

# YOUR GUIDE TO

## Safeguarding

At Community Gateway, safeguarding is a key priority. We are committed to protecting the health, wellbeing and rights of everyone living in our community. We believe everyone has the right to feel safe, respected and protected from harm.

At CGA we take our safeguarding responsibilities very seriously and are committed to ensuring that all CGA colleagues understand what actions to take to prevent, support and protect all our tenants and their families, or those that become known to us, from abuse and neglect wherever we can.

### What You Can Expect From Us

We will take safeguarding seriously and will:

- Act quickly if we have concerns about the safety or welfare of someone,
- Listen carefully and treat everyone with respect and dignity,
- Work in partnership with local authorities, the police, health services and other agencies to protect people from harm,
- Treat all concerns sensitively and confidentially, sharing information only when it is necessary to keep someone safe.

### What is Safeguarding?

Safeguarding is the term we use for how we will keep vulnerable people in our communities safe from harm, abuse or neglect. It is about taking responsibility for protecting the health, well-being and human rights of people who might be vulnerable to abuse. It is important to be aware of the risks of abuse and know how to respond to the warning signs.

Abuse can happen to anyone and our [Safeguarding Policy](#) supports children, young people and adults and sets out how we aim to protect those who may be at risk from abuse, harm or neglect.

### What Happens If I Report a Concern?

If you report a concern directly to us we will:

- Listen to you and take your concerns seriously,
- Support you to make decisions,
- Support and represent those who need protecting,
- Share information safely and appropriately,
- Keep you informed of any action we are going to take,
- Provide you with support and advice,
- Take any necessary steps to ensure you are not in immediate danger from harm.

### How to Report a Concern

Everyone has a part to play in Safeguarding. If you believe a child, young person or vulnerable adult is being harmed or at serious risk of harm, contact the police on 999 immediately.

If you are concerned about a child or adult's welfare, or how they are being treated but do not believe it is an emergency, contact your local adult's or children's safeguarding team to discuss your concerns and get advice.

- For concerns about adults, contact your local authority's Adult Social Care Team. Online at [www.nhs.uk/service-search/other-health-services/local-authority-adult-social-care/](http://www.nhs.uk/service-search/other-health-services/local-authority-adult-social-care/)
- For concerns about children, contact your local authority's children's services. Online at [www.nhs.uk/social-care-and-support/caring-for-children-and-young-people/children-and-young-peoples-services/](http://www.nhs.uk/social-care-and-support/caring-for-children-and-young-people/children-and-young-peoples-services/)

## Contact Us

We have a dedicated Safeguarding Team who can provide advice and support. To report a safeguarding concern contact us by:

- Call: **0800 953 0213 option 5** (Monday - Friday 9am - 5pm)
- Email: [safeguarding@communitygateway.co.uk](mailto:safeguarding@communitygateway.co.uk)
- Visit our website: Fill out our form at [www.communitygateway.co.uk/tenancy-management-online-enquiry](http://www.communitygateway.co.uk/tenancy-management-online-enquiry)
- Visit us - **Harbour House, Port Way, Preston, PR2 2DW** (Monday - Friday 10am - 4pm)
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**

## Give Us Your Feedback

We welcome your compliments, complaints and comments to help us improve our services. We will make sure that your feedback is addressed fairly, effectively and promptly. Submit your feedback via any of the methods below:

- Online: [www.communitygateway.co.uk/complaints-and-compliments](http://www.communitygateway.co.uk/complaints-and-compliments)
- Email: [complaints@communitygateway.co.uk](mailto:complaints@communitygateway.co.uk)
- Phone: **0800 953 0213 (option 6)**
- Visit us: **Harbour House, Port Way, Preston, PR2 2DW**
- Write to us at: **FREEPOST RTSY-EKRT-ASKR - Service Improvement Team, Community Gateway Association, Harbour House, Port Way, Preston, PR2 2DW**



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