

Keeping vulnerable people safe

Advice on how we can protect people from abuse



Keeping people safe

Translations

For help with translations, or if a large type, Braille or taped summary would be useful, please contact the Service Centre.

Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

The information in this booklet is for residents of:

- Southern Housing Group
- James Butcher Housing Association
- South Wight Housing Association
- Southern Home Ownership.



Keeping people safe

We don't put up with abuse We will always report it

Everyone has a right to live safely in their home and community – with dignity and respect, and without fear of abuse.

We have a duty to keep our residents and customers safe. If we suspect someone is being abused, or someone reports abuse to us, we will always involve the appropriate authorities.

If one of our residents or customers is abused, we will provide support.

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What can we do?

If we come across abuse, we will take it seriously and work with you and other agencies to investigate it. Our staff know that they must act immediately if they suspect or know that someone is being abused.

- We will refer you for help – for example to your local authority – and we will stay in touch to make sure that you get the help you need.
- We will support any other organisation taking action.
- We will take any necessary action ourselves, such as improving your security, transferring you to another home, or telling you about other organisations that can offer support.
- We will regularly check and reconsider any support plan you have, if this seems necessary.

We will also:

- make sure people listen to you and support you
- treat abuse as high-risk anti-social behaviour
- keep you informed.



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What can I do?

If you are being abused, or you think someone else is being abused, tell someone about it by:

- talking to a member of staff
- contacting the Service Centre (see back page)
- reporting it to your local council's safeguarding team or duty social services team – the Service Centre can give you more details
- contacting the police
- contacting one of the organisations listed on pages 9-10 – they will also be able to offer you information and practical support
- calling an independent reporting centre, which will pass on information to the police for you
- talking to your doctor, social worker or support worker
- asking someone to report it for you.

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Who carries out abuse?

Anyone you have contact with could be an abuser. It could be a member of staff, a relative, a friend, a neighbour, a work colleague, a volunteer worker, a health or social care worker, or anyone you know.

Who can be abused?

Anyone can be abused at any time. However, abuse is often directed at vulnerable people in our community, such as:

- children and young people with learning disabilities
- wheelchair users
- people with poor sight
- young people, including teenage parents and children in foster care
- people with mental health problems
- people with drugs or alcohol problems
- frail or disabled older people.

But remember – anyone can be abused at any time.



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Where can abuse take place?

Abuse can take place anywhere. It often takes place in someone's own home. However, it can also happen at a friend's or relative's home, your workplace, a day centre or hospital.

But remember – abuse can happen anywhere, at anytime, to anyone.

What is abuse?

Abuse is when someone is harmed, usually by someone who is in a position of power, trust, or authority. Abuse can be deliberate or not intentional.

There are many different types of abuse:

- **physical abuse** – when someone is injured or physically mistreated
- **psychological and emotional abuse** – the most common form of abuse, including threatening, bullying, isolating someone, shouting, blackmailing or blaming
- **financial abuse** – theft, fraud, abuse of someone's financial affairs, spending the victim's money
- **sexual abuse**, including indecent images – forcing someone to take part in any sexual activity without their consent

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- **neglect** – failing to provide basic necessities such as food, clothing, hygiene and a clean environment
- **discrimination** – based on someone’s ethnic or cultural background, religion, gender, sexual orientation, disability or age (serious cases could qualify as hate crimes)
- **institutional abuse** – where someone’s choices are limited because of the way things are organised
- **child trafficking** – when children are illegally taken away so that they can be exploited, usually for financial gain
- **cyber abuse** – the use of mobile phones or the internet to target and repeatedly threaten, harass and bully someone.



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Useful contacts

Action on Elder Abuse

0808 808 8141

www.elderabuse.org.uk

Action on Elder Abuse (AEA) works to protect and prevent the abuse of vulnerable older adults.

Age Concern

0800 00 99 66

www.ageconcern.org.uk

The UK's largest charity working with and for older people.

Childline

Phone 0800 11 11

www.childline.org.uk

Free and confidential helpline for children and young adults in the UK.

Learning Disability Helpline (MENCAP)

0808 808 1111

www.mencap.org.uk

MENCAP works with people with a learning disability to change laws and services, challenge prejudice and directly support thousands of people to live their lives as they choose.

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National Domestic Violence Helpline

0808 2000 247

www.womensaid.org.uk and www.refuge.org.uk

A helpline run by Women's Aid and Refuge for people suffering abuse from partners or family members.

NSPCC

0808 800 5000

www.NSPCC.org.uk

Aims to protect children from cruelty, support vulnerable families, campaign for changes to the law and raise awareness about abuse.

Victim Support

0845 30 30 900

www.victimsupport.org.uk

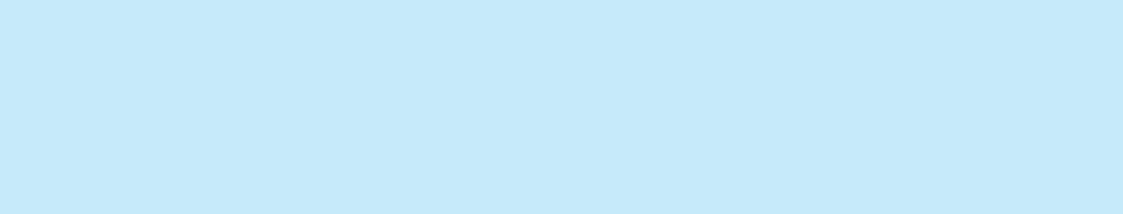
The national charity for victims and witnesses of crime in England and Wales.

Voice UK

0845 122 8695

www.voiceuk.org.uk

A national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse, as well as their families, carers and professional workers.



Contact us

If you live anywhere in the UK except the Isle of Wight:

Phone us on **0300 303 1771** (8am to 8pm, Monday to Friday)

In an emergency, if you have one, use your community alarm pull cord or pendant to speak to a member of staff at the community alarm centre.

If you live on the Isle of Wight:

Phone us on **0300 303 1772** (8am to 8pm, Monday to Friday)

In an emergency, when the office is closed, phone Wightcare on **01983 821 030**

All residents:

Email us at servicecentre@shgroup.org.uk

Write to us at **Service Centre
Southern Housing Group,
PO Box 643, Horsham RH12 1XJ**

Visit our website at www.shgroup.org.uk