

A young boy with brown hair is holding five hand-drawn paper figures of diverse people. The figures are standing in a row, holding hands. From left to right: a man with dark skin and curly hair wearing an orange shirt and green shorts; a woman with long brown hair wearing a pink shirt and yellow skirt; a man with dark skin and curly hair wearing a green shirt and blue shorts; a woman with long blonde hair wearing a pink dress; and a man with blonde hair wearing a green shirt and purple pants. The background is a blurred image of the boy's face.

# **Safeguarding Adults and Children**

## **Our Commitment to Your Safety**

**At Freebridge, keeping people safe is a top priority. We believe that everyone - including children, young people, and adults who may be at risk - has the right to live safely, free from abuse, neglect or harm.**

Our team is in regular contact with customers, and although we do not investigate abuse ourselves, we are trained to spot the signs and know how to raise concerns with the right authorities. This helps ensure that people who may be in danger get the support they need as quickly as possible.

## **We work closely with local councils, police, and other professionals to:**

- Prevent abuse before it happens
- Respond quickly and appropriately if concerns arise
- Support individuals while respecting their choices and rights
- Share information with trusted agencies when necessary to protect someone's safety

## **What to expect if there's a safeguarding concern:**

If a member of our team becomes concerned about your safety or someone else's, they will:

- Listen carefully and take your concerns seriously.
- Record the information accurately and sensitively.
- Contact the relevant social care or safeguarding teams, and, in emergencies, the police.
- Keep you informed and support you, where possible, throughout the process.

We will always try to get your consent before sharing information - but if someone is at serious risk, we may still need to report it to keep them safe.

**Safeguarding is everyone's responsibility - if you ever have concerns about abuse or neglect, please tell us. You can also contact your local council or the police directly.**