

Safeguarding & Equality Statement – Temporary Accommodation

1) Safeguarding

Protect a child or young person

Abuse can take many different forms, such as neglect, sexual abuse, physical abuse and even emotional abuse. There are many possible signs of abuse and neglect, ranging from physical injury to changes in appearance or behaviour. Alternatively, you may witness an incident or a child may tell you that he or she is being harmed. Don't assume that someone else will take responsibility and make that phone call. You could help to save a child's life.

If you are worried, report it.

In an emergency or if someone is in immediate danger, always call 999.

If you think that a child has been harmed or is being neglected, contact the Multi Agency Safeguarding Hub on 01432 260800 or call the Police on 101.

You can find more information about types of abuse, what happens when you report abuse, and the work being done by social services and other professionals to protect children in Herefordshire on the [Herefordshire Safeguarding Children Board website](#).

Protect an Adult

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect. An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support.

Examples of adult abuse include:

- Physical abuse - including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions
- Domestic violence - including psychological, physical, sexual, financial and emotional abuse
- Sexual abuse - including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting
- Psychological abuse - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks
- Financial or material abuse - including theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits
- Modern slavery - including human trafficking, forced labour and domestic servitude
- Discriminatory abuse - including forms of harassment, slurs or similar treatment because of race, gender and gender identity, age, disability, sexual orientation or religion

- Organisational abuse - including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home
- Neglect and acts of omission - including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating
- Self-neglect - this covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding

It is abuse whether or not it is intentional.

Abuse of any description is wrong. By reporting abuse you can help bring it to an end.

To report a concern about an adult please ring us on:

- 01432 260715 (weekdays 9am to 5pm)
- 0330 123 9309 (after 6pm, weekends and public holidays)

Emergencies

- **If someone is injured or in immediate danger dial 999**
- If there is no emergency but you think a crime may have been committed ring West Mercia Police on 0300 333 3000 or 101

Contacting the Safeguarding Team

You can also email your concerns using the [referral form \(Word document\)](#) to safeguarding@herefordshire.gov.uk or write to us at: Adult Safeguarding, Herefordshire Council, Plough Lane Offices, Hereford, HR4 0LE.

You can find more information about types of abuse, what happens when you report abuse, and the work being done by social services and other professionals to protect adults in Herefordshire on the [Herefordshire Safeguarding Adults Board website](#).

2) Equality

Herefordshire Council staff and councillors, and individuals and organisations delivering services on the council's behalf, commit to upholding the values of Herefordshire Council, which are:

- People: Treating people fairly, with compassion, respect and dignity
- Excellence: Striving for excellence, and the appropriate quality of service, care and life in Herefordshire
- Openness: Being open, transparent and accountable
- Partnership: Working in partnership and with all our diverse communities
- Listening: Actively listening to, understanding and taking into account people's views and needs
- Environment: Protecting and promoting our outstanding natural environment and heritage for the benefit of all

Anyone delivering services on behalf of the council commits to challenging discrimination, promoting equality, and respecting human rights, and ensuring that none are placed at a disadvantage over others. All suppliers are required to be fully compliant with the Equality Act 2010 and Modern Slavery Act 2015.

3) Declaration

If you are uncertain about the contents of this statement, or have any concerns that you would like to discuss, please contact the Temporary Accommodation Team on 01432 261897.

Signed

Date