



Safeguarding you from abuse

What we can do to safeguard you from abuse and bullying



Inside

- Your rights
- What is abuse?
- What should I do if I am (or another person is) being bullied or abused?
- What will MST do if I am (or another person is) being bullied or abused?

What we can do to safeguard you from abuse and bullying

We are committed to protecting you from abuse, bullying and harassment. We have policies on ‘Protection from abuse and harassment’, and we take the issue very seriously.

Safeguarding adults

People can be vulnerable for a number of reasons – for example, older people or people who misuse drugs and alcohol. These people may find it hard to protect themselves. There are laws in place to make sure that vulnerable adults are safeguarded from abuse and bullying.

You have the right to:

- feel safe from physical or emotional harm
- know that your money and belongings are safe
- receive the support you are entitled to
- feel safe from exploitation
- feel included in the community you live in.

Safeguarding children

Children have the same rights as adults. We recognise that children are particularly vulnerable, so there are laws in place to make sure that people who are under 18 are safeguarded.

Children have the right to:

- enough food to eat and adequate clothing
- healthcare
- play

Children have the right not to:

- do harmful work or work which interferes with their education
- be sexually abused
- be physically or emotionally abused or neglected
- be picked on, bullied or treated unfairly



What is abuse?

There are four main types of abuse, affecting both adults and children.

1. Physical abuse
This includes hitting, shaking, kicking, punching and anything else that causes pain or injury.
2. Emotional abuse
This means behaving in a way that is likely to seriously affect the child or adult’s emotional development or health. For example, constant criticism or ignoring someone.
3. Neglect
This means frequently not providing the care that children or vulnerable adults need. For example, leaving a child on their own without an adult there to keep them safe is neglect. Not responding to an adult who is clearly suffering is also neglect.
4. Sexual abuse
This means forcing or tricking a child, young person or adult into taking part in any kind of sexual activity.

Other forms of abuse include:

- verbal
- financial
- discriminating against someone
- social
- institutional

What should I do if I or another person is being bullied or abused?

- talk to your support worker about it
- report it to a member of staff – this includes your housing officer or an MST manager
- contact the police or social services
- make a complaint

What will MST do if I am being bullied or abused?

1. If the you are in immediate physical danger, we will contact the emergency services.
2. We will talk to you about what steps to take next.
 - We will listen to what you have to say and make sure you are taken seriously.
 - We will respect your wishes when it comes to what steps to take next.
 - We will support you in what you decide.
 - We will respect your views and privacy.
3. We will record what has happened and talk to an MST manager about the issue.
4. We will work with you to create an “action plan”. This will say what steps will be taken next to stop the abuse and prevent further abuse from happening.
5. We will support you to report a crime to the police or report the issues to social Social Services.
6. We will fully support you to follow the action plan that was agreed.

What will MST do if I suspect someone else is being bullied or abused?

We will support you and make sure that you have the information you need to make a decision on what to do next. You may need to contact another organisation (for example, social services) to raise your concerns. We will support you to do this.

If we suspect that person is in immediate physical danger, we have a duty to contact the appropriate emergency services.