



<b>Policy No:</b> SJD/YP/01	<b>Authorised by:</b> Davina Powell	<b>Review Date:</b> 20th October 2023
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<b>ABUSE -PROTECTION FROM</b>		

SJD Homes operates in accordance with the document published by the Department of Health in 2000 entitled *No Secrets: guidance on developing and implementing multi-agency policies and procedures to protect vulnerable adults from abuse* and the *Public Interest Disclosure Act 1998*.

### What is abuse?

#### Abuse may:

- Consist of a single act or repeated acts.
- Be physical, verbal, or psychological.
- Be an act of neglect or an omission to act.
- Occur when a vulnerable person is persuaded to enter into a financial transaction.
- Occur when a vulnerable person is persuaded to enter into a sexual transaction to which he or she has not consented or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of the person subject to it.

#### Types of Abuse

- Physical — may include assault, battery e.g., hitting and slapping someone, applying physical restraint or inappropriate use of medication.
- Emotional or Psychological — Any act or omission that causes severe emotional distress e.g., shouting, ignoring, and threatening someone.
- Financial — Taking money or property without consent or misuse of assets.
- Sexual — A sexual act without consent. Non-contact or contact (may include use of the internet)
- Neglect — Failure to provide stimulation and care e.g., personal hygiene care, health care or protection from hazards.
- Institutional — Mistreatment or abuse due to rigid practices or rules imposed upon individuals within an institution. Individuals compelled to sacrifice their preferred lifestyles and cultural diversity.
- Discriminatory — Harassment, slurs or other forms of maltreatment based on a person's physical or mental limitations, gender, race, nationality, or religion.

**The Vulnerable Adult Protection Policy and Procedures apply to people who are considered to be vulnerable.**

#### Who might abuse you?

Abuse could come from basically anyone. This includes support staff, friends, family, volunteers, visitors, neighbours, and other service users.

## Reporting Abuse

Abuse, harassment or bullying is not acceptable and SJD Homes operates a zero-tolerance policy on abuse. If you have reason to believe that you are being abused, or if you suspect that someone else is being abused you are expected to report it straight away using the following procedure or via our complaint's procedure.

## Disclosure Procedure

A young person who suspects that any of the above abuses may be taking place should report it promptly to the home manager so that appropriate action can be taken. If it is inappropriate to make such a disclosure to the manager because they themselves are implicated in the abuse, you should speak to your social worker or their manager. Or see details below in the event the matters are out of hours.

If you are worried about a child or are concerned about an ongoing issue involving a child, please contact the Multi-Agency Safeguarding Hub (MASH) directly on 020 8461 7373 / 7379 / 7026 (out of hours call 0300 303 8671) or email them on [mashagency@bromley.gov.uk](mailto:mashagency@bromley.gov.uk).

As part of our procedure SJD Homes will contact Victim Support. Their contact details are listed below.

- A. Victim Support (National) —Tel: 08 08 16 89 (24hrs)
- B. South London Victim Assessment and Referral Service — Tel: Freephone 0808 168 9291 Lines open 8am-8pm Monday to Friday and 9am-5pm on Saturday
- C. Bromley Victim Support Scheme Tel: 0845 450 3936 Lines open 8am-8pm Monday to Friday and 9am-5pm on Saturday ([198 High St, London SE20 7QB](#)).

Should the need arise, SJD Homes will make all reasonable efforts to relocate victims of abuse to a suitable and safe environment. In some cases, depending on the seriousness of the reported case, SJD Homes may take action against the perpetrator to prevent further immediate abuse.

Any staff member who is accused of abusing a service user will be suspended until a thorough investigation has taken place. Should a staff member be found guilty of abusing a service user, the SJD Homes Disciplinary Procedure will be applied. Depending on the case, SJD Homes may terminate the staff member's contract of employment with immediate effect.

For further explanation of this policy or definition of abuse in general, please speak to your key support worker or any member of staff. If you believe that you are being abused but you are not sure of your rights, please make a report straight away to any of the following:

- any member of staff
- the Service Manager
- your Social Worker
- your CPN