

Keeping YOU safe

at home and in
your community

If you suspect
a person is
at risk of harm
you have a duty
to report it



Introduction

This booklet aims to help you stay safe from abuse.

We explain what abuse is and what happens when you report abuse.

You may be given a copy of this booklet when you tell someone you have been abused.

You may be able to read the booklet on your own. You can ask someone to help you to read and understand it.



Please help people to use this booklet so they can understand how to stay safe from abuse.

Acknowledgements

This booklet was originally funded by The Learning Disability Partnership Board in Surrey.

Go to www.surreypb.org.uk for more information.

- The booklet was designed and developed by The Clear Communication People Ltd .
Go to www.communicationpeople.co.uk.
- Many of the photographs used are photosymbols.
Go to www.photosymbols.com.



Contents

Page 4	We want to stop abuse
Page 5	What is abuse?
Page 6	Verbal abuse
Page 7	Physical abuse
Page 8	Discriminatory abuse
Page 9	Neglect
Page 10	Sexual abuse
Page 11	Financial abuse
Page 12	Tell someone you trust
Page 13	Tell us if you are being abused
Page 14	We will help you
Page 15	We will decide what to do
Page 16	Safeguarding Adults Strategy Meeting
Page 17	Who will investigate what happened?
Page 18 - 19	The Safeguarding Investigation
Page 20 - 23	The Police Investigation
Page 24	Going to court for a trial
Page 25 - 29	The Safeguarding Conference
Page 30	After the Safeguarding Conference
Page 31	Staying safe
Page 32 - 33	Staying safe at home
Page 34 - 35	Staying safe in the community
Page 36 - 37	Staying safe at work
Page 38	Who you can contact for support
Page 39	Who to contact to report abuse



We want to stop abuse

You have the right to:

- be warm and cared for
- be treated well by people
- have enough food and drink
- make choices
- do activities
- have friends
- go out in the community.



You should feel safe.

Help
please



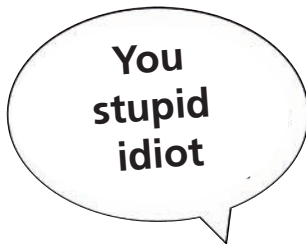
You have the right to be safe from people hurting you or doing bad things to you.

When someone makes you feel frightened or unhappy it is called abuse.

Abuse is wrong. Tell someone if you are being abused. They will help to stop it.

What is abuse?

There are six different kinds of abuse.



Verbal abuse



Physical abuse



Discriminatory abuse



Neglect



Sexual abuse



Financial abuse

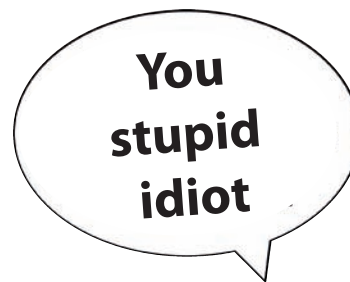
All abuse is wrong and must be stopped.

We will explain more about the different types of abuse.

Verbal abuse

Verbal abuse is when people:

- say they will hurt you if you do not do what they say
- shout or swear at you
- do rude gestures at you
- pull faces at you
- call you names
- whisper nasty things
- start rumours about you.



— She's an ugly cow



Physical abuse

Physical abuse is when people:

- restrain you in a chair, or lock you in a room
- punch or kick you
- throw things at you
- grab, push, poke or slap you
- hit you with an object
- pull your hair or bite you
- trip you up.

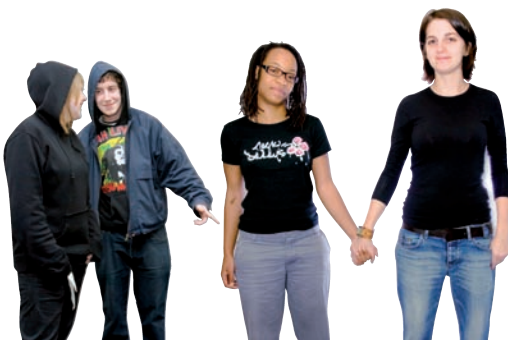


Discriminatory abuse

Discriminatory abuse is when people pick on you because you have a disability, or because you are different.

This can be because of:

- your clothes
- your weight or age
- your race or skin colour
- your religion or culture
- being a man or a woman
- being gay, or transgender.



Neglect

Neglect can be:

- not having the help you need to have a bath or shower
- not getting enough food or drink
- not getting help to stay warm and dry
- only having old or dirty clothes
- people not caring for you properly.



X



X



X

X



Sexual abuse

Sexual abuse can be:

- someone touching you where you do not want to be touched
- people getting too close to you
- someone making you feel worried and upset
- someone hurting you and making you feel scared
- someone not listening when you say no.



Financial abuse

Financial abuse can be when someone:

- makes you take money out of the cash machine for them
- takes money off you
- borrows money and never gives it back
- steals your things
- gets you to sign something and you do not know what it is.



Tell someone you trust

Tell someone you trust if you are being abused.



You may feel too scared to speak out.

You may not know how to stop the abuse.

Tell someone you can trust like a family member, a friend or a member of staff.

Tell someone else if the person you tell does not believe you.

Who could abuse you?

Many different people abuse other people. They could be:

- a man or woman
- someone younger or older than you
- another service user
- a friend or family member
- a member of staff
- someone you have met for the first time.

Abuse may happen once or many times.



Tell us if you are being abused

We want to hear about abuse:

- you can tell us about the abuse yourself
- someone else can tell us about the abuse.



Phone us to tell us about abuse happening to you or someone you know:

- Surrey County Council:
Phone: 0300 200 1005
- Surrey Police:
Phone: 101



SURREY
POLICE
*With you, making
Surrey safer*
www.surrey.police.uk



If you phone us we will listen to you and help you.

We will help you stay safe.



In an emergency phone 999

We will help you

This section is about what happens when we hear you have been abused.



We will find out what happened.



We will help you stay safe.

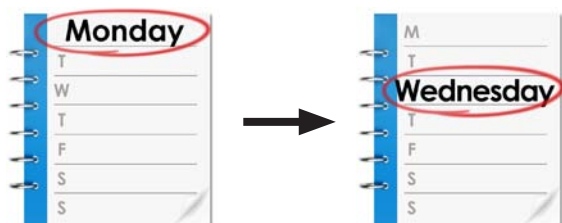


We will protect you.

If we think that you, or anyone you told us about, is at immediate risk of being badly hurt, we will act very quickly to protect you.

What we will do

We will decide what to do within 48 hours of hearing about the abuse.



48 hours is two days

So if we hear about abuse on a Monday morning we will decide what to do by Wednesday morning.



If we hear about the abuse in the evening or weekend we will still decide what to do within 48 hours.



We may need to talk to you.

We may also talk to other people like your family, staff and sometimes the Police.



The Police will investigate if they think a crime has been committed.

Safeguarding Adults Strategy Meeting

We will plan a Safeguarding Adults Strategy Meeting.



At this meeting we will plan the best way to find out what happened to you.

We will have this meeting within five working days.

We invite people who can help to keep you safe to the meeting.



We will write a plan to say how we will help you stay safe from abuse.

The plan will say what help we will give you.

Who will investigate what happened?

We will tell you which of the following three things will happen next. We may also tell your family or care worker if it is right to.

1. The Safeguarding Investigation



If the Police are not doing an investigation someone else may.

We will decide this at the Safeguarding Adults Strategy Meeting.

We will choose who will investigate, who we should talk to and how to support you.

2. The Police Investigation



The Police will do the investigation if people agree at the meeting that what has happened to you is against the law.

There is not always a Police investigation.

3. No Investigation

People at the Safeguarding Adults Strategy Meeting may agree that no investigation is needed.



The Safeguarding Investigation

Support for you.

A social worker may support you being interviewed.
They have been trained by the Police.



This is your chance to tell us what happened.

You may find it difficult to tell someone what happened, so they may need to ask you lots of questions.

It is important to tell the interviewer everything you can remember about what happened.

It is okay if you cannot remember everything.



You can have someone you know and trust with you to support you.

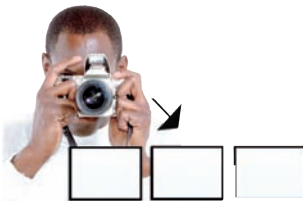


You can have a break during the interview if you need one.

The Safeguarding Investigation



You can have someone to help you communicate or a language interpreter if English is not your first language.



If you find it difficult to say what happened, photos or pictures can be used to help you.

Other people will also be interviewed to find out what has happened.



When all the interviews are finished the Social Care Worker will write a report about what they find out.

The Safeguarding Conference will happen next.

See page 25 for information about this.

The Police Investigation

There may be a Police investigation.

The Police will want to find out what happened to you by interviewing you.

You will be asked to go to a special place for your interview.

The Police will ask you questions about what happened.

You can bring a friend, family member or care worker to support you.



Surrey Police have special Police Officers to support you.



These Police Officers do not wear uniforms.

Surrey County Council has trained staff who help the Police with their interviews.

The Police Investigation

The special interview rooms.

When you get to the Police Station you will go to the special interview rooms nearby. There are 4 interview rooms in Surrey.

Photos of an interview room.

The camera records your interview.



You sit here.

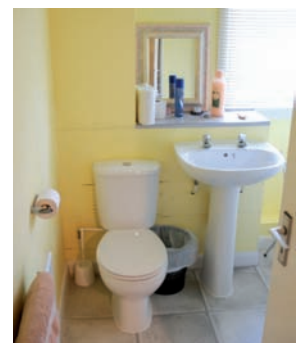


The Police Officer sits here.

Your supporter can sit next to you on the sofa.

There is a kitchen and toilet.
You can choose a drink.

You can look round the interview rooms before your interview.



The Police Investigation

Your interview with the Police.



This is your chance to say what happened.

You will not get into trouble for telling the Police what happened.

You must tell the Police everything you can remember.

You can take a break when you need to.

You can ask questions at the end of the interview. After the interview the Police will tell you what will happen next.



The Police will interview the person who has hurt you.



They will interview the person who has harmed you at the Police Station. They will ask them what happened.

They will find out if what they say is different to what you said.



The Police may need to talk to other people as well. This might take some time.

The Police Investigation

After the Police have finished investigating, there are three things that could happen.

1. The person may be charged with a criminal offence.



The Crown Prosecution Service (CPS) will decide if the suspect should be charged with a criminal offence.

If they are charged they will have to go to Court.
It may take many months for the trial to happen.

2. The person may be cautioned by the Police.

This means they will get a written warning.

This caution is kept on record and may count against them if they commit another crime. The Police will talk to you if they are going to caution the person.



3. No further action may be taken.



This is often because there is not enough evidence to take the case to court. You should be told why this is.

We will still believe what you told us.

Going to court for a trial

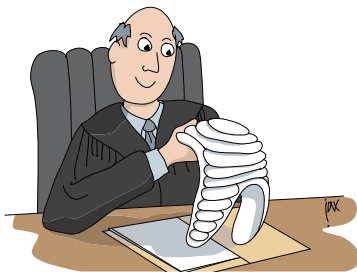


If the person is charged with a criminal offence you will be told when the trial will go to court.

You will also be told how long the trial will take.

Special Measures

If you are asked to go to court to answer questions you can ask for 'special measures'. These can help you feel more comfortable in court.



The Judge may take off his or her wig.



A person, called an intermediary, can support you in court.



Sitting in another room to give your evidence by video camera.



Screens in court so you cannot see the suspect.

The Safeguarding Conference

When the investigation is finished you will be invited to a Safeguarding Conference.

This a meeting to talk about what has happened, and how best to stop it happening again.



Going to the Safeguarding Conference.

The safeguarding conference will usually be at an office near your home.



Someone will take you to the meeting if it is hard for you to get there.

You do not have to come to the meeting.



The Safeguarding Conference

You may be worried about going to the meeting.



You can ask a family member, friend or advocate to go with you to the meeting.

They could also go instead of you.



You could write a letter to the people who will be at the meeting.

You can tell them your feelings about what happened and anything else you want to say.

The people who may be at the meeting:

- the manager of your day service or care home
- your community nurse
- your support worker
- your social care worker
- a housing officer
- your Doctor
- your psychiatrist or psychologist
- the Police (if they did the investigation)
- the Care Quality Commission (CQC)
- any other person who can give information about what happened to you.



The Safeguarding Conference

The Chairperson.

The chairperson's job is to run the meeting.

They make sure you understand what will be talked about at the meeting.



You can talk to the chairperson before the meeting starts. They will explain who will be at the meeting and what people will talk about.

A report will be written for the meeting.

A social care worker usually writes the report.



We will show you the report before the meeting. You will have help to read the report if you need it.



If you do not want to go to the meeting someone you know will tell you what happened.

The Safeguarding Conference

What happens at the Safeguarding Conference?

You can have your say at the meeting.

People will listen to you:

- you can talk about what happened to you
- you can say how you are feeling about it now
- you can say what you want to happen next.



Everyone else at the meeting will have time to say what they think has happened to you.

The meeting is confidential.

Only the people who were at the meeting will know what was said. They must **not** tell other people about it.



There will be a person who writes notes about what people say at the meeting.

The Safeguarding Conference

Safeguarding Plan.



Everyone at the meeting will agree a plan of how to help you and stop you being abused again.

The Chairperson will make sure that everything agreed at the meeting gets done.

There may be a second meeting if there are more things to talk about or to check if the plan is working.

The Chairperson will decide if a second meeting is needed and tell you at the end of the first meeting.

Notes of the meeting.

As soon as possible after the meeting you will be given a copy of the notes of the meeting.



The notes tell you what was agreed at the meeting and the plan to make you safe. Someone will read through the notes of the meeting with you if you want them to.



As an adult you have the right to make your own choices. People at the meeting will understand this, even if they are worried about some of your choices.

After the Safeguarding Conference

How to complain.

If you are unhappy about what has been said in the meeting, you can complain to the Chairperson or your social care worker.



Getting the support you need.



People who come to the meeting will talk to you about how you will be supported in the future.

You may need extra support to talk about what happened and how you feel about it.

These are the sorts of people who might help you:

- a doctor
- a psychologist
- a nurse
- a counsellor.



They can work with you on your own or in a group.

You can ask for help and support any time you feel you want it.

Staying safe

This section gives you advice about staying safe at home, at work and in the community.



Staying safe at home.



Staying safe in the community.



Staying safe at work.



Staying safe at home

It is good to feel happy and relaxed at home.



Things that can help you stay safe at home:



Your home should be warm and dry.



The smoke alarms should work and be checked regularly.



You should have enough to eat and drink at home.

Staying safe at home



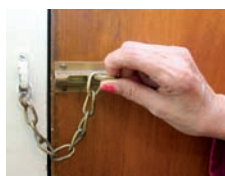
People should not abuse you at home. Tell someone you trust if they do.



Chemicals should be safely locked away in a cupboard.



You should have good locks on the doors and windows in your home.



Have a safety chain on your front and back doors. It is okay not to answer the door if you are worried.



If you are not getting the help you need to live safely and independently at home tell someone you trust.



Check the ID badge of people who come to your home. If you are worried do not let people inside your home.

Do not buy things from people who knock on your door.

Staying safe in the community

It is good to feel safe out in the community.



Things to help you feel safe in the community



Keep your money safe in a bag or in your pocket and not visible. Keep your bag zipped and across your shoulder.



Wear bright reflective clothes or bands when it is dark so you can be seen easily by cars and buses.

Staying safe in the community



If you are out when it is dark stay on roads where there are good streetlights. Keep away from gangs of people.



Get to know your local Police Officers and Community Support Officers.



When you go out you could leave details at home of where you're going, who you're meeting and what you're wearing.



On a bus or train it is best to sit near people who you feel safest to be with. Tell the driver or guard if anyone abuses you.



Go somewhere where there will be people who know you. Being part of a regular group, like a club, is a good idea. Be wary of strangers.



Have a mobile phone or phonecard with you. You can phone someone if you get lost or are worried.

Staying safe at work

It is important to be safe and happy at work.



Things that can help you stay safe at work:



Make sure you know your journey to work and who to phone if you are lost or late.



Make sure there is somewhere safe at work to keep your valuables like money and jewellery.

Staying safe at work



If you are bullied or abused at work you must tell someone you trust straight away. You can tell someone at work or someone away from work.



It is important that you are shown properly how to do things, otherwise it can be dangerous.



You should be told about Health and Safety.

These are the rules that a workplace has that keep the staff safe. This can include things like washing your hands, not leaving things out to trip over, and being careful with machines.



You must be allowed to have tea breaks and lunch breaks. The law says you can have these.



Make sure you have the right clothing such as a uniform, a safety hat, safety boots or gloves for the job you are doing. If you are not sure what clothing you need ask your boss.

Who you can contact for support

True Vision

Police website for information about Hate Crime and where you can report a Hate Crime on-line.

Website: www.report-it.org.uk



yourSanctuary Surrey 24 hour confidential helpline

If you would like advice or information about domestic abuse, need somewhere safe to stay or simply want someone to listen to you.

Helpline: 01483 776822

Ann Craft Trust

ACTing against abuse of people with learning disabilities.

Website: www.anncrafttrust.org

Victim Support

National charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.

Website: www.victimsupport.org.uk **Supportline:** 0845 30 30 900

Witness against abuse by health and care workers

Website: www.professionalboundaries.org.uk

Phone: 0203 468 4194

Care Quality Commission (CQC)

Website: www.cqc.org.uk

Phone: 03000 616161

Fax: 03000 616171

Who to contact to report abuse

In an emergency phone 999.



Surrey County Council



Adult Social Care Helpline: 0300 200 1005

Minicom: 020 8541 8914

Monday to Friday: 8am to 6pm



SMS: 07527 182861



Out of office hours phone: 01483 517898

Email: contactcentre.adults@surreycc.gov.uk

Website: www.surreycc.gov.uk/safeguardingadults



Surrey Police



Phone: 101

open 24hrs a day, 7 days a week

Website: www.surrey.police.uk



You can contact Surrey County Council or Surrey Police to let us know about abuse happening to you or someone you know.

For more copies of this booklet please contact the Adult Social Care helpline.

Phone: 0300 200 1005 or email: adults.communications@surreycc.gov.uk

Surrey Safeguarding Booklet - Easy Read Version 3 - September 2013 (reviewed April 2021)