

Keeping our customers safe

R N I B

See differently

RNIB is committed to safeguarding everyone who uses our services and anyone we come into contact with.

Safeguarding is integral to all our work. We take safeguarding seriously. If you have any concerns, please call RNIB's Helpline on **0303 123 9999** or email helpline@rnib.org.uk.

How to get the help you need

If you, or somebody else, is in immediate risk of harm, contact emergency services by dialling **999**.

If you are concerned that a child may be experiencing, or is likely to experience abuse or neglect, and they are not in immediate danger, contact NSPCC on **0800 800 5000** and share your concern.

If you are concerned that an adult may be experiencing, or is likely to experience, abuse or neglect, and they are not in immediate danger, contact your Local Authority – Adult Social Care for advice. You can locate the relevant contact details from your local authority's website.

If you are living with sight loss and you need advice, please contact the RNIB Helpline on **0303 123 9999**.



RNIB's approach to safeguarding

Safeguarding is about helping people, experiencing or at risk of abuse, neglect or harm, to protect themselves.

It is about protecting a person's right to live in safety, free from abuse, neglect and harm.

It is about working together to prevent and stop both the risks and experience of abuse or neglect, while ensuring a person's wellbeing is promoted including, having regard to their views and wishes in deciding on any actions to be taken.

You can find out more about RNIB's approach to safeguarding online, including our policies for safeguarding children and adults, at [rnib.org.uk/safeguarding-policy](https://www.rnib.org.uk/safeguarding-policy).