

## PEOPLE FIRST HOUSING ASSOCIATION

### Manchester Office

179 Royce Road  
Hulme  
M15 5TJ  
Tel: (0161) 226 1917  
Fax: (0161) 232 8422

### Northwich Office

54A Station Road  
Northwich  
CW9 5RB  
Tel: (01606) 333731  
Fax: (01606) 40768

### Tameside Office

63-65 Grosvenor Street  
Stalybridge  
SK15 2JN  
Tel: (0161) 331 2714  
Fax: (0161) 331 2101

### Rochdale Office

5 Fenwick Street  
Rochdale  
OL12 6XE  
Tel: (01706) 647693  
Fax: (01706) 649868

**Web:** [www.peoplefirsthousing.co.uk](http://www.peoplefirsthousing.co.uk)

**E-mail:** [admin@peoplefirsthousing.co.uk](mailto:admin@peoplefirsthousing.co.uk)

People First HA is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



## PROTECTING VULNERABLE ADULTS

Vulnerable people in society are sometimes abused or taken advantage of by those with a position of power over them. People First believes that every adult has the right to live free from abuse, be treated with dignity and have their choices respected.

This leaflet describes what you should do if you feel you are being abused by a staff member or someone else.

### What do we mean by abuse?

Abuse can take many forms, such as:

- Hitting, slapping or pushing
- Shouting or swearing, which makes the person afraid
- Unwanted touching, kissing or sexual intercourse
- Money or property taken without consent or under pressure
- Not being cared for properly or denied privacy, choice or social contact

## **Who may be at risk of abuse?**

Many adults rely on other people to assist them with their day-to-day living due to a disability, illness or frailty. They may be at risk from people they know, such as a relative, friend, neighbour or paid carer; they may also be at risk from strangers. Abuse can occur in their home, in a residential home, in day centres or in hospitals.

People First has put into place working practices to reduce the risk of abuse towards tenants and support clients.

## **For example, staff should not:**

- Handle or hold money/benefit books/bank books
- Lend/borrow money
- Give/receive gifts
- Hold keys
- Buy/sell goods
- Socialise, drink alcohol or take drugs
- Have physical contact or sexual relationships
- Carry out personal favours
- Disclose personal information about themselves
- Visit outside of working hours, unless service users are not available during these times because they work
- Handle or administer medication, including over the counter medicine such as aspirin or paracetamol
- Witness or take part in criminal activity

## **Staff can (depending on your circumstances)**

- Help with debt control and provide advice on benefits
- Enable you to safely manage any medication you take
- Assist you to access social activities in your area
- Provide emergency telephone numbers
- Provide emotional support
- Help if you have an emergency such as helping you to contact your landlord if you lock yourself out

## **What to do if you suspect abuse?**

If you are worried about the way a People First staff member behaves, you can make a complaint through our Complaints Procedure. Contact our office to obtain a copy, or simply call to make a complaint by phone, in person or in writing.

If you are worried about abuse by someone who does not work for us, please speak to a member of staff or contact one of the agencies listed in this booklet.

## **What happens next?**

Trained staff will carry out a careful and sensitive enquiry. What happens then will depend on the wishes of the victim and the seriousness of the situation. If the person is in physical danger, their personal safety will be of the utmost importance.

Information and advice will be offered so that they can make an informed choice about practical help they need or action they wish to take. If they are unable to make an informed choice, care will be taken to support and protect them.

## **USEFUL NUMBERS Manchester**

### **Protection from Abuse Department**

Manchester Children, Families  
and Social Care offices  
Alexandra Park Estate  
Moss Side M16 7AD

Tel: 0161 255 8250  
Fax: 0161 255 8266

### **One Stop Shop**

Manchester City Council  
0161 954 9000

### **Manchester Police**

Greenheys Police Station  
Tel: 0161 856 4443

### **Social Services**

Tel: 0161 255 8250 (24 hrs)  
Fax: 0161 255 8266

### **NHS Direct**

0845 4647

### **Health and Social Care for Older People**

Town Hall Extension  
Manchester

Tel: 0161 234 3806  
Fax: 0161 234 3980

### **The Samaritans**

72-74 Oxford Street  
Manchester M1 5NH  
0161 236 8000

## **USEFUL NUMBERS Tameside**

### **The Protection of Vulnerable Adults Co-ordinator**

Social Services  
Service Development & Customer  
Support Unit  
Ryecroft Hall  
Manchester Road  
Audenshaw M34 5GJ

Tel: 0161 370 1179  
Fax: 0161 370 1183  
Minicom: 0161 301 2490

### **Head of Social Services (Operations)**

Tameside MBC  
Council offices  
Wellington Road  
Ashton-Under Lyne OL6 6DL

Tel: 0161 342 8355

### **Tameside Health Authority**

0161 368 4025

### **NHS Direct**

0845 4647

### **Adult Assessment and Customer Care Team**

Stalybridge Resource Cntr  
Waterloo Road  
Stalybridge

Tel: 0161 342 2400  
Fax: 0161 342 2460

### **Ashton & Stalybridge Police Station**

Tel: 0161 872 5050  
Fax: 0161 856 9303  
Minicom: 0161 872 6633

### **The Samaritans**

0845 790 9090

### **Social Services Duty Team**

342 2222

### **Action on Elder Abuse**

0800 731 4141

## **USEFUL NUMBERS**

### **Rochdale**

**The Adult Abuse Protection Team**  
01706 644106

**Health Authority**  
NHS direct 0845 4647

**Social Services out of hours Team**  
01706 377777

**Rochdale Police Station**  
0161 8725050

**Samaritans**  
0845 7909090

**Astraline**  
08707607835

**NHS Direct**  
0845 4647

## **USEFUL NUMBERS**

### **Vale Royal**

**Adult Abuse Protection Team**  
Locality Manager  
Social Services Access Team  
County Offices  
Watling Street  
Northwich CW9 5ET

Tel: 01606 815 839  
Fax: 01606 815 052

**Social Services**  
General Enquiries  
Northwich Team  
County Offices  
Watling Street  
Northwich CW9 5ET

Tel: 01606 814 900  
Fax: 01606 815 052  
*Out of hours: 01606 76611*

**Northwich Police**  
Divisional HQ  
Chester Way  
Northwich CW9 5EP

Tel: 01606 48000

**Social Services Winsford Team**  
Wyvern House  
The Drummer  
Winsford CW7 1AU

Tel: 01606 815600  
Out-of-hours: 01606 76611  
Fax: 01606 815601

**The Samaritans**  
1 Manchester Road  
Northwich  
Cheshire

Tel: 01606 43211

**NHS Direct**  
0845 4647

**Winsford Police**  
Clemonds Way  
Oakmere Road  
Winsford CW7 2UA

Tel: 01606 48000