



Safeguarding

it's everyone's business

For Customers

 **Look Ahead**
CARE, SUPPORT AND HOUSING

Safeguarding

Everyone has the right to live free from harm, abuse and neglect. It is important to us that we support customers to understand their rights so that they can better protect themselves and others.



What is abuse?

Abuse can happen anywhere. It can happen at home, in a service, in a hospital, at work or in the street.

There are different types of abuse. Some of these are:

Physical abuse

Being hurt or harmed either deliberately or through thoughtless behaviour.

Emotional abuse or bullying

Being humiliated or put down, or made to feel anxious or frightened.

Financial abuse or theft

Someone using your money or possessions in a way you don't want.

Neglect

Not being given the things you need to feel safe and comfortable or not making sure you get the care or treatment you need.

Discrimination

Including racism, sexism or abuse related to a person's disability.

Sexual

Any unwanted touching, inappropriate comments or pressure to engage in sexual activity.

Exploitation

Someone taking advantage of a person's lack of awareness or understanding for their own gain.

Who is at risk?

Certain groups of people may be more likely to be targeted by others who could abuse or harm them. The person who is responsible for the abuse is often well known to the person being abused. They could be:

- a support worker, health worker or other worker.
- another customer at Look Ahead.
- a paid carer or volunteer.
- a member of the public, a neighbour, acquaintance, family member or someone you may even see as a friend.

How can I tell if someone is being abused?

Abuse is not always easy to spot. At first, you might not recognise the signs as they may be signs of other issues.

Things that may indicate someone may be being abused include:



Changes in personality or behaviour



Unexplained signs of injury such as bruises, scars or burns



Items or cash missing or an unexplained change in financial circumstances

What should I do?

If you are being abused **or** you are concerned about someone else, it is very important that you tell someone as soon as possible. You can:

- **talk to any member of staff** at your service
- **contact our central Safeguarding Team** by:
 - calling our freephone on **0300 010 4600**
 - emailing **safeguarding@lookahead.org.uk**
- **call the police** on **111** or **999** if it is an emergency
- **contact the NSPCC** on **0808 800 500** if your concern is regarding someone under the age of 18
- **contact Childline** if you are under 18. You can visit **www.childline.org.uk** or call **0800 11 11**

If you are experiencing abuse:

Please remember, **abuse is never your fault.**

You are not alone. At Look Ahead, we care about your wellbeing and we are here to support you.

You can always speak to someone from outside of your service by getting in touch with our central Safeguarding Team using the details in this leaflet.

You can speak to them in confidence, you don't even have to give your name.