

What to do about Abuse and how to get help

SEVEN LOCKS HOUSING

— Strong **Foundations**,
Stronger **Communities**.....

SEVEN LOCKS

HOUSING

The “No Secrets” guidance, issued by the Department of Health in March 2000, defines Abuse as: “A violation of an individual’s human and civil rights by any other person or persons”.

Organisations including Local Authorities, adult/child protection teams, voluntary agencies, employers and service providers have a duty to safeguard and protect the welfare of children and vulnerable adults.

Who is likely to be a victim of Abuse?

Abuse is when someone does or says something to you which makes you upset or scared.

Abuse is when someone tries to take away your rights. You may be afraid to tell them to STOP.

Everyone has the right to live free from violence, fear and abuse.

YOU HAVE THESE RIGHTS, whoever you are.

It doesn’t matter if you are a child or old or disabled or ill.






Seven Locks Housing, 1A Anson House, 8 Compass Point, Northampton Road,
Market Harborough LE16 9HW

Tel: 01858 414500, **Fax:** 01858 419156, **Email:** info@sevenlockshousing.co.uk

Are you, or do you know someone who is being abused?

Who is most likely to be carrying out the abuse?

The person abusing you or someone you know may be:

-  **Relatives or a family member**
-  **A friend, associate or neighbour**
-  **Professional or volunteers, staff, managers or a care worker**
-  **Someone else receiving care**
-  **Someone you don't know**

What are the main types of abuse?

Abuse takes many forms, it may be:

- **Physical**—including slapping, hitting and punching
- **Sexual**—including rape and other acts that have not been consented to
- **Emotional / psychological**—including threats and humiliation
- **Financial**—including theft, deception and withholding belongings
- **Neglect**—including being left without food, heating or personal care
- **Discriminatory**—including being treated unfairly because of gender, race, culture, background, age, disability, sexuality or illness

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Who can help?

**In an emergency always
telephone the emergency services
on 999**








Where do I get help and support?

If you or someone you know is a victim of abuse, help is available to stop it and make sure it does not happen again.

Service providers in Leicestershire work together to stop abuse.

Talk to someone you trust;

This may be:

-  A Housing Officer
-  A Scheme Manager
-  A GP, Nurse or Home Help
-  A member of staff or a volunteer or a carer at a day centre or residential home
-  A Sheltered or Supported Housing Manager
-  A trusted relative, friend or neighbour or you could contact your
-  Local Social Care Office

Remember



In an emergency always telephone the emergency services on 999

We can help STOP Abuse

If you or someone you know is being abused




Talking to someone you can trust will help you to get the support you need

How can you help?

-  Help is available to stop the abuse and to make sure it doesn't happen again.
-  Help starts by listening to what you want to happen to make the abuse stop.

What will happen when I confide in a member of Seven Locks Housing staff?

We will talk to you about:

-  The abuse that has been suffered
-  What you want to happen next
-  The help and support that other people, especially professionals and carers can provide

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We will work with you to make sure the abuse **STOPS**

What happens then?

- Together we will draw up and agree a plan that shows the action that will stop the abuse, and of course you can keep a copy if you want, and it is safe to do so.
- The plan will detail the support or action each of the supporting organisations' is going to deliver.
- The supporting organisations' will meet with you to review the plan to make sure it is working and the abuse has stopped.

Here at Seven Locks we will always ensure:

- We deal with your problem, sensitively, in confidence and with respect
- We have responded to your needs and concerns as quickly as possible
- We have taken your concerns seriously and where appropriate, involved you in the decisions to be made

**In an emergency always
telephone the
emergency services on 999**

If you speak to us at Seven Locks Housing and we consider that you are in immediate danger, for your protection, it may be necessary for us to make an immediate report to get you help.

We may have to do this without your agreement, but this would only happen if, as professionals, we felt you were in immediate danger.

This leaflet gives advice about dealing with the abuse of children and vulnerable adults. If you know someone who needs this information in another format or language, please contact Customer Service on 01858 414500.

We keep a central register of our customers' with special communication needs so you only need to tell us about your requirements once.