

## What happens after abuse is reported?

- People will listen to you
- Take your concerns seriously
- Make enquiries about the concerns
- Consider the wishes of the adult at risk
- Offer the adult at risk an advocate
- Talk to the police if it is a criminal matter
- Support the adult at risk to achieve the changes they want wherever possible
- Develop a plan to help to keep the adult at risk safe in the future
- Consider if anyone else is at risk

Health and Adult Services works in partnership with a range of organisations including health services, police and voluntary agencies, to safeguard adults from abuse and neglect.

## Contact us

This information can be provided in large print, braille, audio or a community language or in easy read. Telephone: **0300 131 2 131**.

For more copies of this leaflet please visit the North Yorkshire Safeguarding Adults Board website: **[www.safeguardingadults.co.uk](http://www.safeguardingadults.co.uk)**  
or North Yorkshire Council's website:  
**[www.northyorks.gov.uk/safeguarding](http://www.northyorks.gov.uk/safeguarding)**

# Together we can stop abuse



Concerned about adult abuse call:

0300 131 2 131



## What does safeguarding adults mean?

Safeguarding adults means working together to stop abuse and prevent it happening in the future. Everyone has a right to live a life that is free from abuse and neglect.

## Who is at risk of abuse or neglect?

Anyone could be at risk of abuse or neglect. A person may be more or less vulnerable at different times in their life. An adult at risk of abuse or neglect is;

- an adult who has needs for care and support (whether or not the local authority is meeting any of those needs for care and support)
- and is experiencing or is at risk of abuse or neglect
- and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

## Abuse can be:

- something that happens once, or something that happens several times
- something that is done deliberately
- something that is unintentional
- a crime

## Abuse can happen anywhere, at any time. It can happen in:

- someone's home
- a care home
- hospital
- supported employment and day services
- public places

## Abuse can be done by anyone. This includes:

- a partner or relative
- a friend or neighbour
- a paid or volunteer carer
- a bogus worker
- someone in a position of trust
- a stranger

It can also be done by more than one person.

## There are lots of different types of abuse. This includes:

**Physical abuse** – someone being hit, slapped or kicked, being locked in a room or restrained inappropriately.

**Sexual abuse** – someone being made to take part in sexual activity when they haven't given consent, or are not able to give consent.

**Emotional or psychological abuse** – someone being shouted at, bullied, being made to feel frightened or pressurised into decisions.

**Financial abuse** – stealing, fraud, withholding or misusing someone's money or possessions.

**Neglect and Acts of Omission** – includes not giving someone the care that they need.

**Modern slavery** – human trafficking and forced labour.

**Domestic abuse** – when abuse occurs between partners or by a family member.

**Discriminatory abuse** – poor treatment or harassment because of someone's age, gender, sexuality, disability, race or religious belief.

**Organisational abuse** – is when there are inflexible systems and routines in place that stop people making their own choices about their lifestyle; not considering a person's dietary requirements; inappropriate ways of addressing people.

**Self neglect** is also a form of abuse. **This is when** someone chooses not to look after themselves. It might include not eating, or refusing help for their health or care needs and this has a significant effect on their wellbeing.

## The signs of abuse

### There are many signs of abuse. This includes when someone:

- looks dirty or is not dressed properly
- has an injury that is difficult to explain
- seems frightened around certain people
- seems unusually sad or withdrawn
- finds money is missing

## Abuse is always wrong

No one should have to live with abuse. In North Yorkshire we have zero tolerance to all forms of abuse. We always respond promptly when we are made aware of suspected abuse.

By reporting abuse you can help bring it to an end.

**To report abuse, raise a concern about adult abuse or neglect, or just get some advice, please call Customer Services Centre**

0300 131 2 131.

**Opening hours are 8am – 5.30pm Monday to Friday. This number will be answered by the Emergency duty team outside these hours.**