"stop" to feeling **unsafe**

STOP

Safeguarding is how we keep you safe

Safeguarding is how we help you if you ever
feel unsafe



In Richmond we want everyone
to tell us if they are not safe

When you tell us about the
wrong things people do we call
it a **complaint**



We might use words like
allegation or concern to
describe what you tell us



In Richmond we always listen to
people telling us they are not
safe

When we listen to you we keep
it private



Sometimes we will talk to other people who can help you keep safe

We will always help to **protect** you



We will talk to you about what we do to make you safe.

We will always listen!

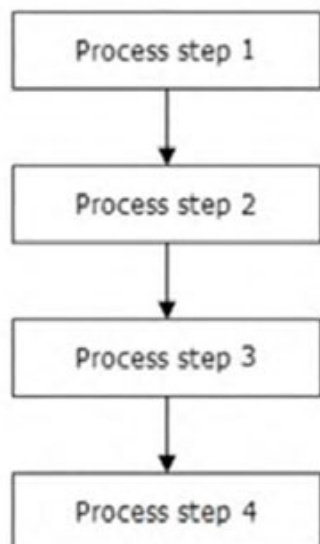
How will Richmond council help you to be safe?



You can tell us at anytime if you don't feel safe

You can ask someone you know to tell us if you don't feel safe

We will call this an **alert**



We have a special way to help you if you tell us you don't feel safe

We call this a **process**

The **process** is the order of the work we do to find out why you are unsafe.

This work is to:



- Make you safe
- Find out what went wrong
- Make changes so you won't be unsafe again

We have four pieces of work we do when we hear of an **alert**

Stage 1 - the referral - asking the right person to help you



When you or someone else tells us about abuse or neglect we ask someone to help you.



When you tell us you are unsafe we think it is really important to do something quickly



We write down what you have told us and ask someone to work with you from **social services**.

This person will be in charge of making sure you are safe.



They will have the title of **investigating officer** because they find out about the problem.



They will tell you straight away what they are going to do next to help you

They will write everything down on a form called **the individual safeguarding record form**

Stage 2 - the strategy and action plan - working to make sure you are safe



The best people to help you are those who know you and help you.

Sometimes we will ask you to come to a meeting



These meetings are called **strategy meetings** because they decide how everyone can work together to help you



Everyone will be given a special job to help you be safe again

You can tell us if you agree with these special jobs



We will write all these jobs down on an **action plan**

Stage 3 - the case conference - making sure you are safe now



Everyone will work hard to find out more about why you were not safe

Everyone will tell the **investigating officer** what they think



The **investigating officer** will write everything down in a report



You will be asked to come to a meeting called a **case conference**

You can come with someone from your family or a friend



At the meeting we will read the report together

You can tell us how you feel about the report



We will look at the **action plan** we wrote down in the last meeting together



We will decide what we still need to do to keep you safe together

We will write all this down on a new plan called a **protection plan**

Stage 4 - safeguarding plan review - checking you are still safe



We want to make sure that our work has helped to make you safe again



We might ask you to come to another meeting to check how you are

This meeting is called a **review**



We will look at the **protection plan** together to check everyone is still working to keep you safe

The individual safeguarding record - writing down important information about keeping you safe



We always listen to what you tell us about feeling unsafe

We want to know what work we can do to make you feel safe



Your ideas about keeping safe are very important so we write everything down

We keep it in a special **document** called an **individual safeguarding record**





Other people who are helping you to keep safe will also write in this **document**



But they will always listen to what **you** have said about keeping safe

They will always read what has been put in this document about the help **you** want to keep safe

Key word list

Safeguarding process

Key word list

Abuse	Physical abuse
Action	Process
Action plan	Professionals
Alert	Protect
Allegation	Protection plan
Carer	Referral
Case Conference	Respect
Complaint	Review
Concern	Risk
Confidential	Safeguarding
Co-ordinator	Service user
Discriminatory abuse	Sexual abuse
Document	Social services/the council
Emotional abuse	Staff
Financial abuse	Strategy
Harm	The individual safeguarding record form
Institutional abuse	Threat
Investigating officer	Timescale
Minutes	Unsafe
Neglect	Vulnerable

Key word
resource

Abuse

When someone hurts you or treats you badly



Abuse



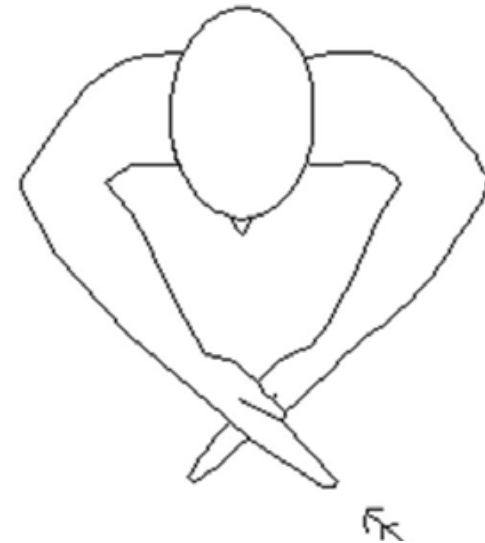
Index fingers
stab alternately.
Facial expression
is important

Action

The work that people will do



Action

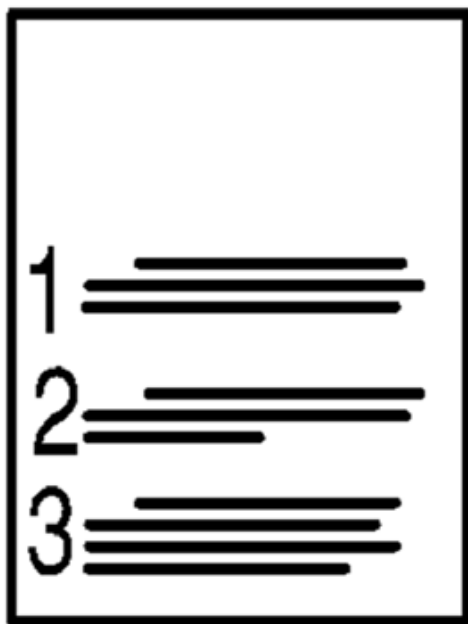


Action plan

Where we write down what special jobs people do to
keep you safe



Action plan



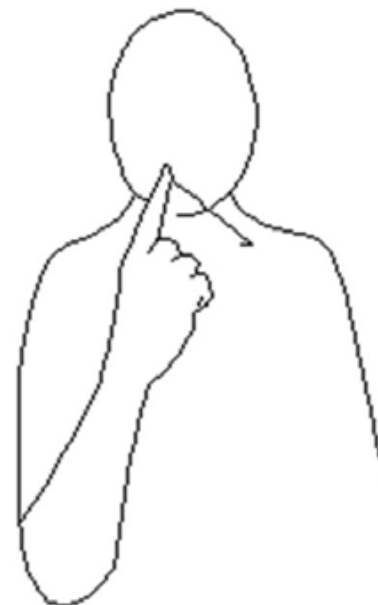
Tips of right fingers contact left palm and twist by wrist movement from palm down to palm up

Alert

To tell someone in social services about
something bad that has happened



Alert

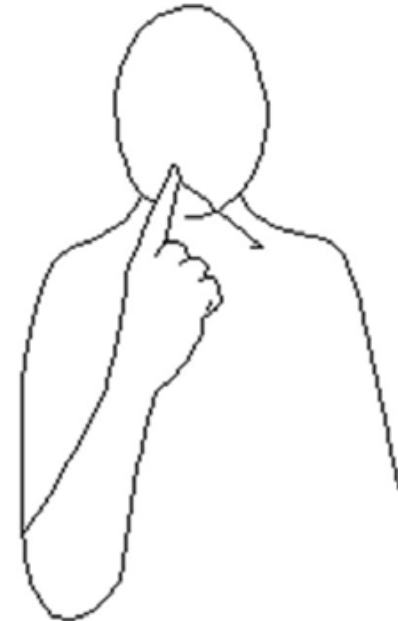


Allegation

Telling someone about something bad that has
happened to you



Allegation

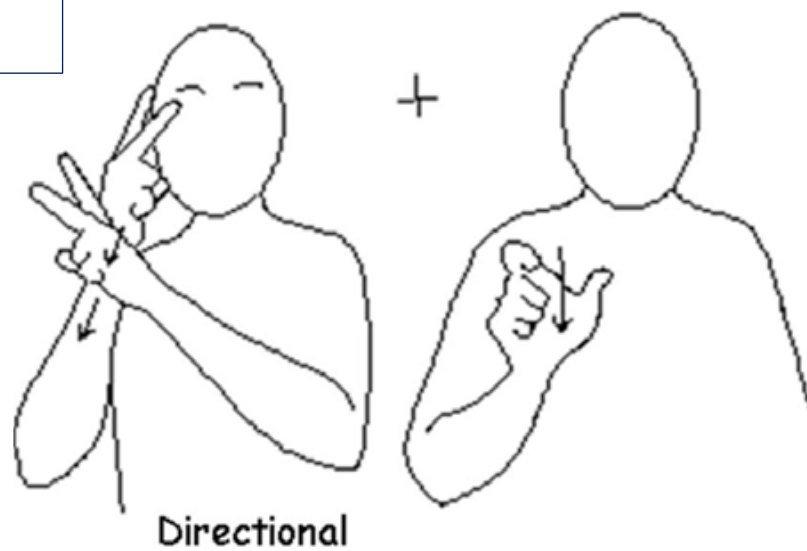
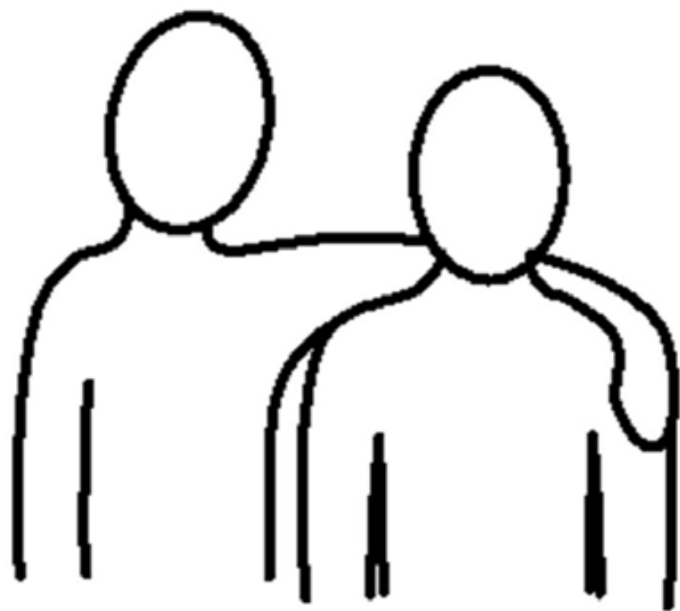


Carer

Anyone who helps to look after someone else



Carer

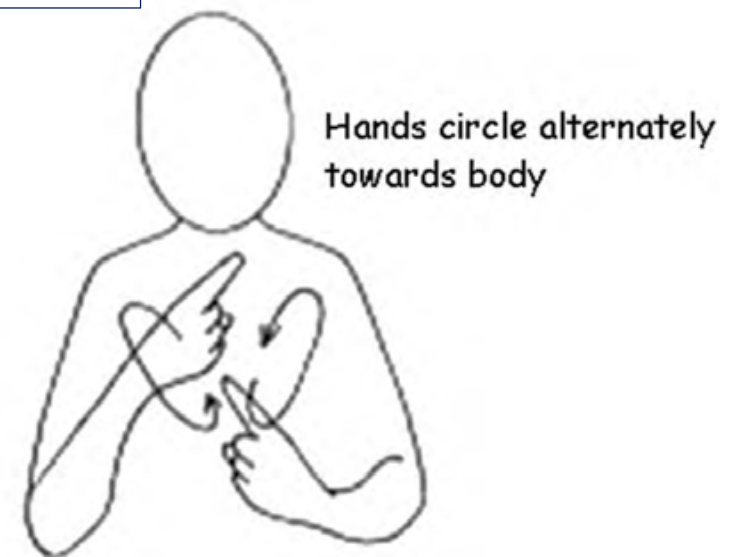
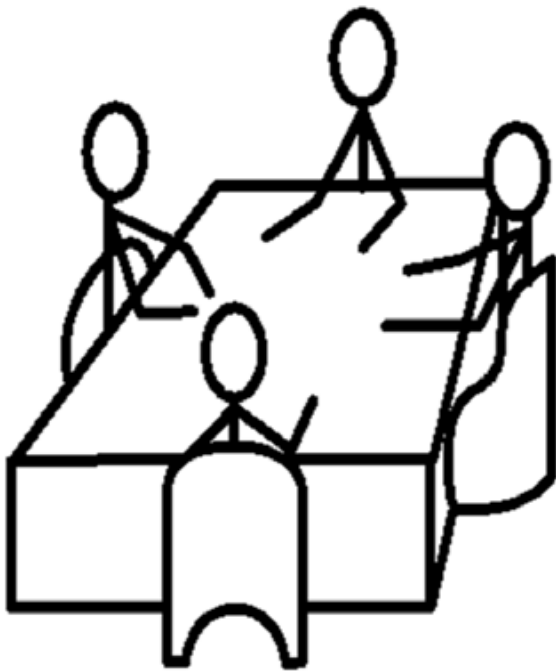


Case conference

A meeting to talk about how people can help you
to be safe



Case conference



Complaint

Telling someone about something bad that has
happened to you



Complaint



Right clawed
hand on
chest brushes
up repeatedly

Concern

Telling someone about something bad that has happened
to you



Concern



Right clawed
hand on
chest brushes
up repeatedly

Confidential

Something that is private



Confidential



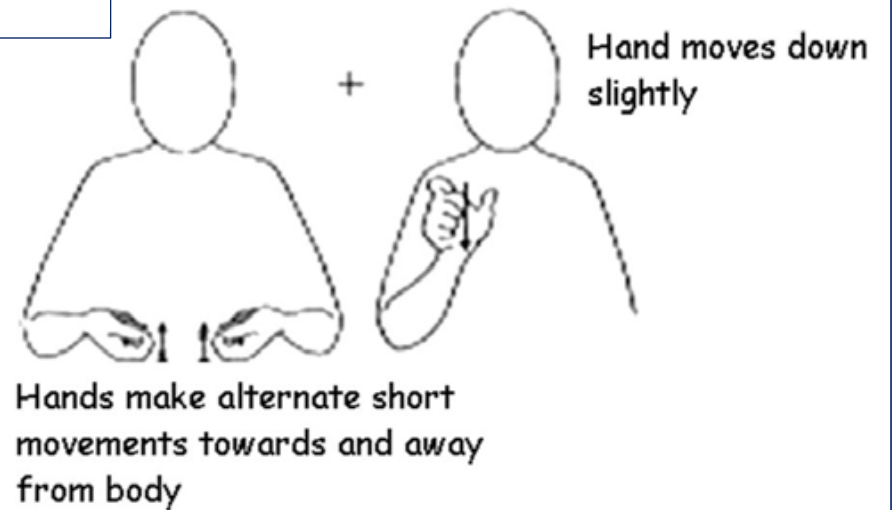
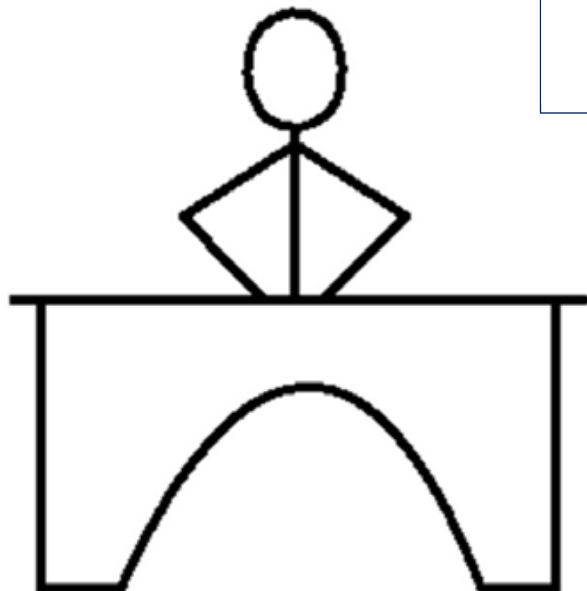
Right hand
behind left
hand makes
small alternate
movements
from one side
of mouth to
the other

Co-ordinator

Someone who helps organise everybody's special jobs



Co-ordinator

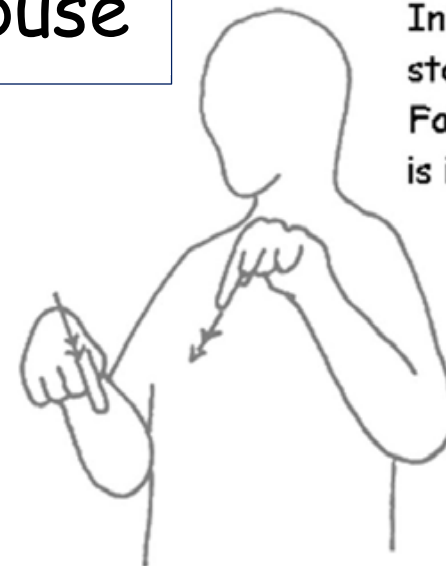


Discriminatory abuse

Being treated badly just because of the colour of your skin, your disability, your religion



Discriminatory Abuse



Index fingers
stab alternately.
Facial expression
is important

Document

A piece of paper with important information written
on it



Document



Emotional abuse

When someone speaks to you in a bad way (teasing, threatening, shouting, swearing, ignoring you)



Emotional abuse



Index finger
makes small
forward circles
from mouth.
Facial expression
very important



+



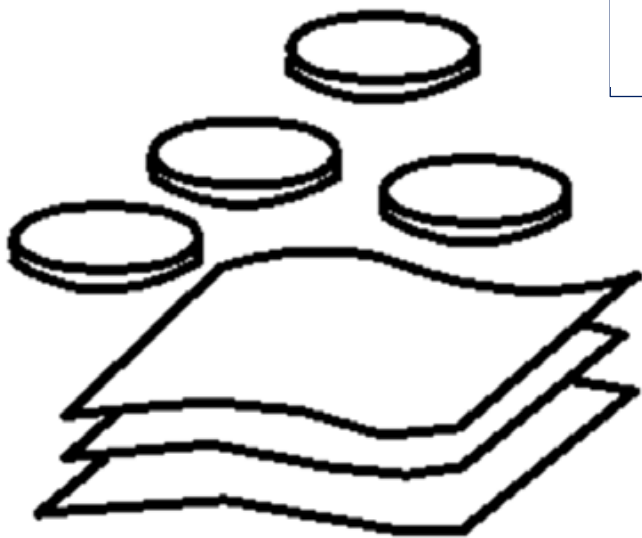
Index fingers stab
alternately. Facial
expression is important

Financial abuse

Stealing your money or other things that belong to you



Financial abuse



Harm

To make someone hurt



Harm



Institutional abuse

Not looking after you as you need when you are cared for in a special place, like a hospital or a care home



Institutional abuse



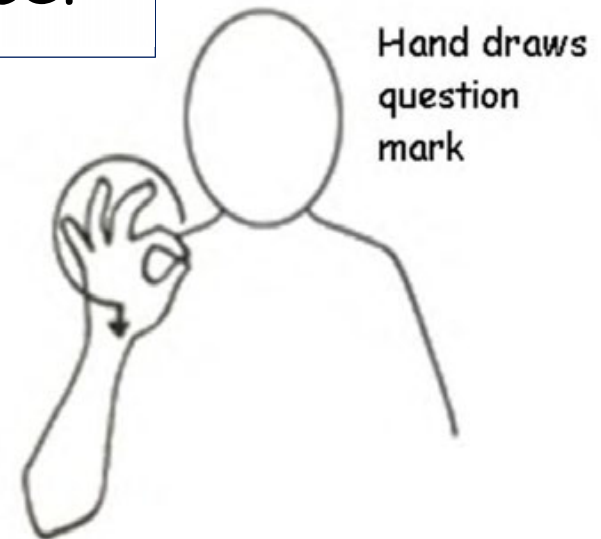
Index fingers
stab alternately.
Facial expression
is important

Investigating officer

The person who asks questions to find out what has happened to make you feel unsafe



Investigating officer

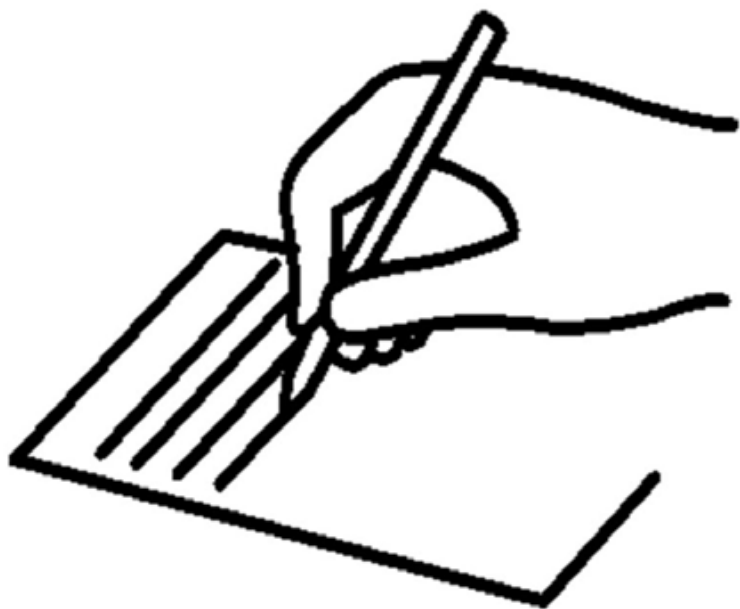


Minutes

The writing people do to remember what was talked
about in a meeting



Minutes



Neglect

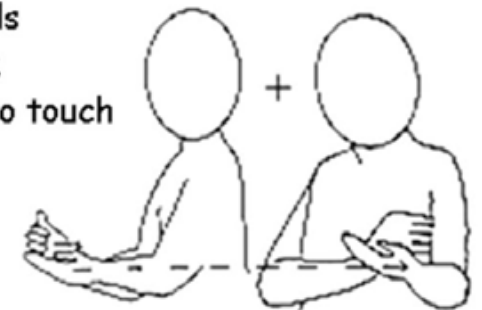
Not looking after you properly by not giving you enough food, not keeping you warm, not giving you your medication or not getting you help when you need it



Neglect



Blade of right
cupped hand
moves from left
fingertips onto
palm, hands
move back
together to touch
body



Physical abuse

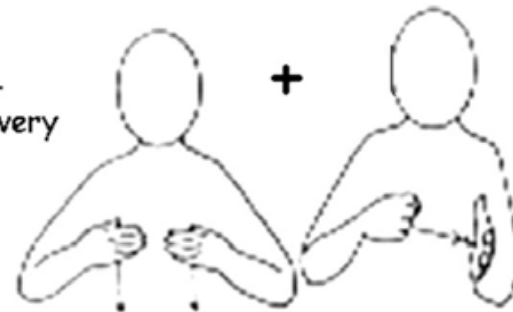
Hurting you (kicking, slapping, punching, pushing)



Physical abuse



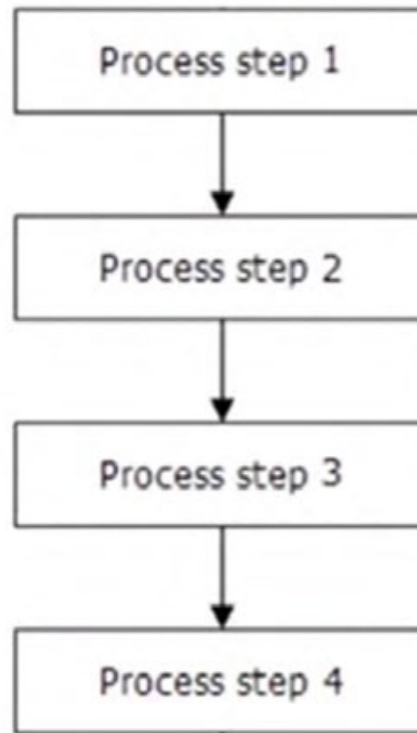
Hands maintain
contact with body.
Facial expression very
important



Punch fist into flat
palm repeatedly or
where appropriate.
For emphasis sign
VERY BAD too

Process

The order of the work we do to make you safe



Process

1	_____
2	_____
3	_____
4	_____
5	_____

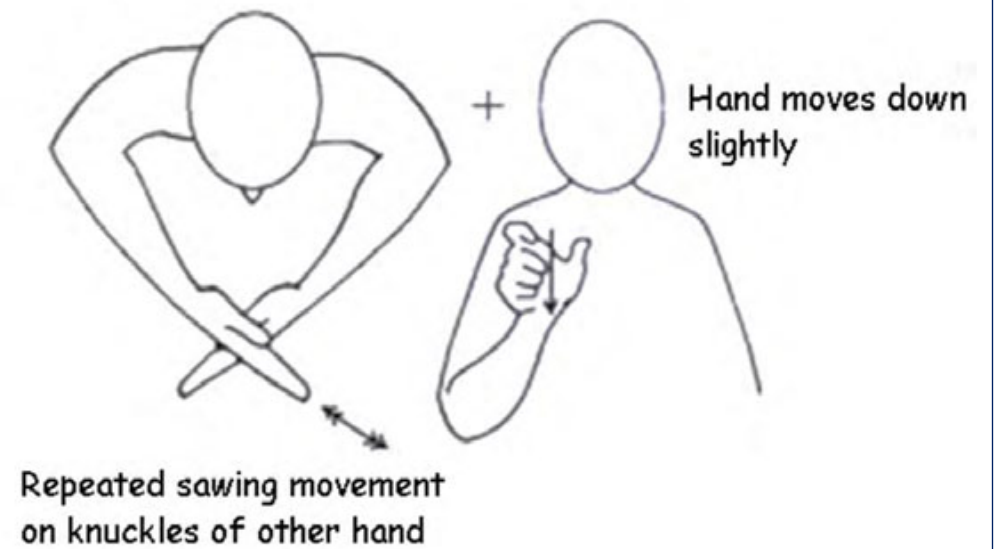


Professionals

People who have special jobs to help others



Professionals



Protect

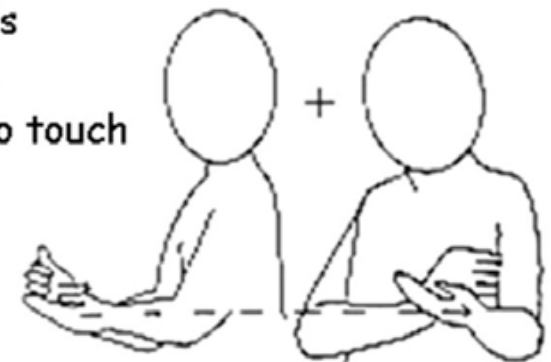
To keep safe



Protect



Blade of right
cupped hand
moves from left
fingertips onto
palm, hands
move back
together to touch
body

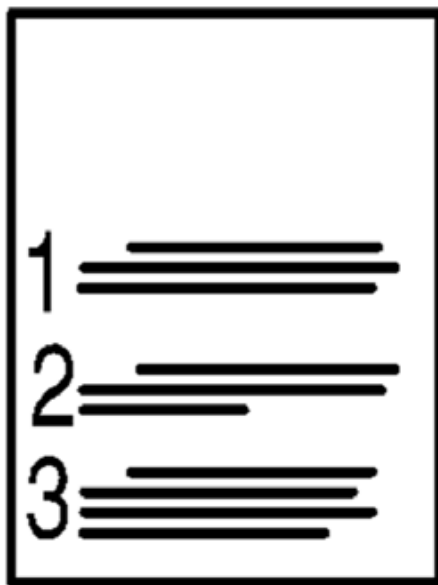


Protection plan

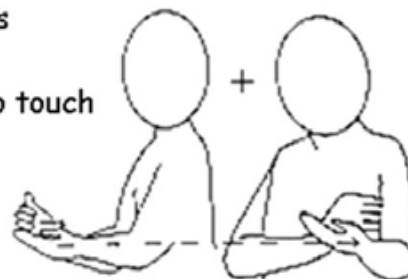
Where we write down how we will make sure you are
safe in the future



Protection plan



Blade of right
cupped hand
moves from left
fingertips onto
palm, hands
move back
together to touch
body



Tips of right fingers contact left palm and
twist by wrist movement from palm down to
palm up

Referral

Asking the right person to work with you so they can
help you



Referral



Respect

To show that someone is important



Respect

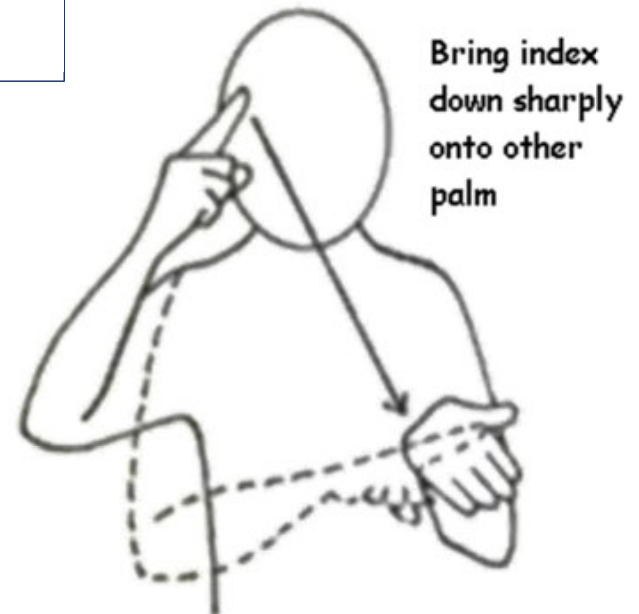
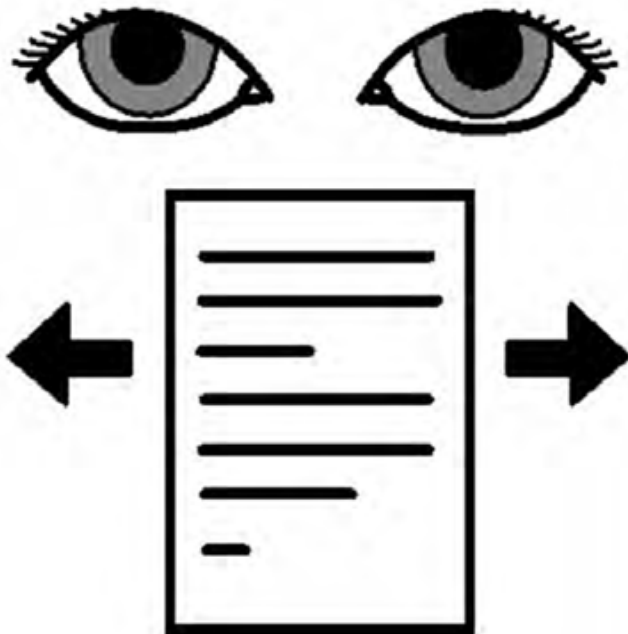


Review

Looking at the special jobs people have to keep you
safe and deciding if they have done those jobs



Review



Risk

To put someone in danger



Risk

Thumb and
index tap
neck



Safeguarding

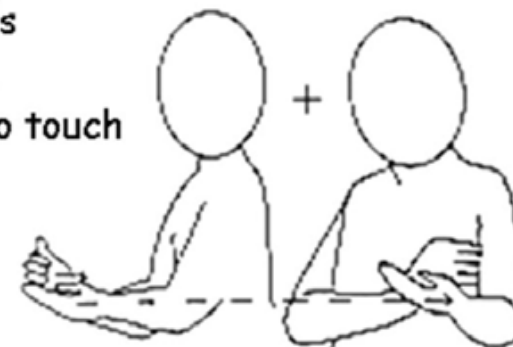
Making you safe



Safeguarding



Blade of right
cupped hand
moves from left
fingertips onto
palm, hands
move back
together to touch
body

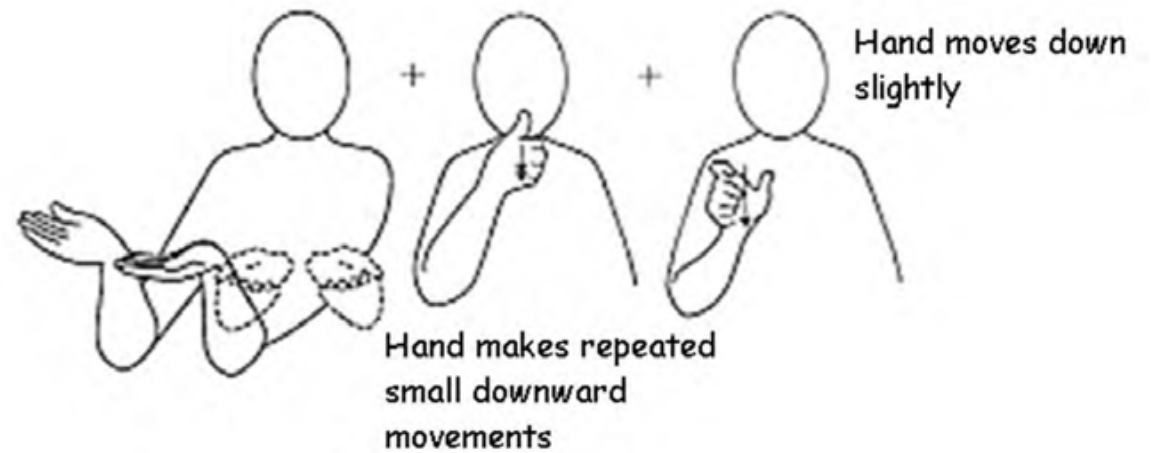


Service user

Anyone who has help from the council or health services



Service user

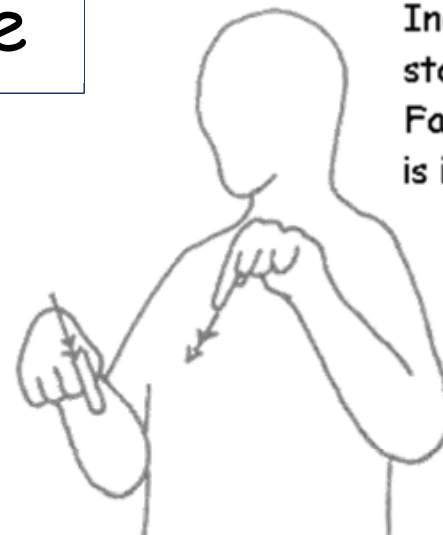


Sexual abuse

When someone touches your body or your private parts
in a way that you do not like or want



Sexual abuse



Index fingers
stab alternately.
Facial expression
is important

Social services / the council

People who work for the government in your town to
give you the help that you need

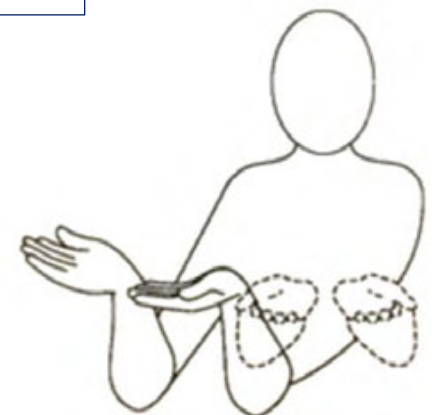
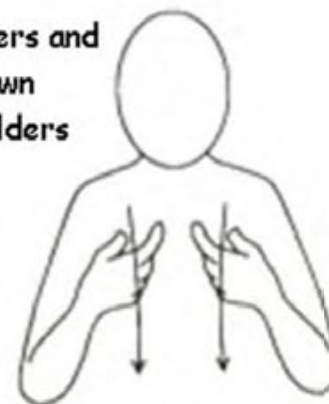


Council

Social services / the council



Both index fingers and
thumbs move down
body from shoulders



Staff

People who are paid to do a job



Staff



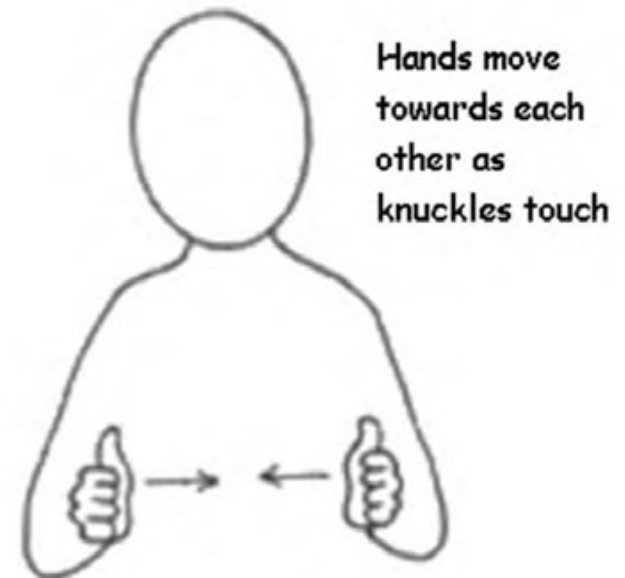
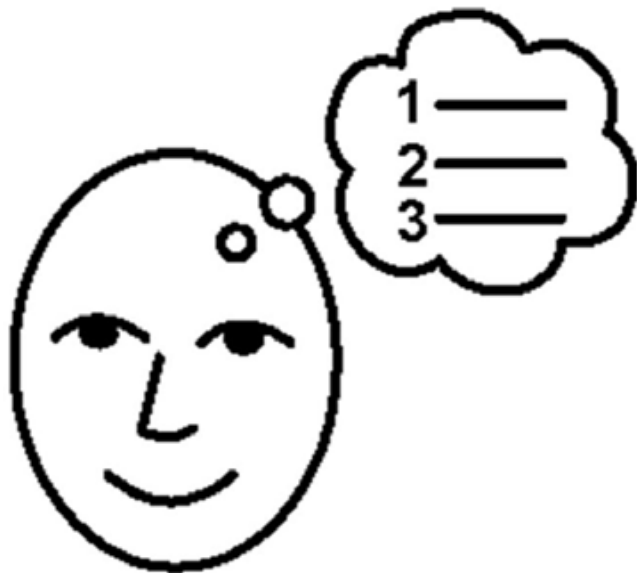
Repeated sawing movement
on knuckles of other hand

Strategy

People agreeing how they will work together to keep
you safe



Strategy



The individual safeguarding record form

Where we write down on paper the really important information about how you want to be kept safe



The individual safeguarding record form

		✓		
				✓
			✓	

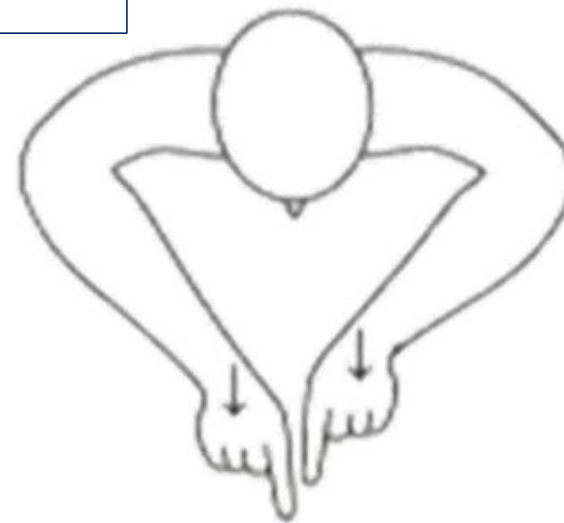


Threat

Saying you will hurt someone



Threat



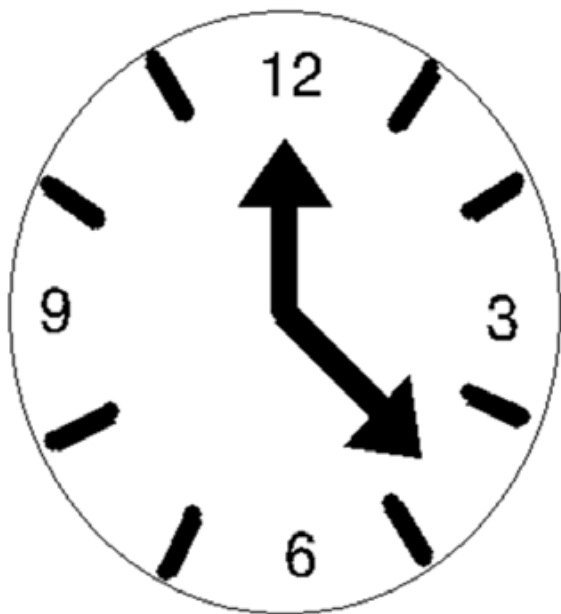
Formation
moves forward
together.
Direct as
appropriate

Timescale

How long it will take to do something



Timescale



Unsafe

When you are not safe



Unsafe



Blade of right
cupped hand
moves from left
fingertips onto
palm, hands
move back
together to touch
body



Vulnerable

Able to be hurt or injured



Vulnerable



Thumbs touch chest with palms down, then hands move down slightly to palms facing body (not touching)



Glossary

Safeguarding (to keep safe) - making you safe

abuse - When someone hurts you or treats you badly

neglect When someone doesn't look after you properly

unsafe - when you are not safe

Physical abuse - hurting you (kicking, punching, slapping, pushing).

Financial abuse (steal) - stealing your money or other things that belong to you.

Emotional abuse (verbal) - talking to you in a bad way (teasing, threatening, shouting, swearing, ignoring).

Neglect - not looking after you properly by not giving you enough food, not keeping you warm, not giving you your medication or not getting you help when you need it.

Sexual abuse - touching your body or your private parts in a way you do not like or want.

Institutional abuse - not looking after you as you need when you are cared for in a special place like a hospital or care home

Discriminatory abuse- being treated badly just because of the colour of your skin, your disability, your religion

Complaint- telling someone about something bad that has happened to you

Allegation - telling someone about something bad that has happened to you

Concern - telling someone about something bad that has happened to you

protect - to keep safe

alert- to describe to someone in social services about something bad that has happened

process - the order of the work we do to make you safe

referral – asking the right person to work with you to help you

the individual safeguarding record form- where we write down the really important information about how you want to be kept safe

investigating officer – the person who asks questions to find out what has happened to make you feel unsafe

strategy – people agreeing how they will work together to keep you safe

action plan – where we write down what special jobs people have to keep you safe

Protection plan- where we write down how we will make sure you are safe in the future

Case conference – a meeting to talk about how people can help you be safe

Review- looking at the special jobs people have to keep you safe and deciding if they have done them

Vulnerable – able to be hurt or injured

respect-to show that someone is important

service user - anyone who has help from the council or health services

carer - anyone who helps look after someone else

action- the work that people will do

confidential (secret/conf)- private

risk- to put someone in danger

harm - to make someone hurt

threat- saying you will hurt someone

staff - people who are paid to do a job

social services/ the council- people who work for the government in your town to give you the help you need.

professionals - people who have special jobs to help others

Co-ordinator- someone who helps organise everybody's special jobs

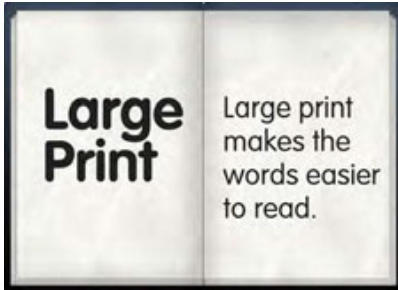
minutes - the writing people do to remember what was talked about in a meeting

timescale- how long it will take to do something

document – a piece of paper with important information written on it



Please contact us if you need this leaflet in Braille...



...large print



...audio tape

köszönöm תודה! *dėkuji*
mahalo 고맙습니다
thank you
merci 谢谢 *danke*
Ευχαριστώ شکرا
どうもありがとう *gracias*

...or another language



Phone: 0208 891 7971