



### Further help and advice:

An easy to 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:

Adult Services operate an out of hours service for urgent problems that happen outside normal office hours. The Emergency Duty Teams can be reached on:

- Southampton City Council 023 8023 3003
- Portsmouth City Council 023 9268 0810
- Hampshire County Council 0845 600 4555

Commission for Social Care Inspection 023 8082 1300

Police 0845 045 45 45

### Useful contact numbers

**Elder Abuse Response Helpline** – Helpline for advice and support.  
0808 8088141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

**VOICE UK** – Support for people with learning disabilities who’ve been abused.  
0808 802 8686

**Respond Helpline** – For people with learning difficulties.  
0808 808 0700 [www.respond.org.uk](http://www.respond.org.uk)

**Saneline** – Help and advice for people with a mental illness. 0845 767 8000

**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  
[www.rapecrisis.org.uk](http://www.rapecrisis.org.uk) email – [info@southamptonrapecrisis.org.uk](mailto:info@southamptonrapecrisis.org.uk)

**Winchester Rape & Sexual Abuse Counselling Women’s Helpline**  
01962 848024 **Men’s helpline** 01962 848027  
[www.rasac.org.uk](http://www.rasac.org.uk) email [rasac@rasac.org.uk](mailto:rasac@rasac.org.uk)

**Basingstoke Rape & Sexual Abuse Crisis Centre Helpline** 01256 423890  
[www.brasacc.com](http://www.brasacc.com)

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

Produced by Southampton City Council and Hampshire County Council.

This written information is available on request in other formats or languages. Please contact Southampton Health & Community Care Contact Centre on 023 8083 3003 for help.

- [www.hants.gov.uk](http://www.hants.gov.uk)
- [www.southampton.gov.uk](http://www.southampton.gov.uk)
- [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

Version 3  
Designed, printed & produced by Southampton City Council 11.10.22852a



## Safeguarding adults policy

What to do if you suspect someone is being abused or someone is abusing you.

# Keeping people safe from abuse



Hampshire County Council



## Keeping people safe from abuse:

If you contact Adult Services because you suspect that a vulnerable adult is being abused or you are being abused yourself:

- your report of abuse will be taken seriously;
- your report will be looked into fully and fairly;
- you can get help and support.

**No abuse is acceptable. If you believe a crime has been committed your local police should be contacted. Telephone 0845 045 45 45.**



## Who might be at risk?

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

## What is meant by abuse?

Abuse is anything that causes harm and might include:

- **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 carry out abuse?

People who need support need to trust and depend upon a wide range of people who offer them help in many forms. But unfortunately we know that abuse can happen anywhere and can be carried out by anyone such as:

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

## What you can do if you think someone is being abused or someone is abusing you

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

- if anyone is injured get a doctor or ambulance;
- make a note of your concerns and what happened and any action you take and tell your local Adult Services office; All safeguarding matters will be dealt with confidentially.
- if you think a criminal offence has been committed, contact the police straight away.

## What will happen next?

Adult Services work closely with other organisations and the person affected to find out as much as possible about what has happened. We will do a number of things which might include:

- talking to you and other people involved to find out what has happened;
- planning what to do to safeguard the person being abused;
- supporting the person and their carers through the process;
- being available to offer support in the future.

**If we suspect a crime the police will be involved, working alongside other agencies.**