

# HOW TO REPORT YOUR CONCERNS

In an emergency stay safe and contact the Police, Telephone **999**.

If the person is not in any danger now but there has been a crime, contact the police, tel: **101**.

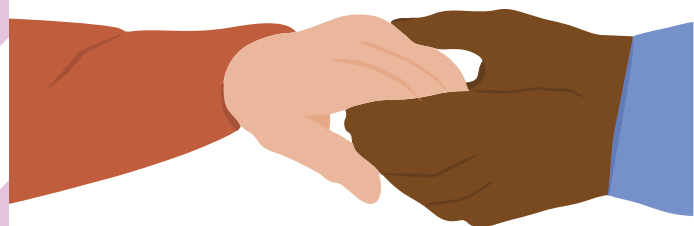
If you're deaf, hard of hearing, have a hearing loss, or are speech impaired, you can use **emergencySMS** by texting **999** from your phone, or use the NGT Relay Assistant by dialling **18000** from the app or textphone. **Text relay** offers **text-to-speech** and **speech-to-text** translation services.

If you are worried about yourself or someone else being abused or neglected, please contact Call Derbyshire, tel: **01629 533190**.

You can phone Call Derbyshire anonymously without revealing your name.

If you prefer to use British Sign Language (BSL) you can contact us using a **SignLive** video interpreter. This service is available on Monday to Friday from 8am to 6pm. It is free to contact us from your home.

You can find out more information on the Derbyshire Safeguarding Adults Board website [www.derbyshiresab.org.uk](http://www.derbyshiresab.org.uk)



# WHAT WILL HAPPEN IF I REPORT A CONCERN?

## If you report a concern to us, we will:

- talk to and listen to the person at risk to find out what they want to happen.
- support the person at risk to have an advocate (someone to represent them) if they need one.
- respond professionally and sensitively and take any concerns seriously.
- talk to the police if a crime may have been committed.
- talk to other agencies that need to be involved.
- agree the best way of helping, including other types of support.

## If a safeguarding enquiry is the best way to provide help we will:

- work with the person to help keep them safe
- make a plan to look into the concerns
- check with the person that what they wanted to happen has happened.

If the person refuses help, but others may be at risk, we will need to take appropriate action. However, we will always keep them informed about any action taken.

**Making Safeguarding Personal (MSP)** means putting the person at the centre of everything we do during a safeguarding enquiry from the very beginning to the very end.

Derbyshire Safeguarding Adults Board is working hard to make sure that every adult is treated in this way during the safeguarding process.

# SAFEGUARDING ADULTS

ADVICE IF YOU OR SOMEONE YOU KNOW IS BEING ABUSED, NEGLECTED OR EXPLOITED



Derbyshire Safeguarding Adults Board



## ABUSE CAN HAPPEN TO ANYONE...

### SAFEGUARDING

Safeguarding means protecting people so that they can be safe and live a life free from fear, harm and abuse. It is about people and organisations working together to prevent and stop abuse and neglect.

### WHO MIGHT BE AT RISK OF ABUSE AND NEGLECT?

People who are 18 years or over, have **care and support needs** and are unable to protect themselves because of their care and support needs.

**Care and support needs** may relate to a person's age, physical or learning disability, mental health needs or other illness, and are considered whether or not the person is in receipt of services.

Abuse and neglect can happen **anywhere**.

**Anyone** can cause abuse.

### YOU CAN HELP TO STOP ABUSE AND NEGLECT:

- In an emergency or if you think a crime has been committed, call **999**.
- Let the person know that help is available.
- Talk to the person to find out what they want to do.
- **REPORT ABUSE** You can help bring abuse to an end. Please see contact details overleaf.

## WHAT IS ABUSE AND NEGLECT?

**Physical Abuse** includes being hit, slapped, kicked, pinched, unauthorised restraint or being forcibly fed.

**Sexual Abuse** includes being touched sexually on any part of the body when a person does not agree or cannot agree to this. This includes being made to touch or kiss someone else, being raped, being made to view sexual acts or material or made to listen to sexual comments, when a person does not agree or cannot agree to this.

**Discriminatory abuse** occurs when people are harassed, insulted or treated unfairly because of: age, culture, mental health needs, disability, gender, gender reassignment, pregnancy, marriage or civil partnership, race, sexual orientation or religion or belief.

**Modern Slavery** can take many forms including but not limited to sexual exploitation, forced labour, domestic servitude or slavery.

**Neglect and Acts of Omission** is when medical, physical and/or emotional needs are ignored. This could include not being allowed to access appropriate health or social services, having food or drink withheld or being left in wet or dirty clothes.

**Organisational Abuse** includes neglect and poor professional practice in a care setting such as a hospital, care home, or in a person's own home. This may be a one-off incident, repeated incidents or ongoing ill-treatment. Examples include a lack of individual care, regimented routines, and a lack of stimulation and respect for personal dignity.

**Self-Neglect** may happen when a person is unable and/or unwilling to care for themselves or allow others to do so.

**Domestic Abuse** includes any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of their gender or sexuality. It includes so called 'honour' based violence, female genital mutilation and forced marriage.

**Financial Abuse** is when someone misuses or steals money or property. This includes fraud and scams, being pressurised into giving people money or paying for things, misuse of benefits and being prevented access to money.

**Psychological or Emotional Abuse** this includes being shouted at, ridiculed, bullied, threatened or controlled by intimidation or fear.

'We will all work together to enable people in Derbyshire to live a life free from fear, harm and abuse'

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