

CONFIDENTIALITY AND DATA PROTECTION

While working with you, we will respect your rights to confidentiality. As a general rule, any information about yourself will be deemed confidential unless you decide otherwise. There may be times however when we need to discuss your support needs with other carers and services involved in your care and support, but will only do so with your consent.

In order to support you we need to store information about you. Ashfield Homes Ltd may maintain confidential written support details (including personal information) for every tenant who uses the service. Under the terms of the Data Protection Act 1998, we must now get your consent to do so.

DISCLOSURE OF INFORMATION

The Law permits the disclosure of confidential information (Public Interest Disclosure Act 1998) necessary to safeguard a person in the public interest. It may be necessary for Ashfield Homes Ltd to disclose information about you 'in accordance of the law' for:-

- public safety;
- the protection of disorder or crime (e.g. using the property for immoral or illegal purposes);
- the protection of health or morals;
- for the protection of the rights and freedoms of others.

COMPLAINTS PROCEDURE

If you have a complaint about any other issue regarding Ashfield Homes services please complete a copy of the Complaints booklet which you will find in your Handbook. Alternatively you can speak to one of our managers on - 01623 457120



If you have any concerns around abuse, please contact your Tenancy Support Officer or refer to one of the organisations listed in this leaflet or on the useful contact sheet in your Service Handbook

ہمہر زانیاریہان دہربارہی ناشفیلڈ ہومس کہ بہ زمانی ٹینگیلیزی نوسراوہ نہتوانریت بڑ زمانی کوردی تہرجومہ بکریٹ۔ تکایہ داوای زانیاری زیاترہ نہندامیکی دستہی فہرمانہبران بکہ۔

Ashfield Homes 印製的所有英文刊物，都可翻譯成中文。請聯絡本處職員，查詢詳情。

اشفیلڈ ہومز سے متعلق اگر ہی زبان میں دستیاب کسی بھی معلومات کا اردو زبان میں ترجمہ فراہم کیا جاسکتا ہے۔ مزید معلومات کے لیے براے مہربانی اسٹاف کے کسی رکن سے بات کریں۔

અંબ્રેજમાં લખેલ એશફીલ્ડ હોમ્સની કોઈ પણ માહિતી ગુજરાતીમાં તરજૂમો થઈ શકે - કૃપા કરી વધારે વિગત માટે સ્ટાફના સભ્યને પૂછો.

Wszelkie informacje dotyczące Ashfield Homes napisane po angielsku mogą być przetłumaczone na język polski - o dalsze szczegóły proszę zapytać osobę z personelu.

Any Ashfield Homes information is available in large print, audio, Braille and other languages. Please contact Jeanette Worthington, Tenant Participation Officer on **01623 729324** or Text phone **01623 457147**.



Tenancy Support Service "Here to Help" Advice leaflet



WHAT IS ABUSE?

This is one of a series of leaflets designed by Ashfield Homes Ltd, for service users to gain information on a variety of topics.

Your Tenancy Support Officer can give you more details.

supporting people partnership
in nottinghamshire



This leaflet has been produced to ensure tenants have a clear understanding of issues around abuse and the commitment to you by Ashfield Homes Ltd.



WHICH ADULTS ARE VULNERABLE?

A person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness **AND** who is or maybe unable to take care of him or herself or protect him or herself against significant harm (ill treatment) or exploitation.

Not all people from these groups would see themselves, or be seen by others as “Vulnerable Adults”.

Adult Abuse is a social problem but it is often also a serious crime.

WHAT IS ABUSE OR MISTREATMENT?

Abuse or mistreatment can be in many forms it can be a violation of an individual’s human or civil rights by another person or persons, it may be a single act or repeated acts, it can occur in any relationship, it may result in harm to or serious exploitation of the person subjected to it.

Forms of abuse or mistreatment are:

PHYSICAL - including slapping, hitting, punching, kicking, misuse of medication, restraint or inappropriate sanctions;

SEXUAL - including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or is incapable of giving informed consent or was pressured into consenting; this may involve contact or non contact abuse (e.g. touch, masturbation, being photographed, teasing, inappropriate touching);

PSYCHOLOGICAL - including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, intimidation, verbal abuse, isolation or withdrawal from services or supportive networks.



FINANCIAL OR MATERIAL - including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits;

NEGLECT AND ACTS OF OMISSION - including ignoring medical or physical care needs, failure to provide access to appropriate health, social care or educational services, the withholding of the necessities of life, such as adequate food, heat, clothing and medication;

DISCRIMINATORY—including, racist, sexist, that based on a persons disability, culture and discrimination and other forms of harassment, slurs or similar treatment.



HOW DO YOU REPORT ABUSE?

You can do one of the following;

Speak to your Tenancy Support Officer or directly to a Service Manager at Ashfield Homes.

01623 457120

Contact Social Services, Duty Officer

01623 405300 0115 844 7333

Victim Support Police

01623 450088 01623 440999

0845 3030900 0115 9680999

WHAT WE WILL DO.

If you report the problem to a member of Ashfield Homes staff we will complete an adult protection form. If there is an immediate risk of harm we will contact the police and social services straight away. In any case we will send details of the problem to Social Services within 5 working days of receiving the information. We will continue to liaise with Social Services and the Police, and immediately pass on any further concerns. Throughout this, we will continue to support you, acting on your behalf if you wish.

Social Services will investigate all complaints of abuse, this may lead to criminal action being taken against the offender (s).

The Adult Protection Unit monitors all complaints to ensure that they are properly dealt with.