



Further help and advice:

Further leaflets are available:

Keeping people safe – for the public

An easy read leaflet is available from Adult Services

Adult Services

During office hours contact your local office:

Southampton	023 8083 4567
Portsmouth	023 9268 0810
Hampshire	0845 603 5630

Outside office hours:

The Emergency Duty Teams can be reached on:

Southampton City Council	023 8023 3344
Hampshire County Council	0845 600 4555
Portsmouth City Council	023 9268 0810

Police: contact your local police station or call 0845 045 45 45

Commission for Social Care Inspection 023 8082 1300

Useful contact numbers

Public Concern at Work – Practical legal advice on how to raise a concern at work. Information is free and confidential. 020 7404 6609

PAVA Practitioner Alliance against abuse of Vulnerable Adults - A practitioners' organisation working for positive outcomes in the abuse of vulnerable people. www.pavauk.org.uk

Elder Abuse Response Helpline 0808 8088141 www.elderabuse.org.uk

VOICE UK – Support for people with learning disabilities who've been abused. 0845 122 8695

Respond – For people with learning difficulties. 0808 8080700 www.respond.org.uk

Saneline – Help and advice for people with a mental illness. 0845 7678000

Rape Crisis – Advice, information and counselling for men and women who have been raped or sexually abused. 023 8063 6313 www.rapecrisis.org.uk

Winchester Rape & Sexual Abuse Counselling Women's Helpline 01962 848024 **Men's helpline** 01962 848027 www.rasac.org.uk email rasac@rasac.org.uk

Basingstoke Rape & Sexual Abuse Crisis Centre Helpline 01256 423890 www.brasacc.com

Portsmouth Area Rape Crisis
Women 023 9266 9511 Men 023 9266 9516

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This written information is available on request in other formats or languages. Please contact Southampton Health & Community Care Contact Centre on 023 8083 4567 for help.

www.hants.gov.uk

www.southampton.gov.uk

www.portsmouth.gov.uk

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Safeguarding/adult protection policy

Information for staff about what to do if you suspect someone is being abused.

Keeping people safe from abuse



Hampshire County Council



Working together to keep people safe from abuse:

Southampton and Hampshire Adult Services Departments have produced a Safeguarding/Adult Protection Policy and a set of procedures which explain what staff must do if abuse is identified or suspected.

The Safeguarding/Adult Protection Policy makes it clear that anyone who suspects abuse has a duty to report it. The matter can then be fully looked into and if necessary, appropriate steps taken to safeguard the vulnerable adult.

No abuse is acceptable and some abuse is a criminal offence and must be reported to the police as soon as possible. Telephone 0845 045 45 45.



What is abuse?

We know abuse can happen and that it can happen anywhere. Abuse can be carried out by anyone such as:

- family, friends, neighbours;
- paid staff, carers, volunteers;
- other service users or tenants;
- strangers.

Abuse is anything that harms another person, particularly when it is done by someone who is in a position of power or authority over the person and/or who is trusted by them. It can take many forms and vary in severity:

- **physical abuse** such as hitting, pushing, locking someone in a room;
- **verbal abuse** such as shouting and/or swearing;
- **emotional abuse** such as bullying, taunting or humiliating someone;
- **sexual abuse** such as inappropriate touching, forcing someone to take part in any sexual act against their will;
- **financial abuse** such as misusing, withholding or taking someone's money;
- **neglect** such as not providing necessary food, care or medicine;
- **discrimination** such as ill treatment due to the person's age, gender, disability, religious beliefs or race which may include harassment.

Who might be at risk?

People who are unable to protect themselves against significant harm or exploitation because they are vulnerable due to a physical disability, mental ill-health, a learning disability, age or frailty.

If you think someone is being abused:

Don't assume that someone else is doing something about the abuse:

- if anyone is injured get a doctor or ambulance;
- try to make sure that the victim is safe from immediate harm;
- make a note of your concerns and what happened, any action you take, details such as the date of the incident and anyone else who was present;
- immediately report your concerns to a senior staff member so that appropriate action can be taken;
- refer to your internal guidance which says what staff should do;
- if you do not feel able to speak to any of these people (perhaps because you believe they might be involved in the abuse) talk to someone you trust and/or one of the organisations listed on the back of this leaflet;
- if you believe a criminal offence has been committed, the police must be contacted as soon as possible;
- you will be supported throughout this process.

What will happen next?

Any report of abuse will be taken seriously and looked into in a fair and thorough manner by all parties. Remember that you may have to disclose information you have been given, but confidentiality will be respected as far as possible. Working with other organisations, Adult Services will have a co-ordinating role which might involve:

- talking to the person and other people involved;
- carrying out an investigation;
- planning what to do to protect the person;
- supporting you and the person through the investigation;
- closely monitoring the situation in the future.

If a crime is suspected, the police will be involved, working alongside other agencies.