



# Safeguarding at Chester House: A Guide for Residents

**We are committed to your safety and well-being.**

If you have any concerns about your safety or the safety of another resident, please don't hesitate to speak up. We can help.

## What is abuse?

Abuse can be:

- **Physical:** Hitting, pushing, or any other physical harm.
- **Emotional:** Name-calling, insults, or constant criticism.
- **Sexual:** Unwanted sexual touching, harassment, or assault.
- **Neglect:** Failing to provide basic needs like food, shelter, or medical care.
- **Domestic Violence:** Abuse within a family or relationship.
- **Financial:** Taking someone's money or belongings without their permission.
- **Modern Slavery:** Forced labour, domestic servitude, or human trafficking.
- **Radicalisation:** Forcing someone to adopt extreme views.
- **Spiritual:** Misuse of religious beliefs or practices.

**Remember:** Abuse can be a single act or repeated acts. It can be obvious or hidden. If something doesn't feel right, trust your instincts and **talk to someone**.

## Who can you talk to at Chester House?

- **Accommodation Team:** Speak to any member of the team in person or call the emergency phone in reception if the office is closed. You can also email [office@chesterhouse.org.uk](mailto:office@chesterhouse.org.uk)
- **Centre Director (Designated Safeguarding Lead):** If you would prefer to speak to a manager, Chris Kemp is usually in his office Monday to Friday, 9am to 5pm. He can also be contacted on 0208 883 8204 or [chris@chesterhouse.org.uk](mailto:chris@chesterhouse.org.uk)

## What can you disclose?

You can tell us anything.

- Explain what happened or what is happening to you, or you suspect is happening to another person.



- Tell us if you feel the behaviour of a resident, staff member or visitor has been inappropriate.
- Tell us how it makes you feel.
- Tell us what you would like to happen next.

### What happens next?

- **We'll listen:** We'll provide a safe space to hear your concerns without judgment and take them seriously.
- **We'll act quickly:** We'll prioritise your safety and the safety of others, addressing any immediate risks.
- **We'll investigate:** We'll thoroughly look into your concerns to determine the appropriate course of action.
- **We'll collaborate:** We'll share information with relevant staff and authorities as needed to ensure a coordinated response.
- **We'll support you:** We'll connect you with the resources and support services you need to feel safe and secure.

### Emergency:

If you are in immediate danger, call **999**.

### Is there any other support outside of Chester House?

- **Connexional (Methodist Church) Safeguarding Team:** 020 7467 5189, [safeguarding@methodistchurch.org.uk](mailto:safeguarding@methodistchurch.org.uk)
- **Police non-emergency number:** 101
- **Haringey Children's Services (office hours):** 020 8489 4470
- **Haringey Safeguarding Adults Referral and Advice Line:** 020 8489 1400 **Out of Office Hours (including weekends):** 020 8489 0000
- **Childline:** 0800 1111
- **Family Lives (Parentline Plus):** 0808 800 2222

### Further Information

For more information about safeguarding at Chester House, please refer to our *Safeguarding Policy* found in the *Policies* section of the website.