

Adult Safeguarding

Easy Read Version

September 2018

made with
photosymbols[®]



 **Norfolk** County Council

What is abuse?

- Abuse is when someone hurts you or treats you badly. Abuse is always wrong and should not happen.



What is Safeguarding?

- Safeguarding means making sure you are safe from abuse and neglect.



What kinds of abuse are there? [1]

There are many different types of abuse:

- **Physical abuse** – this is when someone hurts you. This can be things like hitting, kicking or biting.
- **Emotional or psychological abuse** – this is when someone makes fun of you or makes you feel bad. This can be things like people saying bad things to hurt your feelings, shout or threaten you.



What kinds of abuse are there? [2]

- **Sexual abuse** – this is when someone touches your body or private parts in ways you do not like or want. It is also when someone makes you do sexual things that make you sad, angry or frightened.
- **Financial abuse** – this is when someone takes your money or things which belong to you without asking. This can also include someone you trust persuading you to spend your money on them.
- **Organisational abuse** - this is when paid staff in a hospital or care home do not care for you properly or respect your rights.



What kinds of abuse are there? [3]

- **Neglect** - this is when people who are supposed to help you don't look after you properly. For example, not giving you enough food, not giving you clean clothes, not keeping you warm and safe or not giving you medication if you need it.



- **Discrimination** - this is when people treat you badly or unfairly because you are different to them. This is when people treat you badly or unfairly because of who you are. This can be things like your skin colour, your religion, your disability or your sexuality.



What kinds of abuse are there? [4]

- **Modern slavery** - this is when people are forced to do work for no money.



- **Domestic abuse** - this is when you are threatened, hurt or abused by a member of your family or someone you are, or have been, in a relationship with.



- **Self neglect** - This is when you stop looking after yourself by eating properly or keeping yourself or your home clean.



Who might be an abuser?

Most people will not abuse.

However anyone can be an abuser:

- A member of staff or a volunteer
- Someone in your family
- A friend or neighbour
- Someone you don't know

Abuse can happen anywhere and at any time.



Who are adults at risk of abuse?

‘Adults at risk’ are people over 18 years old, who need more help than others to stay safe. They are people who might need help to live their lives.

This includes:

- People with disabilities
- Older people
- People with mental health problems
- People who are ill for a long time
- People who are misusing drugs or alcohol



What are the signs of abuse?

‘There are many signs of abuse. For example, when the person:

- Looks dirty or is not dressed properly
- Has an injury that is difficult to explain
- Seems frightened around certain people
- Is unusually scared, upset or worried, or no longer mixes with friends and family

Even if you’re not sure whether these signs mean abuse, you should still report them to us.



What should I do?

If these things happen to you, your friends, or someone you know in Norfolk, you should report it to us.

You can contact us without giving your name.

However please give us as much information as possible so that we can follow it up.

If you think this is a hate incident ('tricky friends'), you can contact the police or report it to the police reporting website:

<https://www.norfolk.police.uk/stop-hate>



How do I contact Norfolk County Council (Adult Social Services)?

You can contact us in a number of ways:

- **Phone:** 0344 800 8020 (available 24 hours a day)
- **Text phone/minicom:** 0344 800 8011
- **Fax:** 0344 800 8012
- **Text message:** 07767 647670
- **Email:** SCCE@norfolk.gov.uk
- **Online form:** online.norfolk.gov.uk/socialcareenquiry

You can also use these numbers if you are worried about a child.

In an emergency call the police on 999.

For more information see www.norfolk.gov.uk/speakup.



What will happen next?

Your report will be taken seriously.



We will try to find out more about what has happened.

Where necessary, we will work with the adult at risk to put a plan in place that helps to keep them safe.



If you need this document in large print, audio, Braille, alternative format or in a different language please contact 0344 800 8020 or email SCCE@norfolk.gov.uk