

# ABUSE



SEE IT.  
HEAR IT  
STOP IT.



Keeping Adults Safe -  
We all must help

## Adult Safeguarding – what is it?



Adult safeguarding means helping adults to be safe and not to be hurt or treated badly.

We help people who are 18 years or older who:



- need care and support.



- are being hurt or treated badly now or it is possible they might be.



- are not able to keep themselves safe because of the help they need

## What is abuse?

Abuse is where someone hurts or treats you badly.



- It can happen just once or many times.
- It can affect just you or other people as well.
- It can be on purpose or it can happen without people meaning it to.

There are different types of abuse. People might experience one or more of these.



- **Physical abuse** is when someone hits, kicks or hurts you



- **Domestic abuse** is when you are threatened, hurt or made to do things you do not want to do by your partner or someone in your family.



- **Sexual abuse** is when someone touches your private parts in ways you do not want or do not understand.

This includes someone having sex with you when you don't want them to.



It can also include when people make you touch them or make you look at sexual photos or videos.



- **Psychological abuse** is when people talk to you or treat you in unkind ways.

For example, shouting, swearing, or teasing you.



It can also include ignoring you.



**Financial or material abuse** is when someone takes your money or things without asking or won't let you choose how to spend your money.



**Neglect** is when people who are supposed to help care for you, don't look after you properly.

For example:



not giving you enough food.



not keeping you or your home clean and warm.



not giving you medicines you need.



**Modern slavery** is where you are forced to work for no money

**Discriminatory abuse** is when you are bullied or treated badly because of



- Your age,



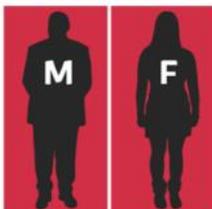
- Your disability,



- Your race or religion,



- Your sexuality - for example if you are gay or lesbian.



- your gender - if you are male or female

## Who abuses people?

Anyone can be an abuser.



- They can be strangers.
- They can be people you know - family, friends and neighbours.
- They can be professionals.



## What can you do if you are worried about abuse?

You can get help if you are being abused or if you think someone you know is being abused.



If it is an emergency always call 999.



If it is not an emergency, you can tell someone you trust

For example someone in your family, a carer or the police



You can also contact the First Contact Team in Hounslow to report your worries about abuse.



You can send an email to the First Contact Team at this address:  
[adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk)



You can telephone the First Contact Team on  
020 8583 3100



We are open Monday to Thursday 9am to 5pm



On Friday we are open from 9am and finish at **4.45pm**



If it is urgent and you need help outside of these hours you can phone the council on this number

020 8583 2222



or you can phone the emergency services on 999

## What will happen next?



We will contact you in up to five days to tell you what we can do to help.



If we think you or someone you know is being abused we will make sure the person is safe.



If you have been abused, we will listen to you and what you want to happen



We will make sure you have support from a friend or someone in your family if you need help to make decisions.



We will help find you an advocate if you need help to speak up.



We will make sure you and the people supporting you know what is happening.



We will work with you to make a plan to keep you safe in the future



We will think about anyone else that might not be safe.



If you would like any more information please look at the Hounslow Council website

[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

And search for the Safeguarding adults pages.

**Speak Out  
in Hounslow**

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