



SAFEGUARDING FOR SERVICE USERS

REVISED MARCH 2021

Say no to abuse

At Radius Housing, we work hard to promote the safety, well-being and rights of all our service users, and any child who either lives in or visits Radius properties or services. We do our best to protect those who have been abused, by ensuring they receive support from us and other agencies to stop the abuse. We will never tolerate abuse by Radius staff or anyone else.

Adult Abuse

What is considered abuse?

- Physical harm, which may or may not result in actual physical injury, such as hitting, slapping, restraint or deprivation of liberty.
- Sexual abuse such as inappropriate touching, or forcing someone to take part in a sexual act against their will.
- Psychological or emotional harm such as bullying, shouting or humiliating someone.
- Financial harm such as theft, fraud or being a victim of a scam.
- Institutional harm - where an organisation's working practices causes harm to people using their support services.
- Neglect - where a carer fails to look after someone who needs care.
- Exploitation such as forced labour, domestic violence or human trafficking.

Child Abuse

What is considered abuse?

- Physical abuse such as hitting, shaking or burning a child.
- Emotional abuse such as making rude remarks towards a child, allowing a child to witness domestic violence or not allowing a child to socialise.
- Sexual abuse such as grooming a child, exploiting a child or making a child perform a sexual act.
- Neglect - Examples include a parent or guardian who fails to provide adequate food or clothing, or does not protect a child from physical or emotional harm.

Don't keep it. Speak it.

If you or someone you know is being abused, please tell someone. In an emergency contact the Northern Ireland Police Service by dialing telephone no. 999 or 18000 for deaf or text phone users. For non-emergency and general enquiries contact the police on 101 or textphone 18001 if you are deaf.

You can also contact Radius Housing on 0330 123 0888 or send an email to info@radiushousing.org. You can ask to speak to a manager in confidence. Alternatively, you can leave a message, and you will get a response within 24 hours.

HSC Trust Adult Safeguarding Contact Details:

Belfast HSC Trust Gateway Team 028 9504 1744
Northern HSC Trust Gateway Team 028 94413659
South Eastern HSC Trust Gateway Team 028 9250 1227
Southern HSC Trust Gateway Team 028 3756 4423
Western HSC Trust Gateway Team 028 7161 1366

HSC Trust Child Protection Contact Details:

Belfast HSC Trust Gateway Team 028 9050 7000
Northern HSC Trust Gateway Team 0300 1294 333
South Eastern HSC Trust Gateway Team 0300 1000 300
Southern HSC Trust Gateway Team 0800 7837 745
Western HSC Trust Gateway Team 028 7131 4090

Domestic and Sexual Abuse helpline. This service is available 24 hours a day, and provides information and support via phone, email and webchat. Call 0808 802 1414, email help@dsahelpline.org or visit www.dsahelpline.org.

Victim Support NI. This service can provide help and support for anyone experiencing abuse. Phone 02890 243133 or visit foyle@victimsupportni.org.uk.

The Rainbow Project. This service provides advice and support to the LGBTQ+ community. Phone 028 9031 9030 or visit www.rainbow-project.org.

NSPCC. If you are worried about a child and need advice and support, contact the NSPCC on 0808 800 5000 or email help@nspcc.org.uk.

Please contact Radius Housing on 0330 123 0888 or send an email to info@radiushousing.org if you require this leaflet to be produced in a different format or language.

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