

WHAT HAPPENS AFTER YOUR CONTACT?

We will contact you within five days to explain what we can do to help. Hounslow is committed to making safeguarding personal. We will make sure that the adult at risk is fully involved in any decisions about what happens next. If we believe a safeguarding enquiry is needed we will:

- Make sure the adult at risk is safe,
- Listen to what the adult at risk wants to happen,
- Ensure that people who may not be able to make their own decisions have support from a friend, relative or 'advocate' (representative)
- Keep the adult, and any representative, involved and up to date
- Develop a plan with the adult at risk to keep them safe in the future.
- Consider if anyone else is at risk.

If you would like more information please visit the Safeguarding Adults pages on our website at www.hounslow.gov.uk/safeguardingadults



ABUSE

SEE IT, HEAR IT, STOP IT.

SAFEGUARDING ADULTS –

IT'S EVERYONE'S RESPONSIBILITY

ADULT SAFEGUARDING

WHAT IS IT?

Adult Safeguarding means supporting an adult's right to live in safety, free from abuse and neglect. We help people over the age of 18 who are:

- In need of care and support (whether or not the local authority is meeting those needs)
- Experiencing, or at risk of experiencing abuse or neglect; and
- As a result of their need for care and support is unable to protect himself or herself against the abuse or neglect or the risk of it.

WHAT DO WE MEAN BY ABUSE?

Abuse may be a repeated or single act, and can affect just you or many people. It can be unintended or deliberate. Abuse might include one or more of the following:

Physical abuse – such as being hit, kicked, misusing medication, or using illegal restraint.

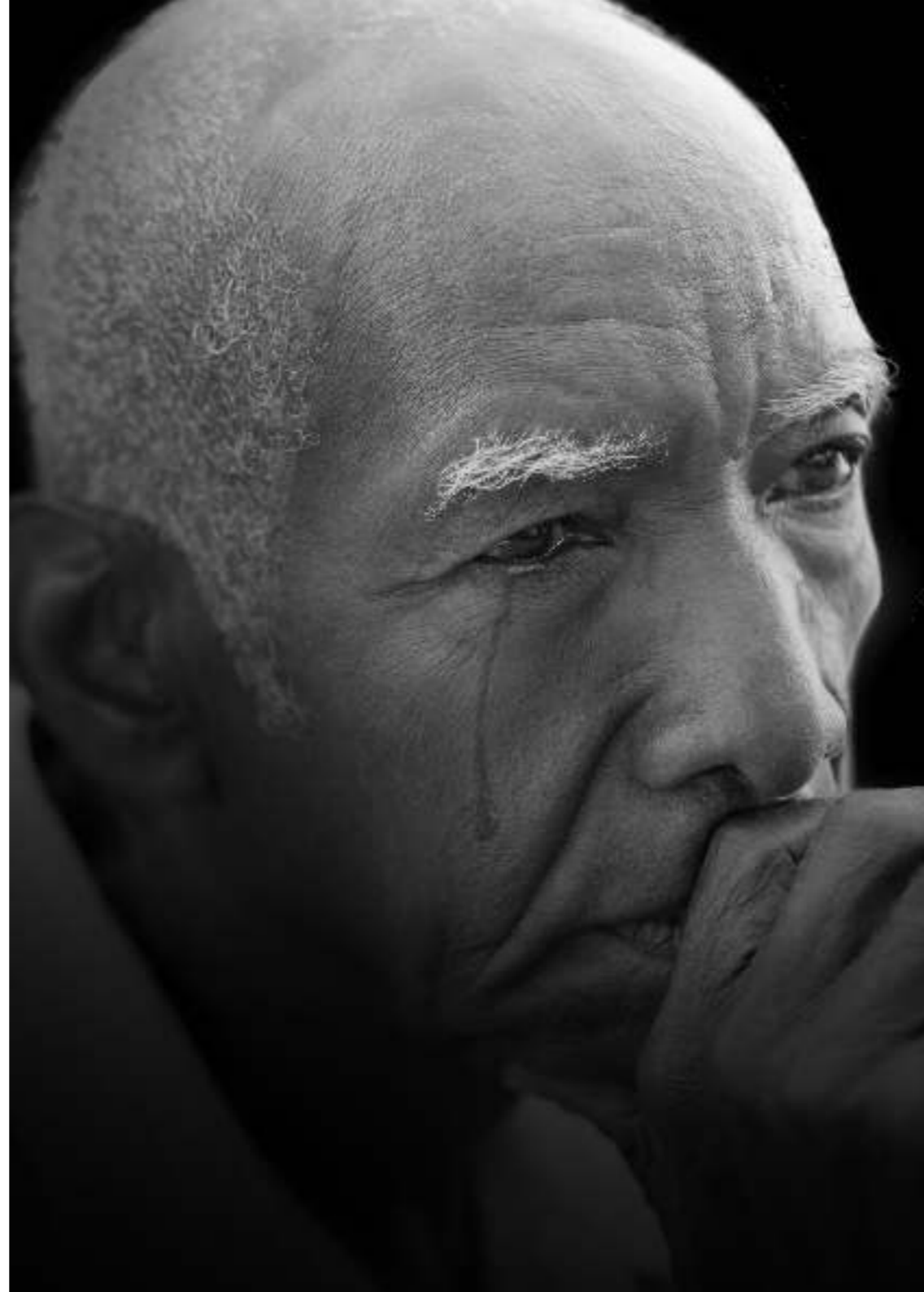
Domestic abuse – controlling, coercive, threatening behaviour or violence between people who are, or have been, intimate partners or family members.

Sexual abuse – any sexual activity where you cannot or do not consent or which you have been coerced into, including rape, sexual assault or being forced to look at sexual images.

Psychological abuse – such as shouting or swearing at or ignoring you, name calling, bullying, threats, intimidation and coercion.

Financial or material abuse – such as fraud, theft, forcing you to pay for other people's things, not allowing you access to or control of your money or property, or using it without your permission.

Neglect – where someone allows you to suffer by failing to care for you



or by ignoring your needs, for example with regard to food, medication, heating and personal care.

Modern slavery – includes human trafficking and forced labour.

Discriminatory abuse – suffering harassment, bullying, insulting language or ill-treatment because of your age, disability, race, religious belief, sexual orientation or gender.

WHO COULD CAUSE HARM?

The person(s) responsible for the abuse could be a stranger. However, abuse is often carried out by people known to the person abused, and could be a family member, a professional, a carer or a friend or neighbour.

WHO SHOULD YOU CONTACT IF YOU ARE WORRIED?

IN AN EMERGENCY ALWAYS CALL 999.

If you are being abused or you suspect that someone you know may be the victim of abuse but it is not an emergency you should tell someone you trust, such as a family member, support worker, social worker, nurse or police officer.

You can also contact the First Contact team directly to report concerns of abuse or neglect of an adult at risk in Hounslow.

E-mail us at First Contact Centre adultsocialcare@hounslow.gov.uk

Telephone us on 020 8583 3100 (Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm). In the event of an emergency outside of these hours, please call 020 8583 2222 or the emergency services.