

Safeguarding Statement

When we talk about safeguarding we mean protecting adults and children from abuse or neglect. At Bromford we work together with our customers and their communities to build a safer place for all.

We all have a duty

We are clear that safeguarding is everybody's business. Everyone shares the responsibility for safeguarding and promoting the welfare of children, young people and adults. Adopting a practical, 'don't do nothing' approach, we are committed to ensuring colleagues act appropriately and work in partnership with our customers and other organisations to ensure the safety of all.

We care

Bromford colleagues have a key safeguarding role to play. Colleagues are trained to recognise where there may be safeguarding issues, these may include:

- Physical abuse (using force to hurt someone);
- Emotional abuse (hurting someone by saying or doing things);
- Sexual abuse (non-consensual sexual contact of any kind);
- Financial abuse (stealing, defrauding or coercing someone to part with goods, property or money);
- Neglect and self-neglect (not being taken care of, or not taking care of yourself adequately);
- Discrimination (treating a person or particular group of people differently, especially in a worse way from the way in which you treat other people);
- Organisational abuse (mistreatment of people because of poor or inadequate care, support or practice).

We aim to ensure that our colleagues are knowledgeable and appropriately skilled. Supervision, monitoring and training to support colleagues' on-going awareness and responsibilities in the area of safeguarding is provided.

Make a Stand against Domestic Abuse

Domestic abuse includes any attempt by one person within an intimate relationship or marriage to dominate and control the other and often escalates from threats and verbal assault to violence, causing long term and destructive impact upon individuals and families who are affected. Domestic abuse does not discriminate – it occurs within all age ranges, ethnic backgrounds, economic levels, heterosexual relationships and in same-sex partnerships.

Abusive behaviour is never acceptable and we are working with local partners to promote safeguarding - helping to keep our customers safe and to live free from harm, abuse and neglect. We encourage our customers to report any concerns regarding domestic abuse.

If in immediate danger the Police should be called via 999, otherwise further information and assistance is available from the following helplines:

- National Domestic Violence helpline: Website: www.nationaldomesticviolencehelpline.org.uk
- Refuge: Website: www.refuge.org.uk
- Women's Aid: Website: [Womens Aid](http://WomensAid)
- Men's Advice Line: Website: www.mensadviceline.org.uk
- ManKind Initiative: Website: www.mankind.org.uk
- Rape Crisis: Website: www.rapecrisis.org.uk
- Action on Elder Abuse: Website: www.elderabuse.org.uk

We do what we can

We value our customers and want to preserve the supporting and caring relationships we build with them.

As Bromford has an obligation to protect adults and children from abuse and neglect, there may be occasions where we need to share information with statutory agencies, but we would always try to talk to individuals first to see what we could do to support them.

We understand any information relating to safeguarding is sensitive, and as such comply with the Data Protection Act 1998.

Bromford Colleagues

Our rigorous recruitment procedure includes vetting candidates who work closely with customers and undertaking DBS (Disclosure and Barring Service) checks.

If an allegation against a colleague is made it will be investigated thoroughly and appropriate action taken.

Who to contact

We hope that all our customers understand that Bromford's safeguarding policy is designed to meet the best interests of children, young people and adults. If you have a concern, please talk to us in one of the following ways:

You can report a concern in any of the following ways:

- Contact your Local Authority – you can search your local authority website by typing the word 'safeguarding' into their search engine. This will highlight their role and responsibility;
- Call the Police – 101 if it's not an emergency;
- You can also call the NSPCC with any concerns about a child (under 18) on 0808 800 5000;
- If you need help to report a concern, talk to someone you trust;
- Talk to your neighbourhood coach;
- Call us on 0330 1234 034 or email customerservices@bromford.co.uk;
- [Contact us via our website.](#)