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# 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 aren't 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.

## 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. 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 Ombudsmen'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:

- EasyRead
- Audio
- Large print
- Braille
- Other languages.

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