

KeySteps is committed to keeping its clients safe from abuse and harm. We will take seriously any allegation of abuse and act promptly in line with our Safeguarding Policy and Procedure. Our aim is to prevent abuse and harm where possible, to stop abuse that is occurring, and to support the victim.

Abuse has many forms, including physical, mental, on-line and neglect. The abuser may be a carer, professional, staff member, family, friend, neighbour or a stranger.

Abuse or harm should never happen. It is not your fault. More information about abuse and what to do is on North Somerset Safeguarding Adults Board website. KeySteps has two Designated Safeguarding Officers, we recruit staff safely and undertake safeguarding training.

If you think that you or someone else is being abused you must report it - to a person you trust (family member, friend, GP, for example); to the police or ambulance service in an emergency; to KeySteps; or to a social worker at North Somerset Council via Care Connect.

Contact details are below. Our Complaints Procedure can be used for concerns about KeySteps.

If KeySteps receives a report of suspected abuse, we will speak to the victim confidentially, listening to their concerns. The information given to us will be kept securely, and only shared with a person who needs to know about it. We will act with the victim's consent whenever possible, but if we suspect someone is in danger or a crime has been committed, we have a duty to report this.

## **WHO TO CALL FOR HELP:**

Police and ambulance 999

KeySteps Office number 01934 617617 Mon-Fri 9-5

email [office@keysteps.org.uk](mailto:office@keysteps.org.uk)

or contact one of our designated safeguarding officers (daytime or out of hours)

Maggie Lyons 07488343358

Wendy Griggs 07522241455

Care Connect 01275 888801 Monday to Friday 8am-6pm (01454 615615 out of hours)

North Somerset Safeguarding Adult Board <https://www/nssab.co.uk/>