

# Safeguarding adults and children



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.



# 01

## Safeguarding adults and children

Safeguarding is the term we use for how we will keep the most vulnerable people in our communities safe from harm.

We have clear and effective policies to ensure our homes and communities are safe and secure. We ensure that we adhere to legislation and work effectively with partner agencies to address any safeguarding concerns.

We are committed to keeping our customers safe and protected from any kind of abuse and neglect. One Vision Housing (OVH) recognises the harmful effect that abuse and neglect has not just on the victim, but also on their families and the wider community.

Whenever we suspect that abuse is taking place or we are informed about safeguarding concerns, we will work closely with other agencies to ensure victims are supported and appropriate action is taken against those responsible.

# 02

## What is abuse and neglect?

Abuse and neglect can occur in many different ways and is defined slightly differently for children and adults.

*Abuse is something that makes you feel uncomfortable.*

### For adults (18 years old or over):

- The misuse of power by one person over another, which has a large impact on a person's independence and health and wellbeing
- Likely to prevent a person (who may be dependent on others for their basic needs) exercising choice and control over the fundamental aspects of their life. This can cause humiliation and loss of dignity

### For children (under 18 years old):

- Inflicting harm, or failing to act to prevent harm
- Abuse in a family or in an institutional or community setting, by those known to the child or more rarely, by a stranger
- Sexual abuse by adults or children, also referred to as child sexual exploitation, is when a child is forced or persuaded to take part in sexual activities with or without physical contact (could be online)

# 03

## Types of abuse

### Physical

Physical abuse may or may not cause physical injury. It can include pushing, shaking, pinching, slapping, punching, force-feeding, burning, scalding, drowning or suffocating.

*Warning signs: Physical injuries which have no satisfactory explanation or where there is definite knowledge or reasonable suspicion that the injury was inflicted with intent or through lack of care.*

### Sexual

Sexual abuse can include making inappropriate comments, signs and gestures, unwanted sexual contact or coercing people into watching pornographic material. It's also any sexual act with a person who has not provided consent, has been pressured into consenting or is incapable of providing consent.

*Warning signs: There may be bruising, self-inflicted injuries or sudden changes in behaviour.*

### Neglect

Neglect is the failure (deliberate or unintentional) to provide help or support that is necessary to carry out activities of daily living or meeting basic physical and/or psychological needs.

*Warning signs: Poor physical condition, weight loss, dehydration, poor condition of accommodation, inadequate or dirty clothing.*

### Psychological or emotional

This may include the use of threats, fear or bribes to take away a vulnerable person's choices or preventing them from following their own beliefs. For children it may be persistent emotional ill treatment conveying that they are worthless or unloved.

*Warning signs: Freedom of movement may be restricted, they may be denied access to aids such as glasses, hearing aids or appear frightened or subdued.*





### Other types of abuse

This could include discriminatory abuse, whereby someone is targeted because of a disability or perceived vulnerability.

Institutional abuse may involve a forced schedule of activities against a person's preferred lifestyle.

Financial abuse may involve the exploitation or inappropriate use of a person's finances.

# 04

## How do you report abuse?

If you feel you are a victim of abuse or may know someone who is, don't hesitate to report it.

### You can report abuse or suspected abuse to:

- The police
- Health and social care professionals (e.g. a social worker, nurse or doctor)
- Organisations listed in the 'Useful contacts' section within this booklet
- Your Neighbourhood Services Officer or a member of our staff by calling **0300 365 1111**

### How will we support you?

If we suspect abuse is taking place, we are duty bound to pass on this information to the appropriate local authority to investigate and take further action.

### If you report abuse direct to us, we will:

- Listen to you and take your concerns seriously
- Treat all information you provide us with confidentially
- Keep you informed of any action we are going to take
- Provide you with support and advice
- Take any necessary steps to ensure you are not in immediate danger from harm



### We will assess these standards by:

- Training our frontline staff to ensure that they are able to respond to safeguarding disclosures
- Monitoring and logging all correspondence
- Keeping a record of any reported incidents and our response

### What if the abuse involves a member of OVH staff?

If you believe the abuse you are suffering or have witnessed involves a member of OVH staff, call the Independent Living team on **0300 365 1111**.

# 05

## Useful contacts

### Emergency

In an emergency - for danger of physical or sexual assault or if urgent medical attention is required, call 999.

### Adults

If you are an adult with concerns that a child is being abused contact the National Society for the Prevention of Cruelty to Children (NSPCC) on **0808 800 5000** for confidential advice.

### Children

If you are a child and want to talk to someone about abuse in confidence contact Childline on **0800 1111**.

### Elderly

If you have concerns about an older person being abused, call Action on Elder Abuse on **0800 0699 784**.

### Merseyside

Merseyside Police - **0151 709 6010**

For general information and confidential advice call Merseyside Victim Support on **0151 353 4003** or the national helpline **08 08 16 89 111**

### Sefton

#### Adults

- Sefton Plus - **0345 140 0845**
- Sefton Independent Domestic Violence Advisors - **0151 934 5142**

#### Children

- Sefton Social Care Customer Access Team / Emergency Duty Team - **0845 140 0845**

### Liverpool

#### Liverpool Careline:

- Adults - **0151 233 3800**
- Children - **0151 233 3700**



## Cheshire

### Cheshire East:

- Adults - 0300 123 5010
- Children - 0300 123 5012
- Out of hours - 0300 123 5022

### Cheshire West:

- Adults - 0300 123 7034
- Children - 0300 123 7047
- Out of hours - 01244 977 277

## Wirral

### Wirral Careline:

- Adults - 0151 514 2222
- Children - 0151 606 2008
- Out of hours - 0151 677 6557



# Get in touch



[ovh.org.uk/my-account](https://ovh.org.uk/my-account)  
Make payments, report (and book) repairs and view accounts online with My Account



[ovh.org.uk](https://ovh.org.uk)



0300 365 1111 (24hr)



[enquiries@ovh.org.uk](mailto:enquiries@ovh.org.uk)



@ovhousing



[facebook.com/ovhousing](https://facebook.com/ovhousing)

## Customer Access Centre

Coral Drive, Bootle,  
Merseyside L20 3UG

## OVH Head Office

Atlantic House,  
Dunnings Bridge Road, Bootle,  
Merseyside L30 4TH

*In March our offices closed in line with Government guidance. We will notify our customers on [ovh.org.uk](https://ovh.org.uk) when our offices have been reopened.*

*The information inside is correct at time of print. For the most up-to-date information please visit our website.*



One Vision Housing is part of The Sovini Group



Certificate Number 2771  
ISO 9001, ISO 14001, ISO 45001, ISO 27001, ISO 27701



If you need assistance understanding the information in this document, please contact us on **0300 365 1111**.

### **Chinese**

如果您需要幫助了解本文檔中的信息，請致電 **0300 365 1111** 與我們聯繫。

### **Lithuanian**

Jei norite, kad Jums kas nors padėtų suprasti šiame dokumente pateiktą informaciją, prašome su mumis susisiekti tel **0300 365 1111**.

### **Polish**

Jeśli potrzebujesz pomocy, by zrozumieć informacje zawarte w tym dokumencie, skontaktuj się z nami pod numerem **0300 365 1111**.

### **Portuguese**

Caso necessite de assistência para compreender a informação constante neste documento, deverá contactar-nos através do **0300 365 1111**.

### **Russian**

Если вам требуется разъяснение информации, содержащейся в данном документе, пожалуйста, свяжитесь с нами по телефону **0300 365 1111**.

### **Turkish**

Bu belgede verilen bilgileri anlama konusunda desteğe ihtiyacınız olursa lütfen bize ulaşın **0300 365 1111**.