



Safeguarding

What is Safeguarding?

Safeguarding means protecting children, young people and adults from abuse, risk of abuse, exploitation, neglect, or self-neglect.

Everyone has the right to live a life free from abuse.

It's important to remember:

- everyone has the right to be treated with dignity and respect
- abuse is always wrong and can happen anywhere and at any time
- it can be caused by anyone; a partner, friend, neighbour, a carer, someone in a position of trust or a stranger.

You may be more at risk if you:

- are older and frail
- are dependent on alcohol and substances
- have a learning disability, physical or sensory impairment
- have mental health problems
- have a language barrier.

What is abuse and neglect?

To abuse someone is to treat them badly. To neglect someone is to fail to care for them.

An action or a failure to take action that causes someone harm.

It might be a single act or a repeated act over time, it could be intentional or accidental, the abuse may also be a crime.

Types of abuse

Abuse or neglect can be defined in many. Examples include:

- Discriminatory abuse
- Domestic abuse
- Emotional/psychological abuse
- Finance and material abuse
- Modern Slavery
- Neglect
- Organisational abuse
- Physical abuse
- Self-neglect
- Sexual abuse/sexual exploitation

Signs of abuse

Signs of abuse can include:

- a decline in someone's physical appearance
- an adult or child not dressed appropriately for the weather
- you haven't seen a neighbour for a long time when you used to see them regularly
- a decline outside of a property - overflowing bins, unkept gardens
- sudden new and frequent visitors to a property that may cause anti-social behaviour
- verbal abuse, shouting, loud noises followed by crying.

For more details and examples of abuse and the warning signs to look out for please visit our website for more details.

**Safeguarding is everyone's responsibility –
don't assume someone else has reported it.**

How to report it

Are you being abused or at risk of being abused? Are you concerned about an adult or child(ren)? Don't hesitate, report it. By reporting it you may prevent abuse from happening.

You can report abuse or suspected abuse to:

- the police
- the safeguarding team at your local authority
- health and social care professionals, for example, social worker, nurse or doctor
- your housing officer or service manager or by calling our Customer Service Centre on 0345 111 0000.

Call 999 if you, or someone else, is in immediate danger.

Unable to talk? Tap, cough, or dial a couple of numbers to let the call handler know you aren't a hoax caller. They will put you through to a Silent Solution system with the police and you'll be asked to dial 55. This will let the police know that you need assistance but are unable to talk.

How we can support you

If you report abuse to us, we will:

- listen to you and take your concerns seriously
- treat all information confidentially. Information will only be shared which is necessary to prevent harm and will be in line with the law
- ask you about what you would like to see happen and keep you informed of any of actions we are going to take and respect your wishes
- in some circumstances, or where other adults and children are at risk, we have a duty of care to protect them and must act.

Useful contacts

There are many support services available, these are just a few.

You can find more on our website at **www.riverside.org.uk**

Police

If you or someone else is in immediate danger, then please call  999.

Social Services

They can offer advice if there is a safeguarding concern or if someone needs a Care Assessment. Details available from your local council.

Riverside

We will listen to your concerns, record them and be able to offer advice, support services and discuss possible next steps. Talk to your housing officer or the site support team.

 0345 111 0000  www.riverside.org.uk

NSPCC

If you are worried about a child.

 0808 800 5000  www.nspcc.org.uk

Refuge

If you are experiencing domestic abuse.

 0808 2000 247  www.nationaldahelpline.org.uk

Samaritans

If you are or have been a victim of abuse and you need someone to talk to.

 16 123  www.samaritans.org