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
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.
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This is section one of the three sections of the website version of the booklet

To download sections two and three please go to:

www.surreycc.gov.uk/safeguardingadults
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.

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.

- Physical abuse
- Verbal abuse
- Discriminatory abuse
- Neglect
- Sexual abuse
- Financial abuse

All abuse is wrong and must be stopped.

In the next six pages we will explain more about the different types of 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.
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 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 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.
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 uneasy and upset
- someone hurting you and making you feel scared
- people not listening when you say no.
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 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

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

We will help you stay safe.

In an emergency phone 999
**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

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**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

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**Ann Craft Trust**
ACTing against abuse of people with learning disabilities.

**Website:**  www.anncrafttrust.org

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**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

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**Witness against abuse by health and care workers**

**Website:**  www.professionalboundaries.org.uk

**Phone:**  0203 468 4194

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**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.