



Easy read

It matters

How we help to keep you safe



Golden Lane Housing

working in partnership with 

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What is abuse?



Abuse is when someone treats you badly or does something that makes you feel bad.

Abuse is always wrong and it is never your fault.

Who might abuse you?



Most people are kind and caring and will not abuse you.

You could be abused by anyone you know or even a stranger.

Where can abuse happen?



Abuse can happen anywhere and at any time. These are some examples:

- at your home
- in the community
- a night out with friends
- on a day trip

Types of abuse

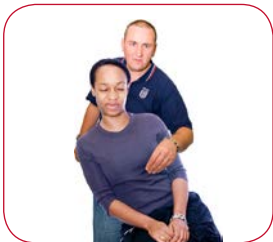
There are different types of abuse.



Emotional abuse is when people say things that hurt your feelings.



Physical abuse is when someone hurts your body.



Sexual abuse is when someone touches you in a way that you do not like or you have not agreed to.



Financial abuse is when people take your money or belongings without asking you or use your money for their own benefit.



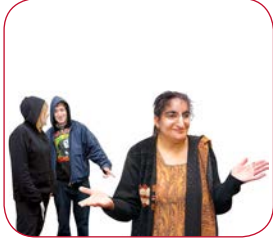
Domestic abuse is when your partner, husband or wife physically or emotionally hurts you.



Self-neglect is when you do not look after yourself properly. You may not eat well or stay clean or healthy.



Neglect and acts of omission is when people who are supporting you are ignoring your medical, emotional or physical care needs.



Discrimination is when you are treated badly because of your sex, race, religion or beliefs, age or disability.



Institutional or organisational abuse is when paid staff in a hospital, care home or company do not look after you properly or you are treated badly.



Modern slavery is when people are forced to do things against their will by people who are criminals.

Who should you tell?



If you think you have been abused or you are being abused you should tell someone you trust. This could be:



- a person who supports you
- a family member or a friend
- your landlord – this could be your housing officer, surveyor or a contractor carrying out a repair at your home
- your social worker, doctor, nurse or the police.

How we help to keep you safe



Golden Lane Housing helps to keep you safe in lots of ways:



- we have documents that tell staff how to help keep you safe. These documents are called policies and procedures



- all staff have been trained to help keep you safe and how to look for signs of abuse. They also know how to report abuse



- staff who work with you have regular meetings with their managers. They talk about any reported cases of abuse and ways to help people



- we keep all information stored securely and in line with General Data Protection Regulation guidance. This means the information we hold about you can only be seen by the people helping you



- we work with lots of different people who can help you if you are being abused. This could be your social worker, the police and nurses



- we are a member of Mencap's Safeguarding Panel that oversees our responsibilities. This is a group of people who meet to talk about keeping people with a learning disability safe.

Working with you

If you tell us that you think you are being abused or we think that you may be at risk of abuse we will:



- work very quickly, responsibly and sensitively with you and others



- always listen and talk to you about how we can help you



- keep in regular contact so you know what is happening



- help you until you are no longer at risk of harm or abuse.

Get in touch



If you would like to talk to somebody about this booklet:



You can ring us on **0300 003 7007**



You can write to us at:
**Golden Lane Housing
Parkway Four
Parkway Business Centre
Princess Road
Manchester
M14 7HR**



Email **enquiries@glh.org.uk**