Safeguarding
adults policy
What to do if you suspect someone is being abused or someone is abusing you.

Keeping people safe from abuse

Useful contact numbers

**Elder Abuse Response Helpline** – Helpline for advice and support.
0808 8088141  www.elderabuse.org.uk

**VOICE UK** – Support for people with learning disabilities who’ve been abused.
0808 802 8686

**Respond Helpline** – For people with learning difficulties.
0808 808 0700  www.respond.org.uk

**Safeline** – Help and advice for people with a mental illness. 0845 767 8000

**Rape Crisis** – Advice, information and counselling for men and women who have been raped or sexually abused at anytime in their lives.
023 8063 6313  minicom – 023 8063 6314
www.rapecrisis.org.uk  email – info@southamptonrapecrisis.org.uk

**Winchester Rape & Sexual Abuse Counselling Women’s Helpline**
0962 838024, Men’s helpline 0962 838027
www.rasac.org.uk  email rasac@rasac.org.uk

**Basingstoke Rape & Sexual Abuse Crisis Centre Helpline** 01256 423890
www.brasacc.com

**Portsmouth Area Rape Crisis**
Women 023 9268 9511 Men 023 9266 9516

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This written information is available on request in other formats or languages. Please contact
Southampton Health & Community Care Contact Centre on 023 8083 3003 for help.

www.hants.gov.uk
www.southampton.gov.uk
www.portsmouth.gov.uk
Who might be at risk?
People who are vulnerable and are unable to protect themselves against significant harm or exploitation due to a physical disability, mental ill-health, a learning disability, age or frailty.

What is meant by abuse?
Abuse is anything that causes harm and might include:
- physical abuse such as hitting, pushing, locking someone in a room;
- verbal abuse such as shouting and/or swearing;
- emotional abuse such as bullying, taunting or humiliating someone;
- sexual abuse such as inappropriate touching, forcing someone to take part in any sexual act against their will;
- financial abuse such as misusing, withholding or taking someone’s money;
- neglect such as not providing necessary food, care or medicine;
- discrimination such as ill treatment due to the person’s age, gender, disability, religious beliefs or race which may include harassment.

Who might carry out abuse?
People who need support need to trust and depend upon a wide range of people who offer them help in many forms. But unfortunately we know that abuse can happen anywhere and can be carried out by anyone such as:
- family, friends, neighbours;
- paid staff, carers, volunteers;
- other service users or tenants;
- strangers.

What you can do if you think someone is being abused or someone is abusing you
Don’t assume that someone else is doing something about the situation:
- if anyone is injured get a doctor or ambulance;
- make a note of your concerns and what happened and any action you take and tell your local Adult Services office; All safeguarding matters will be dealt with confidentially;
- if you think a criminal offence has been committed, contact the police straight away.

What will happen next?
Adult Services work closely with other organisations and the person affected to find out as much as possible about what has happened. We will do a number of things which might include:
- talking to you and other people involved to find out what has happened;
- planning what to do to safeguard the person being abused;
- supporting the person and their carers through the process;
- being available to offer support in the future.

If we suspect a crime the police will be involved, working alongside other agencies.