

Quick Read: Safeguarding

My Space believes that all our customers should feel safe at home and in the community where they live. We are committed to safeguarding and promoting the welfare of adults at risk from abuse.

Categories of abuse

We identify and respond to various forms of abuse to protect vulnerable people:

- **Physical:** Inflicting physical harm or injury to an individual, such as hitting, slapping, pushing, or misuse of medication.
- **Domestic violence:** Any incident of controlling, coercive, threatening behaviour, violence, or abuse between partners or family members, regardless of gender or sexuality.
- **Sexual:** Involvement in sexual activities without consent, including rape, sexual assault, and sexual exploitation.
- **Psychological or emotional:** Actions that cause emotional harm, such as threats, humiliation, intimidation, isolation, or verbal abuse.
- **Financial or material:** Illegal or improper use of an individual's funds, property, or assets, including theft, fraud, and exploitation.
- **Modern slavery:** Including slavery, human trafficking, forced labour, and domestic servitude.
- **Discrimination:** Unequal treatment based on race, gender, disability, age, sexual orientation, or religion, including hate crimes.
- **Organisational or institutional abuse:** Mistreatment, neglect or poor care of individuals, prioritising rigid routines over personal dignity, choice and safety.
- **Neglect and acts of omission:** Failure to provide necessary care, resulting in harm or risk of harm, including ignoring medical, emotional, or physical needs.
- **Self-neglect:** Neglecting one's own health, hygiene, or surroundings, leading to a risk of harm.

Safeguarding children and young people

Safeguarding protects children from maltreatment, ensuring that they are safe from abuse and neglect. My Space will take action to enable all children to have the best possible life chances.

We will always intervene where we see signs of physical, emotional, sexual abuse of children, neglect, bullying, child criminal or sexual exploitation, domestic abuse, grooming, trafficking, online abuse or Female Genital Mutilation (FGM).

Reporting safeguarding concerns

My Space colleagues	Everyone who works at My Space has a duty to report concerns of abuse. Where necessary, these concerns will be referred to the relevant local authority.
Tenants	Tenants can report safeguarding concerns to their housing support officer or to the local authority safeguarding team.

Spotlight: We recognise that a tenant may be the potential cause of abuse or a victim of abuse. In either case, My Space has a clear safeguarding duty.

Where possible, consent is obtained from an individual before making a report. We empower our tenants by providing information on their rights and help to understand and report abuse.

Tenants with cognitive impairments, learning disabilities or mental health needs will receive appropriate support to help them understand and express safeguarding concerns.