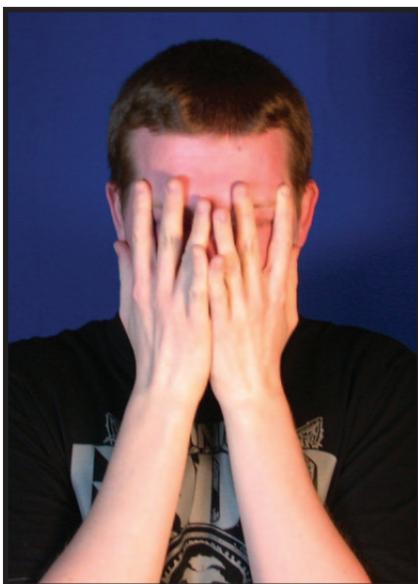


Safeguarding Adults

Protecting people from
abuse and neglect



Look!



Listen!



Speak out!

**This booklet explains what adult abuse is and tells
you where to go in the Bradford District
for advice, support and help.**

What is Safeguarding?

Safeguarding is about protecting people from abuse, preventing abuse from happening and making people aware of their rights.

Who does it cover?



Adult abuse can happen to anyone aged over 18.

Some adults find it harder to get help and may be more at risk of harm, such as those with:

- a disability
- a mental health condition
- a temporary or long term illness or
- frail older people.

Informal carers such as partners, relatives or friends can also get help if they are being abused.

Help is available.

Types of abuse



Physical abuse – such as hitting, pinching, pushing, shaking, pulling hair, misuse of medication or restraint.

Sexual abuse – such as making sexual remarks, showing sexual materials, touching, rape or any other sexual act to which a person has not consented, or could not give consent.

Psychological or emotional abuse – such as bullying, humiliating, controlling, threatening, intimidating or showing a lack of respect or dignity.

Financial or material abuse – such as stealing or fraud, misuse of property or possessions, putting pressure on people to include them in their will or on how they spend their money or benefits.

Types of abuse (continued)

Neglect – is when a person doesn't get the help that they need such as medical or physical care, food, drink, heating. It can involve being left alone for long periods and having no activities.

Institutional abuse – is when organisations such as residential, nursing or care homes, hospitals, day centres or sheltered or housing schemes are run in a way where people are abused, harmed or mistreated.

Discriminatory abuse – is when a person is treated unfairly, harassed, ridiculed or targeted because of their race, religion, nationality, sexuality, age, gender or disability.



Domestic violence and forced marriage – are forms of abuse which can include some of the actions mentioned on page 2.

Is abuse a crime?

Yes, many kinds of abuse are crimes – for example physical or sexual assault, theft, wilful neglect and harassment.

Hate crime – is also abuse, it is when a person is targeted for abuse because of their race, religion, nationality, sexuality, age, gender or disability.



Crimes should be reported first of all to the police. If you are worried about doing this or if you are not sure if it is a crime contact one of the other organisations on the back of this leaflet.

Why does abuse happen?

Abuse in some cases is clearly deliberate and intentionally unkind. However in some cases abuse happens because:

- somebody does not know how to act correctly
- they lack training, knowledge and understanding, or
- they haven't got appropriate help and support.

Abuse is against everyone's human and civil rights.

- We all have the right to live a life free from violence and abuse
- We should not be treated in an inhumane or degrading way
- **We are not to blame if this is happening to us.**



Who can abuse?

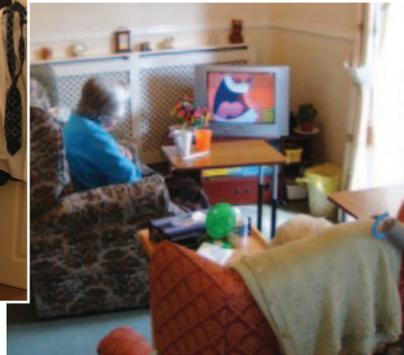
Anyone can abuse or mistreat you, including those closest to you, for example:

- a partner, relative or family member
- a friend
- an organisation, a paid carer or volunteer
- another service user
- a neighbour or
- a stranger.

Where does abuse happen?

Abuse can happen in various places, for example:

- in a person's own home
- in the street
- in a care home
- in a day centre or hospital.



What do you do if you are the person being abused?

If you are being harmed or mistreated in any way **don't suffer in silence, SPEAK OUT!**

Tell someone you can trust AND who can help, here are some examples:

- a family member
- a friend
- a police officer
- a social worker
- a tutor
- a doctor
- a community nurse or
- other health professionals.

If you are in immediate danger, contact the police or an ambulance on **999**. If a crime has already been committed, or for advice, contact the police on **101** or **textphone 18001 101**.

It doesn't matter if abuse has only happened once or many times – it's wrong and should be stopped.

Help is available – you will be **listened** to and **supported**. **Organisations that can help** have been listed towards the back of this leaflet.

If you feel unable to call yourself, tell someone you trust to do it for you.

What should you do if you think someone else is being abused?

Abuse can be hard to spot; some of the signs are very subtle. Some of the things that you can look out for are:

- a change in behaviour where someone is more withdrawn than usual, nervous, frightened or upset
- a change in appearance or poor physical condition – someone looks unkempt or neglected
- injuries, bruises or marks that are unexplained
- someone has little money to buy food, clothing or pay bills when they should have enough.

If you suspect someone is being abused you should:

- contact the police or an ambulance: dial **999** if the person is in immediate danger
- contact the police on **101** or **textphone 18001 101** if a crime has already been committed, or for advice
- contact one of the **organisations that can help** – which have been listed towards the back of this leaflet.

What happens when abuse has been reported?

What you say will be taken seriously. If you are the person being abused:

- a member of staff will speak to you
- they will explain what help is available to protect you
- you might choose to meet with staff from other organisations and select the help you want
- you might ask someone else to do this on your behalf
- you will be given extra help if you find it hard to make your own decisions
- if you or other people are at risk of serious harm it may be necessary to take action. If this is the case it will be explained to you
- any information you give about your circumstances will be handled carefully. Some of this may need to be shared with other organisations. This will be done in line with the law and government guidelines to protect you.

If you have reported the abuse of someone else:

- this person will be contacted
- their concerns will be discussed and they will be offered help as described above.

Advocacy Services in the Bradford District

Someone from Advocacy Services will listen to you and help you to:

- say what you want
- make sure your rights are met and
- get the services you need.

There are many Advocacy Services that can help, here are some of them:

Bradford and Airedale Mental Health Advocacy Group (BAMHAG) – for queries and referrals regarding someone with mental ill health, including dementia or any other degenerative illness

Telephone: 01274 770118

Choice Advocacy – for queries and referrals regarding someone with learning disabilities

Telephone: 01274 391691

Bradford and Airedale Citizen's Advice Bureau – offers advocacy on any community issues

Telephone: 0844 245 1282

If you are not sure which one to contact, don't worry. They will **all** help you to find the right service for you.

Organisations that can help

Most organisations are happy to ring you back; if you need this service please let them know.

Police – for preventing and responding to crime, violence, abuse, threats and harassment

For emergencies: 999

EmergencySMS to text 999 for people who are deaf, hard of hearing and speech-impaired. Please note you will need to register your mobile phone before using the emergencySMS service. Register on www.emergencysms.org.uk

For advice or non-emergencies dial 101

Textphone 18001 101.

Adult Protection Unit – if you think an adult is at risk of abuse or you are concerned that someone might be abused make an alert

Telephone: 01274 431077

Online reporting: www.bradford.gov.uk/makeanalert

Website: www.bradford.gov.uk/apunit

Emergency Duty Team – provides out-of-office hours emergency advice to members of the public

Telephone: 01274 431010

Online reporting: www.bradford.gov.uk/makeanalert

Organisations that can help (continued)

Care Quality Commission (CQC) – If you are concerned about bad practices, poor quality care or abuse in a care home, domiciliary care, home care, or care in a hospital setting

Telephone: 03000 616161

Website: www.cqc.org.uk

Action on Elder Abuse (AEA) – for advice, information and support about elder abuse

Telephone: 0808 808 8141

Website: www.elderabuse.org.uk

National Domestic Violence helpline – a 24-hour helpline offering a service for women experiencing domestic violence

Telephone: 0808 2000 247

Police: Safeguarding Adults Unit –

local Police Safeguarding Units have been set up to provide support and practical assistance to those adults who may be vulnerable, and to those who may suffer domestic abuse

Telephone: 01274 376116

Bradford Staying Put – offers a service for women, with or without children, experiencing domestic abuse who want the abuse to stop, but do not want to leave home

Telephone: 01274 667104

Organisations that can help (continued)

Domestic Violence Services (Keighley) – offers support services for women and children who currently live or have lived with domestic violence

Telephone: 01535 210 999

Bradford Rape Crisis & Sexual Abuse Survivors Service (BRC & SASS) – offers women and girls face-to-face counselling, a help line, Independent Sexual Violence Advocacy service, outreach counselling and support

Telephone: 01274 308270

Text only: 07435 752 975

Email: contactus@brcg.org.uk

Hate Crime

To report hate crime contact West Yorkshire Police

Telephone: 101

In an emergency: 999

DIVA Bradford Directory – there are many other voluntary and community organisations that can help. Use the online DIVA Directory to find out who they are

Website: www.divabradford.org.uk

Safeguarding Adults Board

A number of organisations in Bradford work together to protect adults who may be at risk of harm. These include:

- Bradford Council
- Police
- Housing
- Probation
- Fire & Rescue Services
- Health
- Independent sector
- Voluntary organisations
- Community groups.

They are all members of the Safeguarding Adults Board.



For more information about the work of the Bradford Safeguarding Adults Board visit www.bradford.gov.uk/apunit



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