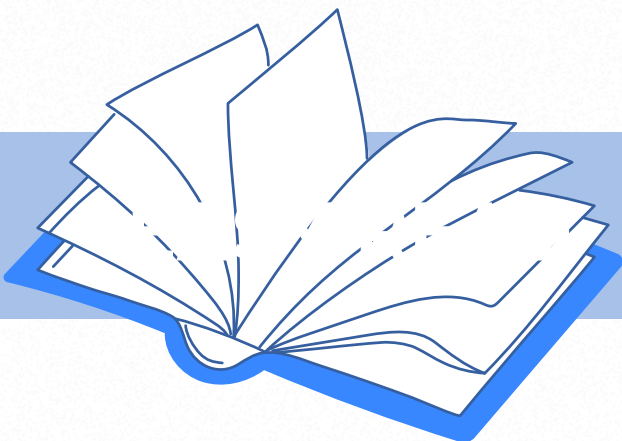




“Keeping You Safe”

A safeguarding guide

This easy read guide talks about keeping you safe from abuse, in simple words and pictures.



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HEADWAY
NORFOLK+
WAVENEY

What is this document about?

This document explains how Headway Norfolk & Waveney keeps you safe. We call this **safeguarding**. We want you to feel safe and happy when you use our services.

Who does it apply to?

Everyone! This means all staff, volunteers, and people using Headway's services.



What is abuse?

Abuse is when someone hurts you, treats you badly, or takes advantage of you. Abuse can happen anywhere – at home, in public, online, or in a care setting. It can be caused by anyone – a family member, friend, carer, stranger, or staff member.

Types of abuse

- **Physical abuse** – Hitting, pushing, kicking, shaking, or hurting someone in any way.
- **Emotional abuse** – Saying mean things, ignoring someone, shouting, controlling someone, or making them feel bad about themselves.
- **Sexual abuse** – Touching someone in a way they don't want, making them do things they don't want to do, or talking about sex in a way that makes them feel uncomfortable.
- **Neglect** – Not giving someone the care, food, medicine, or help they need.
- **Financial abuse** – Taking someone's money, benefits, or belongings without asking or using their money in a way that is unfair.
- **Discrimination** – Treating someone unfairly because of their disability, race, gender, religion, or who they are.
- **Domestic abuse** – When a partner, ex-partner, or family member is violent, controlling, or threatening.
- **Modern slavery** – When someone is forced to work, treated badly, or made to do things against their will.
- **Self-neglect** – When a person does not look after themselves properly, for example, not eating, washing, or keeping their home clean.
- **Radicalisation** – When someone tries to make another person follow extreme beliefs or do things that could be dangerous.

How do we keep you safe?



We make sure all staff and volunteers are properly trained and checked before they work with you.



We teach staff and volunteers how to spot abuse and what to do if they are worried.



We listen to you and take your concerns seriously.



We have rules and policies to make sure everyone is safe.



We work with other professionals, such as social workers, to help protect people from harm.

What should you do if you feel unsafe?



Tell a staff member or volunteer. They are here to help you.

You can also contact our Safeguarding Officers.

Claire Boothy-Barnbrook (CEO) – 01603 788114

Michael Palmer (Director of Operations) – 07498 880597

If it is an emergency and you are in danger, call 999.

If you are worried about someone else, you can also tell us. We will help them.

What happens if you report a concern?

- We will listen and take your concern seriously.
- We will keep your information private but may need to tell someone else to help keep you safe.
- We will work with you to decide the best way to help.
- If we think you are in danger, we may need to contact social services or the police to protect you.

If you are worried about speaking out, remember – it is never your fault, and you deserve to be safe.

How can you help keep yourself safe?

- Be aware of the people around you and trust your feelings. If something doesn't feel right, talk to someone.
- Do not give your money, bank details, or personal information to people you don't know.
- Be careful online – do not share private information with strangers.
- If someone is making you feel uncomfortable, unsafe, or scared, tell someone you trust.

Remember

- You have the right to feel safe.
- Abuse is never OK.
- You are not alone – we are here to help.
- Speaking up can help stop abuse from happening to you or someone else.
- If you have any worries, please speak to someone you trust at Headway Norfolk & Waveney. We care about your safety and will do everything we can to support you.

If you have any questions, please contact us:

Call us: 01603 788114

Email us: contact@headway-nw.org.uk

Visit our website: www.headway-nw.org.uk

