

# Keeping people safe from abuse

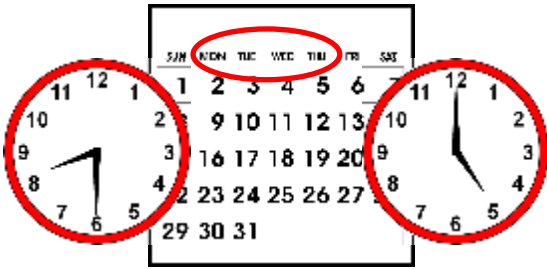


EasyRead version

## Where to get help

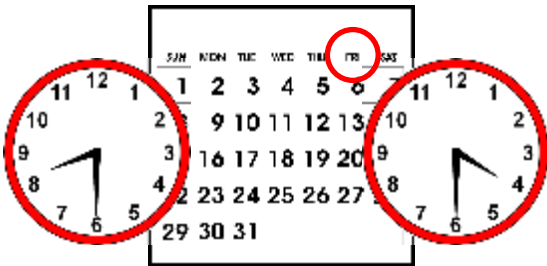


If you need any help during the day please call the Adult Services department where you live so that you can speak to a social worker or care manager.



Opening times are:  
Monday to Thursday

8.30am to 5pm



Friday

8.30pm to 4.30pm



Southampton City Council

**023 8083 4567**



Portsmouth City Council

**023 9268 0810**



Hampshire County Council

**0845 603 5630**



If you need to call someone in the evening or at night time and it is an emergency:

Southampton City Council

**023 8023 3344**



Portsmouth City Council

**023 9268 0810**



Hampshire County Council

**0845 600 4555**



Care Quality Commission

**03000 616161**



If you think a crime may have been done, ring the police right away on:

**0845 045 45 45**

## We want to keep you safe from abuse



Abuse is when someone does or says something to hurt or harm you.

If you think you or someone you know is being hurt or harmed, you can call us.

We will:

- take what you say seriously
- find out everything that has happened and treat everyone fairly
- make sure you get all the help you need.



**No more  
abuse**



**Being abused is not right  
and we will support you so  
that everything is done to  
stop it happening again.**

# Who might be hurt or made to feel bad?



Anyone who:

- has a physical disability (physical means your body)



- has a mental illness



- has a learning disability



- is older and cannot look after themselves.

## What do we mean by abuse?

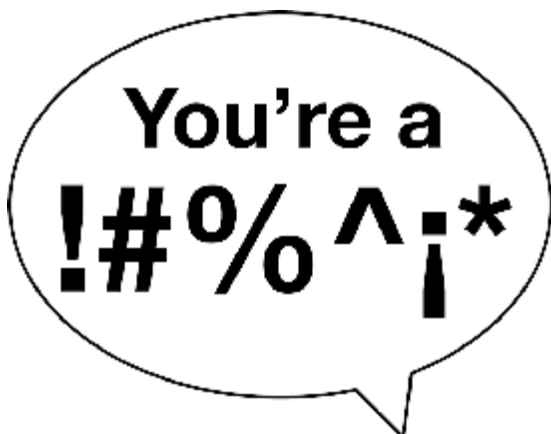
Something that hurts or harms you includes:



- someone hitting or pushing you



- someone locking you in a room



- someone shouting or swearing at you



- someone bullying you or making you feel bad in front of other people



- someone who touches you or forces you to do sexual things



- someone who stops you using money or they use your money without your permission



- someone not giving you food, care or medicine.



This also means anyone who hurts or bullies you because:

- you are a man or a woman



- you are disabled



- of your age



- of your beliefs



- of your race.

# Who might abuse you?

Abuse can happen at any time and be done by anyone.

Someone who might abuse you could be:



- someone who lives with or someone in your family



- friends or neighbours



- someone who cares for you



- strangers.

# What should you do if you think someone is abusing you or someone else?



You can help by taking these steps.

- Remember what you have seen or heard. If you can, make a note.



- If someone is hurt badly or cannot wake up, call 999.



- Write down what is worrying you, what happened and anything you did.



- It would be a good idea to speak to someone that you trust.



- Call the Adult Services department where you live. See the numbers on page 2 of this leaflet.



We will not tell anyone what you have said without talking to you first.



**If you think a crime has happened,  
ring the police right away.  
Ring 0845 045 45 45**

## What will happen after that?



Adult Services will work with other organisations and you or the person who has been abused.



Together we will find out as much as possible about what has happened.



This will be done by:

- talking to you



- talking to other people who might know about what has happened



- making sure you or the person being hurt or harmed are safe and supported



- being there for you if you need help in the future.



**If a crime may have been done,  
the police will be called.**

## More helplines



### Elder Abuse Response Helpline



**0808 808 8141**



**[www.elderabuse.org.uk](http://www.elderabuse.org.uk)**

**UK VOICE**

### VOICE UK

Support for people with learning disabilities who have been abused.



**0845 122 8695**

**SANE**

### Saneline

Help and advice for people with a mental illness.



**0845 767 8000**

## More helplines



### Rape Crisis

Advice, information and counselling for men and women who have been raped or sexually abused at anytime in their lives.



**023 8063 6313**



Minicom

**023 8063 6314**



Website

**[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk)**



Email

**[info@southamptonrapecrisis.org.uk](mailto:info@southamptonrapecrisis.org.uk)**

For more information about keeping people safe, see the website:



**[www.tinyurl.com/adultprotect](http://www.tinyurl.com/adultprotect)**



## Credits

This booklet has been designed and produced for Hampshire County Council and the Safeguarding Service User Forum Committee by the 'EasyRead' service at Inspired Services Publishing Ltd. Ref ISL255/08. May 2009.

To contact Inspired Services:



[www.inspireservices.org.uk](http://www.inspireservices.org.uk)