

We are able to have some information translated into other languages. Please ask for more information about this

ENGLISH

‘የተወሰኑ መረጃዎችን ወደሌሎች ቋንቋዎች እንድትተረጎሙ ማድረግ እንችላለን። ይህንን አስመልክቶ ተጨማሪ ማብራሪያ ከራሉን እባክዎን ይጠይቁ።’

AMHARIC

‘نحن قادرون على الحصول على بعض المعلومات التي ترجمت إلى لغات أخرى. الرجاء طلب مزيد من المعلومات حول هذا.’

ARABIC

‘আমরা কিছু তথ্য অন্য ভাষায় অনুবাদ করতে সক্ষম। এই বিষয়ে অনুগ্রহ করে আরোও তথ্যের জন্য জিজ্ঞাস করুন।’

BENGLALI

Nous tenons à votre disposition les renseignements traduits dans différentes langues. Merci de nous contacter pour plus d'information

FRENCH

‘ਅਸੀਂ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਵੀ ਜਾਣਕਾਰੀ ਦਾ ਅਨੁਵਾਦ ਪ੍ਰਦਾਨ ਕਰ ਸਕਦੇ ਹਾਂ। ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਹੋਰ ਜਾਣਕਾਰੀ ਲਈ ਪੁੱਛੋ।’

PUNJABI

Możemy przetłumaczyć informacje na inne języki. Prosimy pytać o więcej szczegółów na ten temat

POLISH

Podemos traduzir algumas informações noutras linguas. Solicite mais informação sobre este tema

PORTUGUESE

‘ہم کچھ ایسے معلومات حاصل کرنے کے اہلیت رکھتے ہیں جو دیگر زبانوں میں ترجمہ شدہ ہے۔ اس کے بارے میں مزید معلومات کے لئے براہ کرم پوچھیں۔’

URDU

‘مما می توانیم بعضی اطلاعات را که به زبان های دیگر ترجمه شده اند، فراهم کنیم. لطفاً برای اطلاعات بیشتر در این مورد تقاضا کنید.’

FARSI

Waxa aanu awoodnaa in aanu hayno warbixino ku turjuman luuqadaha kale. Fadlan waydii wixii warbixin dheeraad ah ee ku saabsan arrinta

SOMALI

نیمه‌ده‌توانین هاندن زانیاری تر وهرگیرینه‌وسه‌سه‌ر زمانه‌کاتی تریش. تکایه‌بؤ ده‌سته‌به‌کردنی زانیاری زورت‌ر، په‌یوه‌ندیمان پنه‌وبکه‌ن.

KURDISH

Tokoki kobongola kamwa makambo na minoko mosusu. Sala osenga mayebisi mosusu na maye matali likambo oyo

LINGALA

ብኻልኦ ቋንቋታት ዝተተርጎሙ ገለ ሓበሬታ ክህልዎና ክእለና ኣሎና። ብዛዕባኹ ዚምልከት ተወሳኺ ሓበሬታ ንምርካብ ድግግ ብኻብረትኩም ክተቱና።

TIGRINYA

Tinogona kuti zvimwe zvinyorwa zviiswe mune mimwe mitauro. Ndapota kumbira ruzivo rwakawedzerwa pamusoro peizvi.

SHONA

This document is also available in:



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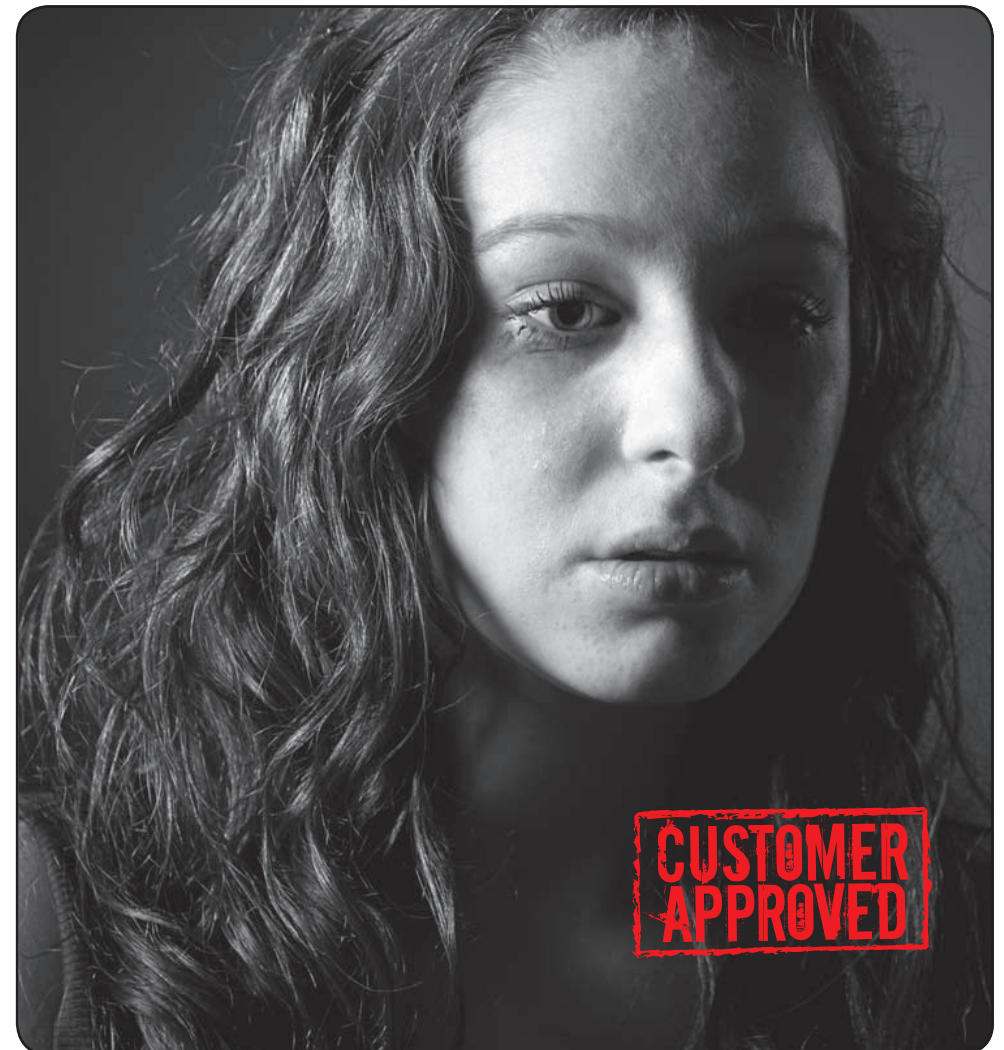


Other languages



staffordshire HOUSING ASSOCIATION

# Reporting abuse of vulnerable people



We will do all we can to protect customers from abuse. If we suspect that a vulnerable person is being abused or neglected, we will take action. We have procedures we follow to help make sure that vulnerable adults are safe and protected.

## What is a vulnerable person?

A vulnerable person is anyone who cannot protect themselves without support. This could include:

- People under 18;
- People with mental health needs;
- Older people;
- People with learning disabilities;
- People with physical disabilities.

## What is considered abuse?

Abuse is any harmful or hurtful behaviour. It can take many different forms. It can be physical, sexual, social, emotional or financial.

People who are vulnerable are at greater risk of being physically or psychologically harmed, injured or having pain inflicted on them.

Abuse can be committed as:

- A deliberate act or behaviour;

- A deliberate failure to act when there is a duty to act;
- Failure to provide services or treatment that are necessary to the adult's health and safety by someone who has a duty to provide or ensure provision of such services or treatment.

## How to report abuse.

If you feel you are being harmed or hurt in any way, or you think a friend or neighbour is being hurt or harmed, contact your housing officer or anyone at SHA.

So that we can investigate your concerns, we will ask you to provide more details about the abusive behaviours that you have witnessed or experienced.

We will use the information that you provide to fill in a reporting form. The information you give in this form will help us to decide what actions to take next.

Depending on how serious the situation is, the action may include contacting the emergency services or local social services department.

Throughout this process, our staff will

answer any questions you have and offer you support if you are finding things difficult.

All suspicions of abuse will be treated confidentially.

## What happens next.

If we suspect that someone vulnerable is being abused, we will contact them. If they give their consent, we will then help them to contact social services, support services, or the emergency services.

If they do not give their consent for us to contact other services, we will work with them to produce a support plan. The support plan will enable us to help and support that person.

We will not normally intervene on behalf of an adult without their full consent and cooperation. But if we feel someone is in immediate danger, we do have the power to intervene.

We recognise that people sometimes choose to remain in situations that are risky or even dangerous, and that they may not want our help or intervention. In these cases we will offer support and advice, and continue to monitor and review the situation.

# How to contact us

## Phone.

- To report a repair call 0800 00 99 00
- To report an emergency repair out of office hours call 0800 00 99 00
- To report anti-social behaviour out of office hours call 0845 680 5105
- For all other enquiries, call our main switchboard on 01782 744533

## Email.

[mailbox@staffshousing.org.uk](mailto:mailbox@staffshousing.org.uk)

## Address.

Staffordshire Housing Association  
308 London Road  
Stoke on Trent, ST4 5AB

## Website.

[www.staffshousing.org.uk](http://www.staffshousing.org.uk)

## Office opening hours.

Our office is open from 8.30 am to 5.30 pm from Monday to Friday.