

'Every adult has a right to a lifestyle that maintains personal independence, safeguards privacy, offers genuine and informed choices, provides opportunities to enjoy and contribute to a society and enables them to have their social, cultural and individual needs met.

Every person can expect to have a right to protection from harm or exploitation within the context of the law and personal civil liberties.'

*Protection of Adults at Risk – Alerter's Guide*

If you or someone you know would like any Westcountry Housing document put on audio tape, into large print or Braille or translated into another language, please contact our Communications Manager on **01803 200300**.



Westcountry Housing Ltd is an exempt charity.

**Police**  
Emergency 999  
Non-emergency 08452 777444

**Action on Elder Abuse**  
0808 8088141

**Broken Rainbow**  
Support and advice to lesbian, gay, bisexual and transgender people who are experiencing domestic violence.  
0800 587 5247

**Childline**  
0800 1111

**Mankind**  
(domestic violence helpline for men)  
0870 7944124

**Samaritans**  
0845 7909090

**Victim Support**  
0845 3030900

**Womens Aid**  
0808 2000 247



Hatfield House • Hatfield Road  
Torquay • TQ1 3HF  
Tel: 01803 217500 • Fax: 01803 292227  
info@westwardhousing.org.uk  
www.westwardhousing.org.uk



**Safe  
and  
Sound**

**Abuse & Neglect**  
What is it?  
How to report it

# There are many areas in our lives where other people could act to hurt us. Abuse is not a common occurrence, but some of the areas where harm can be caused are: financially, physically and emotionally

## Financially –

This could be that someone is using or controlling your money or possessions without your consent or pressuring you to make decisions about them.

## Physically –

This includes all physical contact that is unwelcome to you, that you are not comfortable with and includes sexual contact that you have not consented to or do not understand.

## Emotionally –

All forms of abuse are emotionally harmful, however emotional abuse can occur in its own right and includes such things as verbal threats, bullying or ignoring.

## What can you do?

If you are worried about something that you think is happening, either to you or to someone else, you should talk to your scheme manager/support worker about your concerns.

This can seem a very difficult step to take, but your scheme manager/support worker will offer you all the support you need once you have told them.

They will not do anything with the information you give them, without first agreeing with you what they are going to do.

If you feel unable to talk to the scheme manager/support worker, or that you or the person concerned is in immediate danger, then you can call the Police or ring one of the numbers on the back of this leaflet.

## What happens next?

Your scheme manager/support worker will discuss the situation with their manager. Together they will decide whether the Police, Social Services or another agency should be informed.

In some instances your scheme manager/support worker will have a duty to inform the Police.

The Police have specialised workers who deal with issues of concern sensitively.

You will be kept informed about what is happening throughout.

