



# Safeguarding

## What this guide is about

This guide explains what safeguarding is and what you need to do if you are concerned that a child or adult is being abused or neglected.

## Who is this guide for

For people who live in a Progress Housing Group home.

## Bitesize summary

- We all have a responsibility to make sure that we help protect vulnerable adults or children from abuse or neglect.
- You can help protect adults and children from abuse and neglect by knowing how to spot the signs.
- There are different types of abuse – and these are not always physical.
- If you think you or someone you know is being abused or neglected, you should tell someone you trust, such as a friend or family member, – professional, or local authority.

**We all have a responsibility to make sure that we help protect vulnerable adults or children from abuse or neglect and take action if we see or hear something that concerns us.**

**This is called safeguarding.**

## Safeguarding

Safeguarding is protecting vulnerable adults or children from abuse or neglect.

Abuse can be physical, sexual, domestic, emotional, financial or organisational.

Abuse can also mean exploiting someone, discriminating against them, or someone neglecting their own or someone else's needs who depends on them.

Those most in need of protection include:

- Children and young people.
- Adults at risk, such as those receiving care in their own homes, people with physical, sensory and mental impairments, and those with learning disabilities.

## Types of abuse

You can help protect adults and children from abuse and neglect by knowing how to spot the signs.

**Physical abuse** is when someone causes another person pain or harm, like kicking or spitting.

Look out for bruising, scratches, broken bones - or someone who seems scared of another person.

**Sexual abuse** is when someone is forced to take part in sexual activity. Or when someone speaks to another in a sexual way about their body. They might share sexual videos of them without their consent.

Look out for if someone seems quieter than normal and uses words or bad language they wouldn't normally say.

**Domestic abuse** is when someone is abused in their home by a family member or a partner.

Look out for someone who is controlled over what they say and stopped from seeing their family or friends. They seem scared of someone in their home. They may have bruises.

**Emotional abuse** is when someone says cruel or hurtful things to control or bully another person.

Look out for someone being laughed at all the time and called names, or sometimes not listened to and ignored.

**Financial abuse** is when someone uses another person's money or credit cards without permission or takes their benefits.

Look out for if someone has no money for food or bills or where money goes missing.

**Discrimination** is when someone is unfairly treated because they are thought to be different because of age, race, gender or disability.

Look out for someone being called names, not given the services they need or not treated with respect.

**Organisational abuse** is when someone or an organisation who is paid to care for people don't do what they should.

Look out for someone not having a choice about when they go to bed or what they eat. They are punished for speaking out.

**Modern slavery** is when someone is forced to do work they don't want to do without pay.

Look out for someone who is being forced to work and threatened with violence while they are working.

**Tenancy cuckooing** is a practice where people take over a person's home and use the property to exploit others.

There are different types of cuckooing:

- Using the property to deal, store or take drugs.
- Using the property for sex work.
- Using the property as part of County Lines activity, where drugs are moved from one area to another.
- Taking over the property as a place for them to live.
- Taking over the property to financially abuse the tenant.

Signs include lots of people entering and leaving the property, especially at strange times, increase in anti-social behaviour and litter, and damage to the door, or you can see the door is propped open. Another sign is if you haven't seen the person who lives there recently or, when you have, they have been anxious or distracted.

### **Other safeguarding concerns**

**Self-neglect** is someone not looking after themselves, for example lack of personal hygiene, not eating and not looking after their health; lack of care for their environment; and an unwillingness to seek help or access services to meet health and social

care needs.

**Hoarding** is a recognised disorder where someone acquires an excessive number of items and stores them in a chaotic manner, usually resulting in unmanageable amounts of clutter.

It can take over the person's life, making it very difficult for them to get around their house. Hoarding could also be a sign of an underlying condition, such as OCD, other types of anxiety, depression and dementia.

The person hoarding is usually reluctant or unable to have visitors or even allow tradesmen in to carry out essential repairs, causing social isolation and posing a safety risk.

The clutter poses further health risks, as it can:

- make cleaning very difficult, leading to unhygienic conditions and encouraging rodent or insect infestations.
- be a fire risk and block exits in the event of a fire.
- cause trips and falls.
- fall over or collapse on people, if kept in large piles.

## What you can do

If you think you or someone you know is being abused or neglected, you should **tell someone you trust**.

This could be a friend, a teacher, a family member, a social worker, a doctor or healthcare professional, a police officer or someone else that you trust. Ask them to help you report it.

Supporting people when concerns are raised about abuse or neglect can be very difficult and distressing for everyone involved. Deciding what the right thing to do can be stressful, particularly if the person you are concerned about is reluctant to accept support. If you are not sure what to do, you can always seek advice.

## To report a crime

- In an emergency, contact the police, call 999.
- If the person is not in immediate danger, call 101.

## Other ways we can help

Please contact us if you have any concerns about safeguarding by calling 0333 320 4555 or via [www.progressgroup.org.uk/get-in-touch](http://www.progressgroup.org.uk/get-in-touch).

Our website also has lots of useful information about safeguarding.

## You may also be interested in

- Progress Housing Group's modern slavery and human trafficking statement - available on our website
- Lancashire County Council's safeguarding service - [www.lancashire.gov.uk/health-and-social-care/safeguarding/](http://www.lancashire.gov.uk/health-and-social-care/safeguarding/)
- An Easy Read guide to safeguarding which is available on our website.

## Get in touch

The quickest way to get in touch is online at [www.progressgroup.org.uk](http://www.progressgroup.org.uk) by:

- logging into your online tenant account
- emailing us
- live chat – available Monday to Friday, 8am to 5pm.

You can also:

- call us on 0333 320 4555
- visit or write to us - Sumner House, 21 King Street, Leyland, Lancashire, PR25 2LW.

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## Report or track a repair or check your rent balance

You can pay your rent, check your rent balance and report or track a non-emergency repair online 24/7.

Log in or sign up for your online tenant account at [www.progressgroup.org.uk](http://www.progressgroup.org.uk)

## Complaints and compliments

Your feedback is very important to us and helps us to improve our services. If you want to tell us that we have been doing something well or are unhappy about something, please tell us using the contact details on the left.

Our Complaints Policy and process follow the standards set out in the Housing Ombudsman's Complaint Handling Code. You can read more on our website or let us know if you would like a leaflet.

## Information in another format or language

This leaflet is available in the following formats:

- Easy Read
- audio
- large print
- braille
- other languages.

More information is available at [www.progressgroup.org.uk/access](http://www.progressgroup.org.uk/access)