

Accessing services in Sutton

# SAFEGUARDING VULNERABLE ADULTS IN SUTTON

**HELPING YOU FEEL SAFE. SAY NO TO ABUSE**

Easy read version

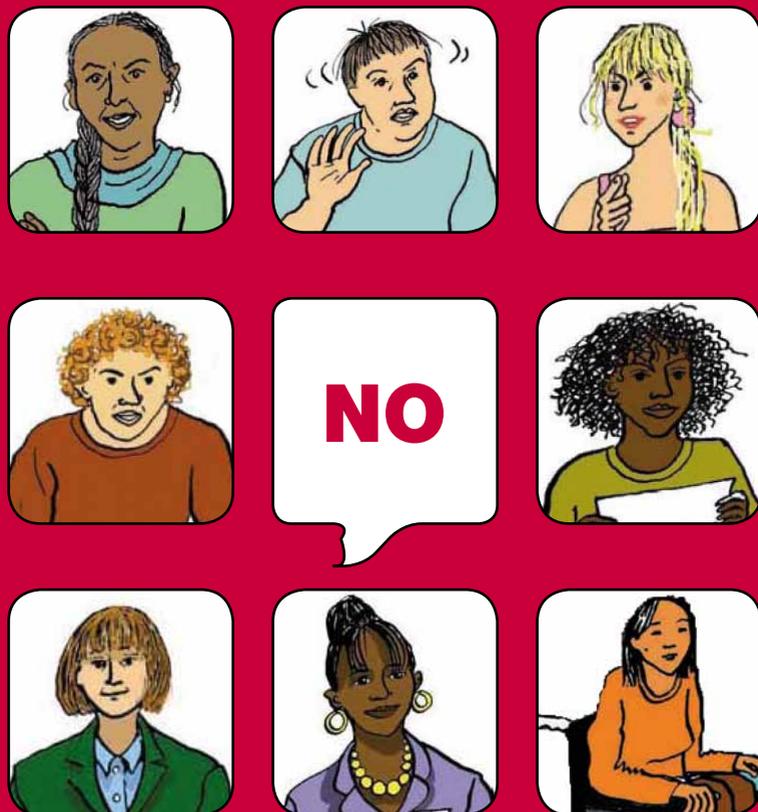


# WHAT IS ABUSE?

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



# 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

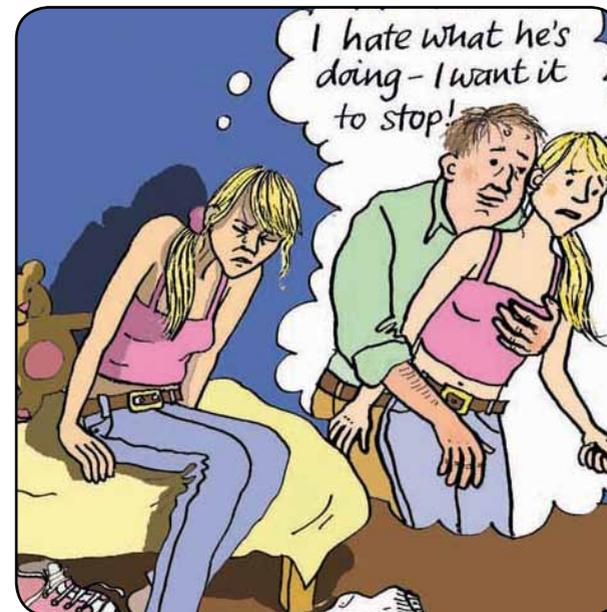


# SEXUAL ABUSE

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

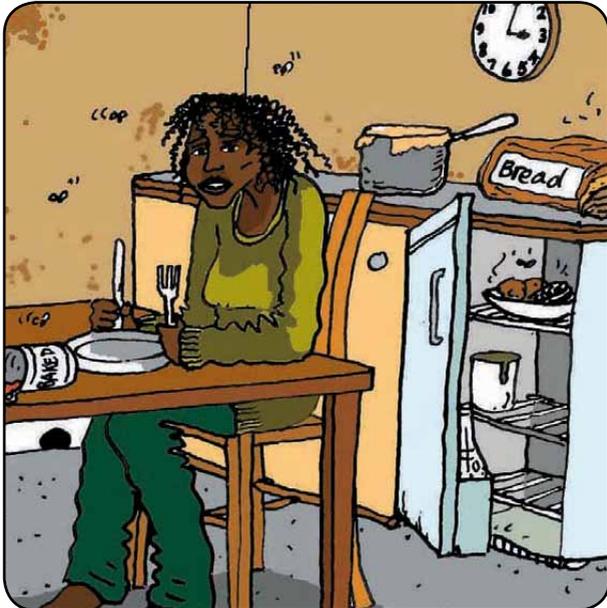


# NEGLECT

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 different colour skin
- Have a different religion
- Are disabled
- Are lesbian, gay or transsexual
- Speak a different language



# 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 mealtimes.



## 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 a day centre or college



At work



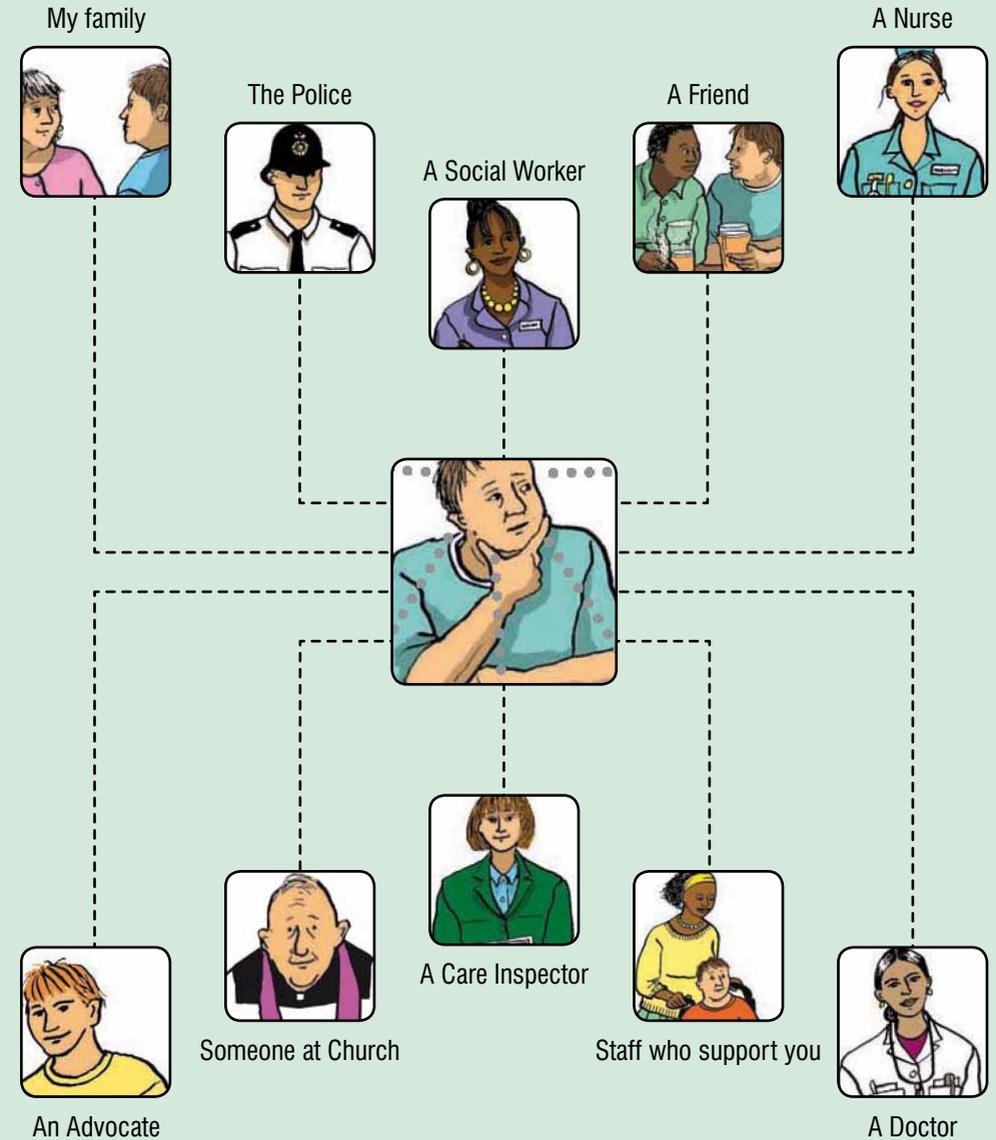
In a hospital



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 Service**  
020 8770 6080



**Sutton Police**  
020 8649 1212 or 999 (in an emergency)  
**Respond Helpline (for people with learning difficulties)**  
0808 808 0700



**Commission for Social Care Inspection**  
0845 015 0120  
0191 233 3323

**Action on Elder Abuse (Elder abuse response helpline)**  
Freephone 0808 808 8141

**Advocacy Partners**  
020 8330 6644

**Age Concern (Sutton)**  
020 8770 4092

**Alzheimer's Society (Sutton)**  
020 8770 1875

**Ann Craft Trust (For people with learning disabilities)**  
0115 9515400

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

0845 2 60 44 60

**Disability Law Service**

020 7791 9801

**Healthcare Commission**

020 7448 9200

**Help the Aged**

020 7278 1114

**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**

08451 221 331

**Sutton Domestic Violence Service**

020 8642 7782

**Victim Support Sutton**

020 8685 1637

**VOICE UK (For people with learning disabilities who have experienced crime or abuse)**

01332 291042

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

# SVA 1

## London Borough of Sutton Safeguarding Vulnerable Adults: Citizen Report Form

**For use by Vulnerable Adults, 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 Nicholas Way  
Sutton, SM1 1EA

**Phone** 020 8770 6080

**Fax** 020 8770 4347

**e-mail** 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.**

Vulnerable Adult's Name

Vulnerable Adult's DOB

Vulnerable 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, have 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 for more information.

Nëse ju ose dikush që njihni ka nevojë për një përkthim të ndonjë pjese 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 দলিলাটির 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 শবরাধবঙ্গের জন্য 020 8770 5000 নম্বরে ফোন করুন।

Bengali

જો તમને, અથવા તમે જાણતા કોઈ તેવી કોઈ વ્યક્તિને આ દસ્તાવેજના કોઈ પણ ભાગના તરફથી જરૂર કોઈ તો, કૃપા કરી પ્રાર્થના બોક્ષમાં નિયામી 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。要索取更多資料請致電020 8770 5000。

Chinese

اگر آپ کو، یا آپ کے کسی جاننے والے کو اس دستاویز کے کسی حصے کی ضرورت ہے تو براہ مہربانی مطلوبہ زبان کے خانے میں ٹیک لگائیں 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](http://www.sutton.gov.uk). Otherwise if you need any of the information in this document in large print, braille, or audiotape please tick the box and complete the form.

Name .....

Address .....

.....

.....

Telephone no.....

Please return the form to:

London Borough of Sutton

Civic Offices

St Nicholas Way

SUTTON SM1 1EA

