

COMMUNITY LIVES CONSORTIUM TENANTS LIVES GROUP



Information leaflet



Unkind people and what to do about them



About this leaflet

- ❖ This information leaflet tells you what to do if you have problems with unkind people
- ❖ The leaflet has been produced by Community Lives Consortium service users, with the help of service users from other organisations. There is a list of these at the end of the leaflet

Most people are kind and are friendly and polite



But sometimes people are rude or unkind and make us unhappy.



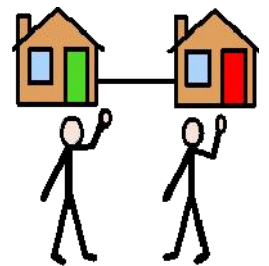
That is when we need to get help to sort things out



What are the problems people have most often with unkind people?

Problems that people say they have most often with unkind people are:

- ❖ children, young people or other people in the community calling names or being unkind
- ❖ neighbours complaining or being unkind
- ❖ other service users people live with, or meet in day centres, being unkind



What should I do if I have problems with unkind people?



If someone is unkind to you, this is what is best to do:

- ❖ **do not** look at the person
- ❖ **do not** say anything to the person
- ❖ **do not** get angry or shout
- ❖ **do** walk away and find somewhere safe

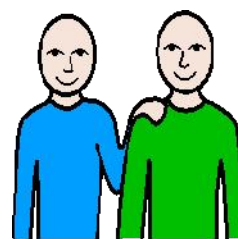


Do talk to someone you trust.

Tell them what has happened as soon as you can.
Ask them to help you.

These are some of the people you might trust:

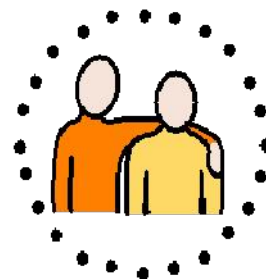
- ❖ a friend
- ❖ staff in your house
- ❖ staff in your day centre
- ❖ your support worker
- ❖ someone in your family



Do make sure you keep safe

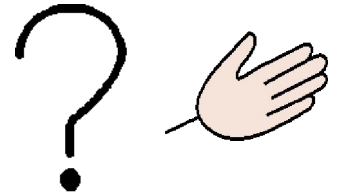
These are some of the ways you can keep safe:

- ❖ **do not** go out by yourself to a place where there are not many people about, especially at night
- ❖ **do not** go near a gang of people especially children or young people
- ❖ **do not** let people see your mobile phone, purse, wallet or ipod while you are out, in case they want to steal it
- ❖ **do not** invite anyone you don't know very well into your house unless someone you trust is with you
- ❖ **do** go out to places with your friends or support workers

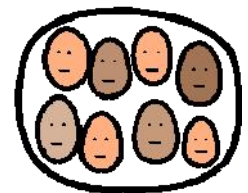


- ❖ **do** go out to places where there are friendly people
- ❖ **do** keep your front and back doors locked

What help can I get if I have problems with unkind people?



If children or other people in the community are being unkind



People are sometimes unkind without meaning to be.

People might be rude, like not speaking to you if you say good morning to them in the street. They may not mean to be unkind. They may just be shy or having a bad day.



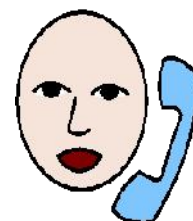
But sometimes people are unkind on purpose.



If people do things like calling you names, throwing things at you or your house or banging on your windows or doors, you should tell your landlord and the police so that they can help sort things out.

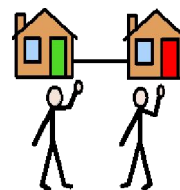


Your support worker can help you to telephone your landlord and the police.



If neighbours are being unkind

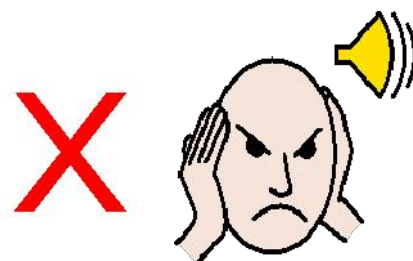
Some neighbours may be noisy sometimes.



They may have a party or do some building work in their house like putting up shelves. They may not mean to be unkind

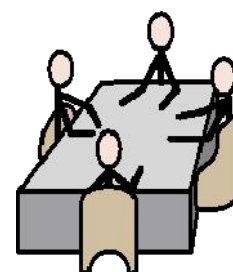


But if your neighbours are often noisy late at night, or are rude to you or call you names, they are being unkind and you should get help to sort things out.



You should tell staff where you live and ask them to help you. They might be able to talk to your neighbours and ask them to stop being unkind to you.

If your neighbours have the same landlord as you, the landlord can talk to them as well. You can ask staff to help you fix to meet your landlord. When you meet your landlord you can explain what is wrong and ask them to talk to the neighbours for you.



**If other service users you live with,
or in your day centre, are being unkind**



Everyone has arguments or gets cross with each other sometimes. This is not really being unkind, this is just having a disagreement. People will usually be friends again after a short time.



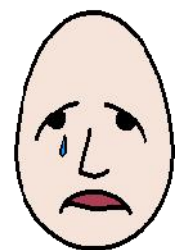
But if someone you live with or in your day centre. picks on you, calls you names, frightens you or laughs at you all the time, then they are being unkind and you need to tell someone.



You should tell staff where you live, or your day centre manager.

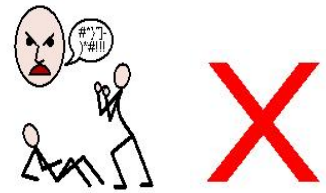


- ❖ tell them what the person is doing to make you unhappy
- ❖ tell them how the person who is being unkind makes you feel
- ❖ tell them what help you would like to sort things out

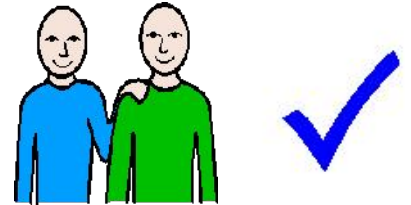


Please remember !

- ❖ **nobody** needs to put up with people being unkind to them.



- ❖ It is **everyone's** right to live in peace without being frightened or upset by anyone.



We hope you do not have any problems with unkind people. But if you do, we hope you find the information in this leaflet useful to help you sort things out.

More information

This information is also available on cd and on Consortium's website.



The address of the website is <http://www.communitylives.co.uk>



Note for supporters. There is more information about what the police, support staff, housing officers and day care managers can do to help with problems with unkind people, provided with this leaflet

THANK YOU TO EVERYONE WHO HELPED WITH THIS LEAFLET

We would like to thank service users and staff of the following organisations for talking to us and helping with the leaflet.

- ❖ Cartrefi Cymru
- ❖ Community Lives Consortium
- ❖ Drive
- ❖ Neath Abbey Vocational Skills Centre
- ❖ Neath Port Talbot People First
- ❖ Pontardawe Day Centre
- ❖ Reach
- ❖ Swansea Face It Group

This information leaflet has been produced by service users from Community Lives Consortium Tenants' Lives Group, with the help of Rowan Associates and a Welsh Assembly Government Tenant Empowerment Grant.

