

Accessing services in Sutton

SAFEGUARDING VULNERABLE ADULTS IN SUTTON

HELPING YOU FEEL SAFE. SAY NO TO ABUSE

Easy read version



NO



WHAT IS ABUSE?

Abuse is when someone does or says things to you to make you feel upset or frightened

- ↘ You may be too scared to speak out or 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 to you.

There are different types of abuse

PHYSICAL ABUSE

This is when someone physically hurts you

Physical abuse can be:

- ↘ Hitting
- ↘ Kicking
- ↘ Pulling hair
- ↘ Pinching or shaking
- ↘ Or giving someone too much medication so they find things difficult to do.



SEXUAL ABUSE

This is when someone makes you do sexual things that make you sad, angry or frightened

Sexual abuse is being touched where you do not want to be touched.

- ✘ Your private parts
- ✘ Your bum
- ✘ Your breasts
- ✘ Your penis or vagina, or being made to touch other people in these places.



EMOTIONAL ABUSE

This is when people say bad things to hurt your feelings, shout at you or threaten you

Examples of emotional abuse are:

- ↘ Calling you names
- ↘ Laughing at you
- ↘ Blaming you for things when it's not your fault
- ↘ Treating you like a child
- ↘ Ignoring you.



FINANCIAL ABUSE

This is when someone takes your money or belongings without asking

Financial abuse can be:

- Stealing your money
- Being forced to pay for other people's things
- When you don't have a say in how your money is spent.



NEGLECT

Neglect is when your care or support is not enough to meet your needs

Neglect can be:

- ↘ Being cold much of the time
- ↘ Being hungry much of the time
- ↘ Having only dirty clothes to wear
- ↘ Being put in danger.



DISCRIMINATORY ABUSE

This is when people say or do bad things to you, or treat you unfairly because you are different

Discriminatory abuse is being treated unfairly because you:

- ✘ Have a different colour skin
- ✘ Have a different religion
- ✘ Are disabled
- ✘ Are a lesbian or gay
- ✘ Speak a different language.



SELF NEGLECT

Self neglect is when you cause harm to yourself by injury, not eating or not washing

Self neglect can be:

- ↘ When you don't look after yourself by not washing, not eating the right foods or letting yourself get ill
- ↘ Where you live gets very untidy or you don't throw rubbish away
- ↘ When you don't let other people help you.



SLAVERY

This is when people keep you against your will or force you to do things you don't want to do

Slavery can be:

- ✘ Making you to work to pay back money you owe
- ✘ Making you to work when you don't want to and not pay you
- ✘ When someone makes you do sexual things
- ✘ Making you commit a crime
- ✘ Making you work in someone's house and not pay you.

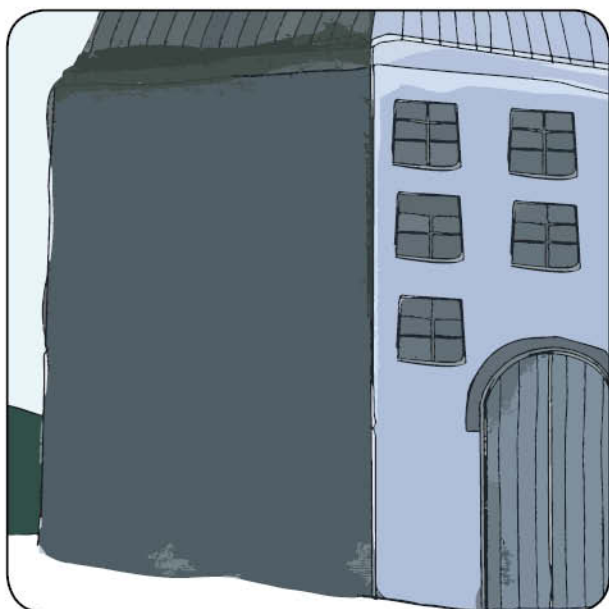


INSTITUTIONAL ABUSE

This is when people who are paid to look after you do things in ways that might hurt you or not help you enough

Institutional abuse can happen when:

- ✘ There are not enough staff to help everyone
- ✘ People are not helped to do things for themselves
- ✘ People are not given choices
- ✘ Things happen when staff want them to, not when you need it, for example bed-times and meal times.



Who might abuse you?

Anyone could abuse you. It might be someone you know or a stranger.



Where might this happen?

Abuse can happen anywhere, at any time.



In a house



At work



At a day
centre or
college



On the
computer



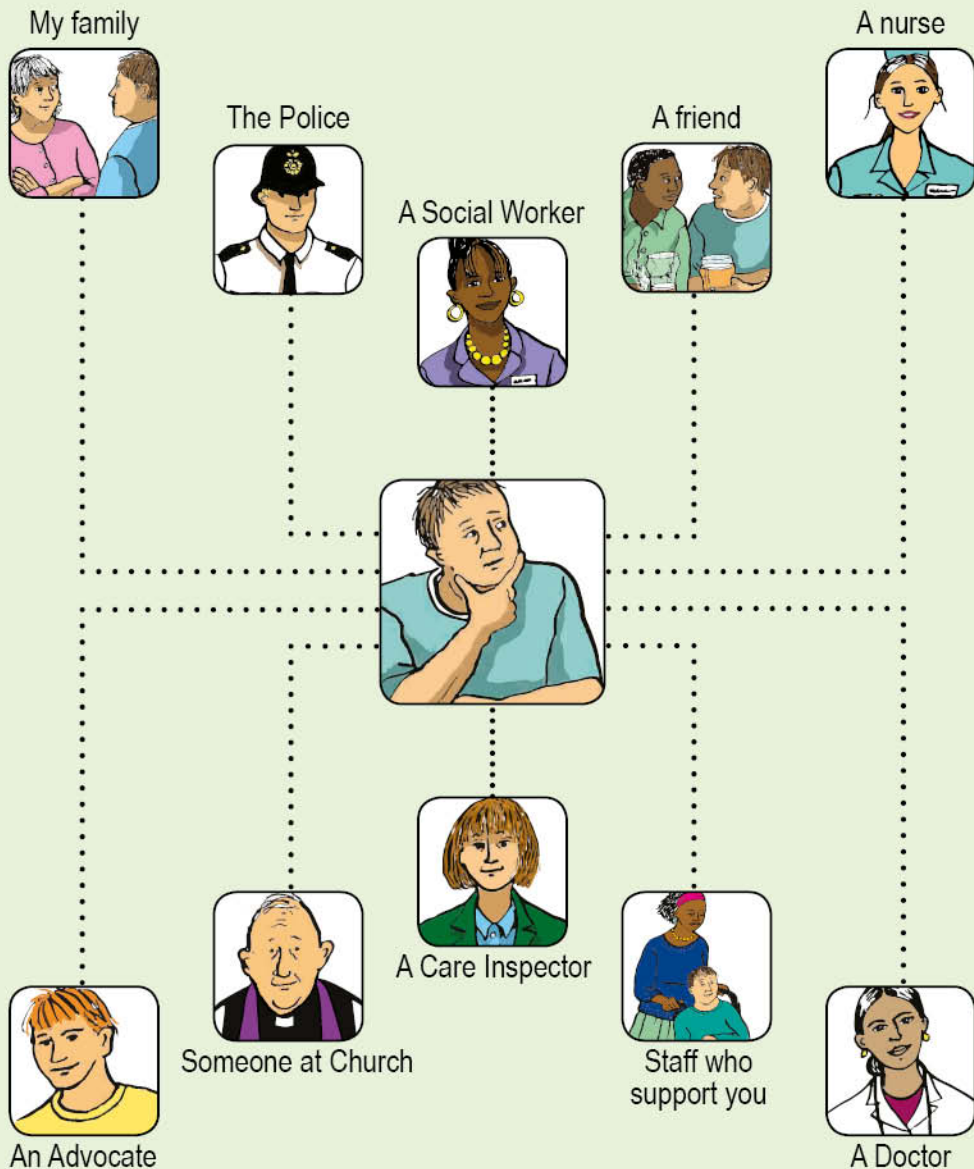
In a hospital



At a club

Who can I tell?

Tell someone you trust. Do this as soon as you can.



What happens next?



Tell someone you trust or tell someone in Social Services or the Police.



They will listen to you.



They will help you stay safe.



They will find out more.



They will give you help and support.

Useful contacts



Sutton Council Social Services
020 8770 5000 - option 3 and then option 2



Sutton Police
101 or 999 (in an emergency)



Care Quality Commission
03000 616161

Action on Elder Abuse (Elder abuse response helpline)
Freephone 080 8808 8141

Advocacy for All
020 8669 0500

Age UK (Sutton)
020 8770 4090

Alzheimer's Society (Sutton)
020 8770 1875

Ann Craft Trust (for people with learning difficulties)
0115 9515400

Broken Rainbow Hotline (For lesbian, gay, bisexual, and transgender victims)

0800 999 5428

Disability Law Services

020 7791 9800

National Domestic Violence Helpline

Freephone 24hr 0808 2000 247

Respond (for people with learning disabilities and their supporters)

National Telephone Helpline 0808 808 0700

Rape Crisis Helpline

0808 802 9999

Sutton Domestic Violence Service / Victim Support Sutton

020 7801 1777

Sutton Mencap (learning disabilities)

020 8647 8600

Mind Helpline

0300 466 6463

Sutton would like to thank Barnet Council for their help in providing us with the information for this leaflet, adapted for Sutton.

London Borough of Sutton Safeguarding Vulnerable Adults: Citizen report form

For use by adults at risk, their families, friends and carers when concerned about abuse or neglect.

Send to:

Sutton Council First Contact
Adult Social Services and Housing
Civic Offices
St Nicolas Way
Sutton, SM1 1EA

Phone: 020 8770 5000 - option 3 and then option 2

Fax: 020 8770 4347

email: safeguardingadults@sutton.gov.uk



If, after 5.00pm or at a weekend, please phone the number above and ask for the Emergency Duty Team. In an emergency please call the Police on 999.

Adult's Name

Adult's DOB

Adult's Address

Phone Number

What happened or what are you worried about?

When did it happen (date and time)?

Where did it happen?

Your name

Phone number

Date form sent

Please complete both sides of this form

If you, or someone you know, need a translation of any part of this document please tick the box for the language required and complete the form below.
Telephone 020 8770 5000

Nëse ju ose dikush që njihni ka nevojë për një përkthim të ndonjë pjesë të këtij dokumenti, ju lutemi shënoni me v kutinë për gjuhën e kërkuar dhe plotësoni formularin e mëposhtëm. Për më tepër informacion telefononi numrin 020 8770 5000.

Albanian

إذا كنت أنت، أو شخص آخر تعرفه، بحاجة إلى ترجمة لأي جزء من هذه الوثيقة، فيرجى وضع إشارة في الخانة الخاصة باللغة المطلوبة وإكمال الاستمارة أدناه. ومن أجل الحصول على المزيد من المعلومات يرجى الاتصال بالهاتف رقم 020 8770 5000.

Arabic

যদি আপনার, অথবা আপনার পরিচিত কোন লোকের, এই দলিলটির কোন অংশের অনুবাদের দরকার হয়, তাহলে যে ভাষায় অনুবাদের দরকার সেই ভাষার পাশের খালি ঘরে টিক চিহ্ন দিন এবং নিচের ফর্মটি পূরণ করুন। এই ব্যাপারে আরো তথ্য বা খবরাখবরের জন্য 020 8770 5000 নম্বরে ফোন করুন।

Bengali

જો તમને, અથવા તમે જાણતા હોય તેવી કોઈ વ્યક્તિને આ દસ્તાવેજના કોઈ પણ ભાગના તરજુમાની જરૂર હોય તો, કૃપા કરી જોઈતી ભાષાના બોક્સમાં નિશાની કરી અને નીચેનું ફોર્મ પૂરું કરો. વધારે માહિતી માટે 020 8770 5000 ઉપર ફોન કરો.

Gujarati

यदि आपको, या किसी और को जिसे आप जानते हैं, इस दस्तावेज के किसी भाग का अनुवाद चाहिए तो कृपया वांछित भाषा के बक्स में सही का निशान लगाकर नीचे दिए हुए फार्म को भर दें। अधिक जानकारी के लिए 020 8770 5000 पर टैलीफोन करें।

Hindi

如果你或你認識的人需要將此文件之任何部份翻譯，請在所需的語言上打✓，並填妥下列表格。要素取更多資料請致電020 8770 5000。

Chinese

اگر آپ کو، یا آپ کے کسی جاننے والے کو اس دستاویز کے کسی حصے کے ترجمے کی ضرورت ہے تو براہ مہربانی مطلوبہ زبان کے خانے میں ٹیک لگانا اور نیچے دیا گیا فارم مکمل کریں۔ مزید معلومات کے لئے فون نمبر 020 8770 5000 پر رابطہ کریں۔

Urdu

Many publications can be downloaded directly from our website: www.sutton.gov.uk. Otherwise, if you need any information in this document in large print, braille, or audiotape, please tick the box and complete the form.

Name:

Address:

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Tel:

Please return the form to:
London Borough of Sutton
Civic Offices
St Nicholas Way
SUTTON SM1 1EA

