



**County Durham**  
**SAFEGUARDING ADULTS**  
**INTER-AGENCY PARTNERSHIP**

# Stop abuse now

An easy read guide to how we protect adults from abuse in County Durham.



**Abuse**  
don't tolerate it  
don't ignore it  
**do report it!**

Working with The Safe Durham Partnership *Altogether safer*

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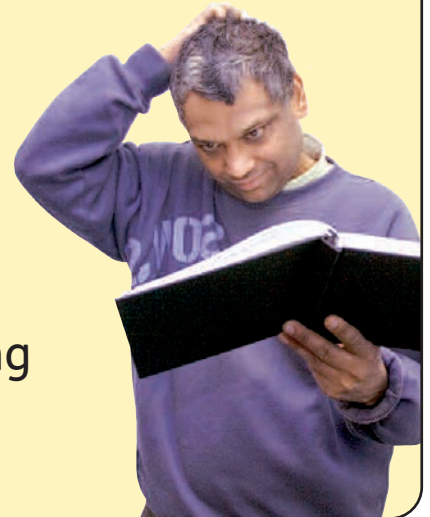
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# Introduction

## **This booklet explains:**

- ▶ what abuse is
- ▶ who abuses
- ▶ how we stop abuse
- ▶ and who you can contact if something happens to you



Some people will be able to read this booklet themselves and others might need help to read and understand it. It is available on the internet at [www.safeguardingdurhamadults.info](http://www.safeguardingdurhamadults.info) Please see other easy read booklets “Staying safe” and “What happens when abuse is reported?” for further information.

At the back of this booklet we have some questions for you to answer. If you send the correct answers to the Safeguarding Administrator you will get a certificate. We will need your name and address to do this.

This booklet and training was designed by Durham County Council on behalf of the Durham Safeguarding Adults Board.

# We want to stop abuse

## You have the right to:

- ▶ be warm and cared for
- ▶ be treated well by people
- ▶ have enough food and drink
- ▶ make choices
- ▶ do activities
- ▶ have friends
- ▶ go out in the community



## You should feel safe

**You have the right to be safe from people hurting you or doing bad things to you.**

When someone does bad things to you that make you feel frightened or unhappy this is called abuse.

### **Abuse is wrong**

Tell someone if you are being abused. They will help to stop it.



# What is abuse?

Abuse is when someone does or says things to you to make you upset or frightened. You may be scared to speak out or to stop them.

You may be abused on purpose, or by someone who may not realise that what they are doing is abusive.

It's when someone has power over you, and you do not agree to what is happening.

There are different types of abuse:

- ▶ verbal abuse
- ▶ physical abuse
- ▶ discriminatory abuse
- ▶ neglect
- ▶ sexual abuse
- ▶ financial abuse



## All abuse is wrong and must be stopped

Victims of abuse are often people who are frail and elderly or suffer from physical poor health, poor mental health or learning disabilities and are in need of care and support.

In County Durham we call this Safeguarding Adults.

# Verbal abuse

## What is verbal abuse?

### Verbal abuse can be:

- ▶ saying that they will hurt you if you don't do what they say
- ▶ shouting or swearing at you
- ▶ giving rude gestures
- ▶ pulling faces at you
- ▶ calling you names
- ▶ whispering nasty things
- ▶ starting rumours about you



# Physical abuse

## What is physical abuse?

### Physical abuse can be:

- ▶ being restrained in a chair or locked in a room
- ▶ giving you too much medication so you find things difficult to do
- ▶ punching or kicking you
- ▶ throwing things at you
- ▶ grabbing, pushing, poking or slapping you
- ▶ hitting you with an object
- ▶ pulling hair or biting
- ▶ tripping you up



# Discriminatory abuse

## What is discriminatory abuse?

### Discriminatory abuse can be:

Picking on you because you have a disability, or because you are different. For example:

- ▶ your clothes
- ▶ your weight
- ▶ your face or skin colour
- ▶ your religion or culture
- ▶ your language or the way you talk
- ▶ being a man or a woman
- ▶ being a gay man or a lesbian woman



# Neglect

## What is neglect?

### Neglect can be:

- ▶ not having the help you need to have a bath or shower
- ▶ not getting help to stay warm and dry
- ▶ not getting enough food or drink
- ▶ only having old or dirty clothes
- ▶ people not caring for you properly



# Sexual abuse

## What is sexual abuse?

### Sexual abuse can be:

Picking on you because you have a disability, or because you are different. For example:

- ▶ someone touching you where you don't want to be touched such as your bum, breasts, penis or vagina
- ▶ someone making you do sexual things that make you sad, angry or frightened
- ▶ someone making you touch them in places that you do not want to touch such as their penis, bum, breasts or vagina
- ▶ people not listening when you say no to sex or sexual things

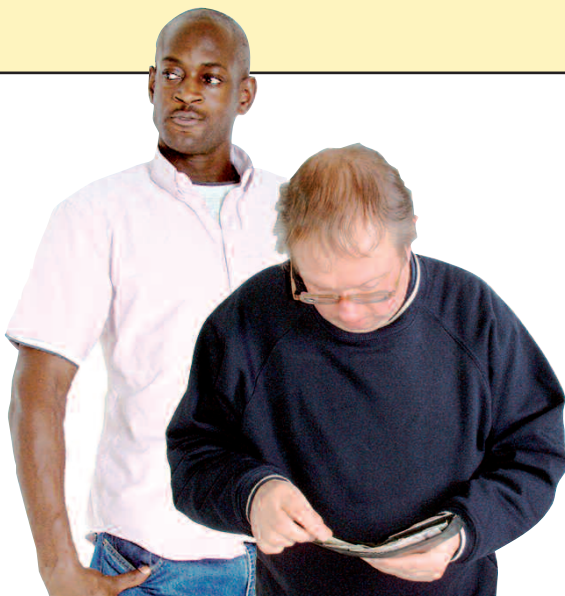
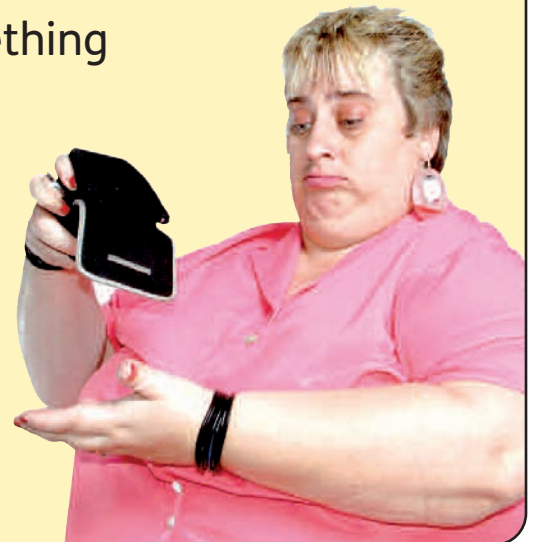


# Financial abuse

## What is financial abuse?

### Financial abuse can be:

- ▶ when someone takes your money or belongings without asking
- ▶ someone making you take money out of the cash machine for them
- ▶ taking money off you
- ▶ someone getting you to sign something and you don't know what it is
- ▶ borrowing money and never giving it back
- ▶ stealing your things



# Who could abuse you ?

Many different people abuse other people  
They could be:

- ▶ a man or woman
- ▶ someone younger or older than you
- ▶ another service user
- ▶ a friend or family member
- ▶ a member of staff
- ▶ someone you have met for the first time

**Abuse may happen once or many times**



## Tell someone you trust

You may feel too scared to speak out or not know how to stop the abuse.

Tell someone you can trust like a family member, a friend, member of staff, care co-ordinator, social worker, case worker or care manager.

If you do not think the person you tell believes you, then tell someone else.



# How we stop abuse

It is important to tell someone you trust if you, or someone you know, is being abused. They will tell the Police or Durham County Council.

**You can phone us yourself to let us know about abuse happening to you or someone you know:**



**Durham County Council  
Social Care Direct  
☎ 0845 8 50 50 10**

**Durham Police  
☎ 0345 6060365  
in an Emergency  
phone ☎ 999**



# Who can you contact for support?

**In an Emergency ☎ 999**

**Durham County Council**

**Social Care Direct ☎ 0845 8 50 50 10**

**Durham Police ☎ 0345 6060365**



## Support Organisations:

**Action on Elder Abuse ☎ 0808 8088141**

**National Domestic Violence 24hr helpline**

**☎ 0808 2000247**

**Voice UK** – National charity supporting people with learning disabilities who have experienced crime or abuse

**☎ 0845 4500300**

**Witness Helpline** – Focus is abuse by health and care workers

**☎ 0845 4500300**

**Rape Crisis Helpline** – North East Area, Opening Hours

Monday to Wednesday evening 6.30pm to 9pm,

Thursday evening 7pm to 9pm **☎ 01325 369933**

**Crime Stoppers** – If you are aware of any abuse or have any concerns that abuse is taking place you can report it to the police confidentially using the crime stoppers number

**☎ 01325 369933 or visit [www.crimestoppers.co.uk](http://www.crimestoppers.co.uk)**

# Safeguarding Adults Alerter Process

## How to tell someone when you have been abused:

Please fill in the answers to the questions below:

**Q1.** When someone does bad things to you that make you feel frightened or unhappy this is called:

.....  
.....

**Q2.** Which pictures show abuse? (Please tick correct boxes)



**Q3.** To stop abuse you can:

.....  
.....

**Q4.** The contact number to report abuse to Durham County Council Social Care Direct is:

.....

Q5. Who can abuse? (Please tick correct boxes)



Q6. Who is more likely to be abused?

.....

Q7. What do you do if you think someone you know is being abused?

.....

If you fill in the answers to the questions below and send them back this to:

**Safeguarding Administrator**  
**Priory House, Abbey Road, Pity Me, Durham DH1 5RR**

We will send you a certificate to say that you understand the Safeguarding Adults Alerter Process and how to tell someone when you have been abused.

Name: .....

Address: .....

..... Post Code: .....

If you suspect a neighbour, friend or family member is being neglected or abused or you are you the victim of neglect or abuse call:

**Social Care Direct ☎ 0845 8 50 50 10 (24 hours a day)**

Your concerns will always be taken seriously and your details will remain confidential. Concerns about children should also be reported to this number.

**If the person is in immediate danger call ☎ 999 straight away, before contacting Social Care Direct.**

**[www.safeguardingdurhamadults.info](http://www.safeguardingdurhamadults.info)**

**Please ask us if you would like this document summarised in another language or format.**

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