



# Say NO to abuse

Safeguarding adults  
from abuse



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# 1

## Giving you a voice

### **This section covers the following:**

- › What are my rights?
- › Who can Abuse?
- › Where Abuse can happen
- › What can I do if I am abused

## **What are my rights?**

Everyone has the right to be free from abuse, free from neglect and free from harm. Some adults may be at a higher risk of abuse due to their age, disability or illness.

**You have the right  
not to be abused.**

# Who can abuse?

**Anyone can behave in a way that is abusive.**

It might be someone you know, such as a carer or family member or someone you should be able to trust. It may be a stranger.





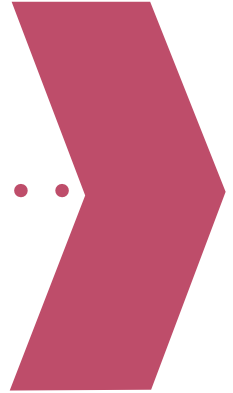
## Where abuse can happen

**Abuse can take place anywhere.**

1. At a care home
2. At college
3. At a day centre
4. In a public place
5. At work
6. At home or
7. In hospital

## What I can do if I am abused

- You should tell someone you trust if someone has hurt you or that you are unhappy.
- Tell them as soon as possible. You should tell them what has happened to make you unhappy.
- It is a good idea to write down why you are unhappy in a letter or ask someone to do it for you. You can keep a copy.



## People you can contact:



A care  
inspector



A doctor



A housing  
support  
worker



A neighbour



# 2

## We can all help people to stay safe from abuse

### **This section covers the following:**

- › What you should do not do if you are aware someone is being abused
- › What if the abuse is also a crime?

## What you should not do if you are aware someone is being abused or harmed

### **What you should not do if a vulnerable person confides in you they have been abused.**

- Do not confront the person you think is responsible for the abuse.
- Do not disturb or destroy anything that may be evidence.
- Do not start to investigate the situation.
- If the person is in immediate danger, you should call the emergency services by dialling 999.

## What if the abuse is also a crime?

If the abuse is also a crime such as assault, racial harassment, rape or theft you should ask the person if they want to involve the police.

If the police are involved, we will work with them to support you.

If you are worried about contacting the police, you can always contact Adult Social Care to talk things over first.



# 3

## What is abuse?

### This section covers the following:

- › What is abuse and harm
- › When Abuse is from someone I know

## What is abuse and harm?

Abuse and harm means different things to different people. Abuse and harm is when someone does or says something to hurt you or to make you feel upset, scared or frightened. You may be too scared to tell them to stop or even to ask for help from someone else.

- Abuse is always wrong
- Abuse is not your fault

Anyone can abuse, such as a family member, care worker or someone you should be able to trust.

There are different kinds of abuse and we have given examples on the following pages.

## When abuse and harassment is from someone I know

Often couples or a household member can struggle to care for one another if the situation changes. The person looking after you may feel under pressure and may no longer be able to manage caring for you or another household member. To stop this happening, you might want to:

- talk about what you may be able to do if things change
- be aware of local services which can help, such as having a care worker from an agency to help with personal care
- talk to your extended family about the support they might be able to offer.



This set of video clips highlights 3 safeguarding situations:

- Community based risks
- Cuckooing
- Domestic Abuse



# 4

## Types of Abuse

This section covers the following:

- › Domestic Abuse
- › Sexual Abuse
- › Psychological Abuse
- › Financial or material abuse
- › Modern Slavery
- › Discriminatory Abuse
- › Neglect



This short video from our Safeguarding Ambassadors aims to raise awareness of Domestic Abuse and local services available.

# Domestic abuse

## **Domestic means:**

Your family or someone you live with and have a relationship with.

## **Abuse means:**

Something being done that threatens to hurt you.

## **It can include**

- hitting
- kicking
- punching
- pulling hair
- being made to do something during sex or being touched when you do not want to be
- making you think that everything is your fault
- forcing you to do something you do not want to do e.g getting married.

## **People who could do this**

- your partner - male or female
- son, daughter,
- brother, sister,
- auntie, uncle or cousin
- parent or parent-in-law
- grandparent,
- grandchild, nephew or niece
- unpaid carer.

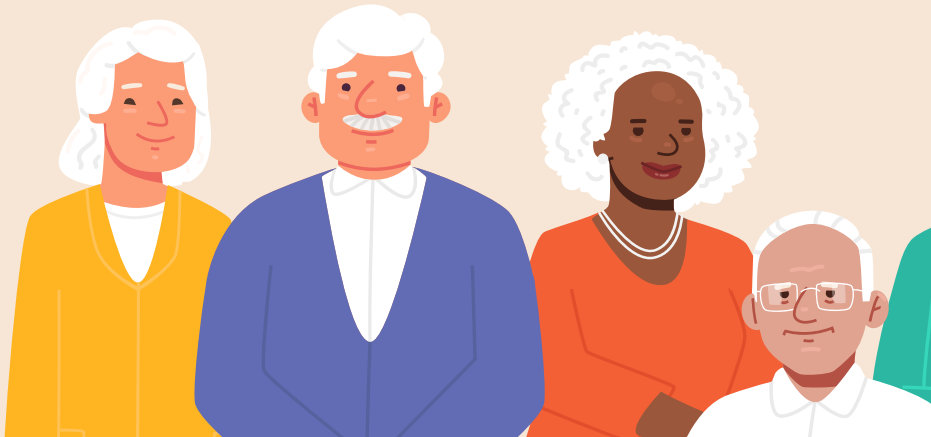
# Sexual abuse

**This is when someone makes you do sexual things that you do not want to do.**

This can make you feel sad, angry or frightened. Sexual abuse can be something that is done to you by another person. It can be something you are made to do to yourself.

**Examples are:**

- touching of bottom
- touching of breasts
- touching of penis or vagina
- saying to you words that are sexual that make you feel uncomfortable
- being forced to watch sexual acts
- being made to touch other people in these places.



# Psychological abuse

**This is when someone hurts you or threatens to hurt you by not touching you.**

This is when someone hurts your feelings, shouts or threatens you.

**Some examples are:**

- calling you names, laughing at you, ignoring you
- not letting you see people you want to see
- when someone might say, “If you tell somebody what I have done, I will hurt you.”



The Bi-Borough Client Affairs Specialist Team shared that one of the worst cases of financial abuse in previous years was an 89-year-old frail resident who had no family and who was exploited in his own home by several people.

They gained access to his bank account and had withdrawn virtually all his money. Adult Social Care acted swiftly when alerted by the Police. A safeguarding concern was raised and when it was established that the resident did not have capacity to make decisions a referral was made to the Client Affairs Team. The Client Affairs Team worked closely with Adult Social Care and the safeguarding process.

Immediate arrangements were made for bank accounts to be frozen and an application to the Court of Protection to apply for deputyship to support the management of the residents financial affairs. The Safeguarding process discovered that exploitation had taken place over 5 years and they were able to reclaim more than **£140,000** which was repaid to the resident, in recompense for the fraudulent transactions.

# Financial or material abuse

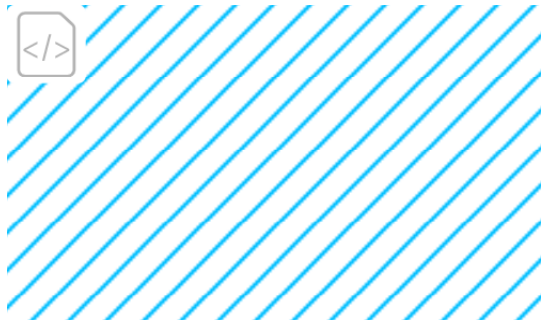
**This is when someone takes your money or belongings without asking.**

**Financial abuse can include:**

- stealing your money
- being forced to pay for other people's things
- when your money is spent without your permission
- When you do not have a say about how your money is spent, not being able to spend your own money
- using your benefits without your agreement.

## Safeguarding Ambassadors: Top 10 tips to 'stay safe' online

If someone accesses your bank accounts electronically without your permission this is also financial abuse. This differs to Cybercrime which is a type of financial crime performed by hackers or cyber attackers to gain unauthorised access to steal confidential information. Criminals continue to target the most vulnerable members of our communities and this video provides you with the top 10 prevention tactics to stay safe from cybercrime.  
[tinyurl.com/cabs3687](https://tinyurl.com/cabs3687)



# Modern Slavery

**This is when you are forced to work for money in a way you would not choose and being unable to leave even if you want to.**

Slavery can include:

- working in your own home or a home of someone else without wanting to
- working in a restaurant or on a farm without wanting to.

# Discriminatory abuse

**This is when people do or say bad things or treat you unfairly because you are different.**

It can be because:

- of your skin colour
- you are lesbian, gay or transgendered
- of your disability
- of your language or religion.

# Neglect

**Neglect is when your care or support is not enough to help you.**

This can include:

- feeling cold much of the time
- feeling hungry much of the time, having only dirty or old clothes to wear being put in danger
- not getting the medical help you need
- being ignored – no one talking to you.

## Modern Slavery Hasana's story

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Hasana began a romantic relationship with a man she met online. She accepted his offer of marriage and he arranged for her to come to the UK to live with him. It quickly became clear that he never intended to marry her, and she was forced into domestic servitude. She was physically, verbally and sexually abused by him and his children. After years of abuse, Hasana found the courage to call the police after the perpetrator threatened to kill her. With careful planning Hasana was removed from the property and the perpetrator was arrested. Finding herself homeless, Hasana was supported to attend The Passage, a homeless day centre, where she was identified as a victim of Modern Day Slavery and referred to the Modern Slavery Team.

Hasana was placed in emergency accommodation and assisted to regularise her immigration status. Through the Multi-Agency Case Conference (MACC) process in partnership with Westminster City Council, Hasana was referred to the National Referral Mechanism (NRM). As London was a high-risk area for her, the MACC attendees requested emergency accommodation under the Modern Slavery Victim Care Contract (MSVCC) and she was moved to a safehouse the following day. Hasana is now in a safe place with plenty of support. She is assisting the police with their investigation and a non-molestation order has been placed against the perpetrator. She is hoping to start working soon and is being supported to look for work.



# 5

## Staying safe from abuse

**This section covers the following:**

- › Safe ways to use the internet - stopping online abuse
- › What about my money or home and preventing fraud?
- › Conmen and bogus callers
- › What I can do to keep safe?
- › What Happens when you tell the Council?

### **Safe ways to use the internet - stopping online abuse**

**It's important to keep yourself safe and secure so that you can make the most of the web to explore, create and collaborate. So:**

- secure your passwords
- do not reply if you see a suspicious email, instant message or webpage asking for your personal or financial information
- never enter your password if you have arrived at a site by following a link in an email or chat that you don't trust
- do not send your password via email and do not share it with others
- avoid online offers of gifts
- keep your device clean of malware by always updating your operating systems and software
- lock your screen or device, use secure networks.

# What about my money or home and preventing fraud?

It is important to make arrangements with someone you trust who will look after your money, possessions or property on your behalf when you are no longer able to. It ensures control will go to the person you choose and helps reduce the risk of financial abuse to you. You must do this while you are still well enough to make your own decisions.

Arrange to pay your bills by Direct Debit or standing order to make sure they get paid on time and reduce the risk of debt if you forget to pay. This can then continue if you find it difficult to remember things.

## Preventing fraud

- Do not send money or give out any personal details to anyone until you have checked that they are genuine.
- Always talk to a professional, family member or friend if you are unsure.
- Treat all callers in person and on the telephone as bogus until you are sure that they are genuine.

## Reporting financial abuse

If you are worried that your money is being misused, or think that someone you know is being taken advantage of, please tell someone. You will be listened to and your concerns will be taken seriously.

# Conmen and bogus callers

## Always:

- use your door-chain when answering the door and install a peephole and an outside light
- ask to see the caller's identity card and check it thoroughly
- if you feel unsure ask the caller to wait on the doorstep while you phone the company to check
- lock the door while you go and phone and don't open the door until you are sure
- ask the caller to return at an agreed day and time when you have someone with you
- do not let callers put pressure on you to let them in, if in doubt - keep them out
- if you are suspicious - ring the police.

View the Office of Fair Trading website [www.offt.gov.uk](http://www.offt.gov.uk) for information on dealing with scams and search for its 'Scambuster' leaflet.

The National Careline website [www.thenationalcareline.org](http://www.thenationalcareline.org) has useful information on a number of subjects including bogus callers and 'scams'.

## Safe at Home

This short video on common doorstep scams provides advice on ways to protect yourself and others.  
[tinyurl.com/337jwnec](http://tinyurl.com/337jwnec)

This short video on common mail scams provides information on ways to protect yourself and others.  
[tinyurl.com/2vm77wfx](http://tinyurl.com/2vm77wfx)

This short video on common phone scams provides advice on ways to protect yourself and others.  
[tinyurl.com/y3xzvyce](http://tinyurl.com/y3xzvyce)

# What I can do to keep safe

Personal and home safety tips can be found online at [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)

People you could tell and ask for help include:



Family



A police officer



A social worker



Friends



A nurse



Staff who support you



## What happens when you tell the council?

If you have contacted us about a concern, a member of the council staff will contact you to arrange a visit or speak to you over the phone to find out what you want to do next.

### **Working with you, if you have experienced or feel threatened with abuse and harm**

We will ask your permission before we do anything or share any information about the situation with other people.

The only exception to this is in situations where others may be at risk of abuse, or the person is not able to make a decision for themselves or might need some help in making some decisions.



# 6

## What happens after you report abuse

### **This section covers the following:**

- › Finding out about what you want to happen next
- › Meeting with you
- › Who can support me?
- › How can you help me to make my own decisions about what I want?
- › How long will this meeting take?
- › What questions will I be asked?
- › What you want to happen next
- › Involving you in meetings
- › What to expect from the meeting
- › What happens after the meeting?
- › Closing down the enquiry
- › Sharing information with other people

# Finding out about what you want to happen next

A social worker or another professional from the local authority or some one else you trust such as your support worker will contact you to begin to plan with you what you want to happen next about the incident or concern that has been raised.

## Meeting with you

We can meet with you face-to-face or we can talk to you over the phone.

This can usually be at your home, your care home, at hospital or a safe place of your choosing. If you agree, other people may be invited to this meeting to support you in making decisions about next steps.

## Who can support me?

You can choose to have a person you trust with you at this meeting, such as a family member, personal assistant (PA) or unpaid carer.

If no one appropriate is available to support you and you want someone to speak up for you, we will arrange an advocate for you.





To find out more, search for 'Advocacy' on **[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**, where you can download the 'Advocacy' leaflet from the Leaflets Library at the top of People First's homepage or ask the social worker for the leaflet.



# How can you help me to make my own decisions about what I want?

## **We can do this by:**

- providing clear and easy information to enable you to make your decision
- providing information that will be tailored to your needs
- giving you time to make your decision
- discussing the risks and benefits to help you make a decision
- ensuring that what you want to happen is achievable.

# How long will this meeting take?

This meeting will take about one hour but this will depend on:

- who is involved
- how serious the situation is
- what you want to happen next.

# What questions will I be asked?

**The person leading the meeting will want to know:**

- what has happened
- what you want to happen next
- how to enable you to achieve what you want where possible.

If a crime has been suspected this may be investigated by the Police who may need to ask you some questions also. You can discuss this at this meeting.

# What you want to happen next

If you are clear that you do not wish to pursue the matter, we will discuss with you if this is safe. If you are in an unsafe situation and you continue to be unsafe if nothing is done, we will discuss whether further enquiries are necessary with you before we both decide what to do next.

# Involving you in meetings

**We will:**

- ask you if you want to be involved in the meeting
- ask where the best place to hold the meeting is
- inform you of how long the meeting will last
- ask you what time you would like the meeting held
- ask what support you need in preparing for the meeting
- let you know who will be attending.





## What to expect from the meeting

### That:

- your views have been heard
- reduction of risk to yourself has been looked at
- we have looked at how to prevent the incident from happening again
- you know who is leading on the type of incident
- we will help you make a safe safeguarding plan so that you feel safer in the future.

## What happens after the meeting?

After the meeting has taken place we will need to review the actions in the safeguarding plan and make any changes if necessary. We will support you if you choose to remain in the risky situation and you have the capacity to make this decision.

## Closing down the enquiry

This can happen at any stage. You will be advised on how and who to contact on matters which need to be followed up. All agreements with you at the point of closure will be discussed to include any lessons to be learnt to ensure that this does not happen again.

## Sharing information with other people

Information given to us is sometimes shared with other people, such as the police or health professionals. This only happens if they need to have this information to help keep you safe. You will be told if this may happen.

To find out more about your records, search for 'data protection' on our council-sponsored People First website [www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk), download the 'Your Records' booklet from the Leaflets Library at the top of People First's homepage or ask the social worker for the leaflet.



# 7

## How to Contact us

Safeguarding is aimed at anybody aged 18 or over who has care and support needs and who is unable to protect themselves from either the risk or the experience of abuse or neglect.

Local services must work together to safeguard adults in a way that supports them to make choices and have control about how they want to live safely from abuse and neglect.

If you think a crime is being or has been committed, or someone is in immediate danger, call the **Police** on **999**. You can also contact the Police on **101** for non-emergency situations.

If you have urgent concerns that you or someone you know, is being abused or neglected, you can contact **Adult Social Care** via telephone or email (details below). Your call will be treated in the strictest confidence.

### **Kensington and Chelsea**

**T:** 020 7361 3013    **E:** socialservices@rbkc.gov.uk

You can also complete **this alert form** online to raise a safeguarding concern.

### **Westminster**

**T:** 020 7641 2176    **E:** adultsocialcare@westminster.gov.uk

You can also complete **this alert form** online to raise a safeguard concern.

A big thank you to the Safeguarding Ambassadors who helped write the original booklet and who have been consulted on the revised edition.





**mistreated?**  
**bullied?**  
**hit?**  
**neglected?**  
**hurt?**  
**exploited?**  
**silenced?**

**Don't ignore it. Report it.**

**Kensington and Chelsea**

T: 020 7361 3013

E: [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

**Westminster**

T: 020 7641 2176

E: [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)