

Safeguarding Adults

Protecting People from Abuse and Neglect



Look!



Listen!



Speak out!

This booklet explains what adult abuse is and lets you know where to go in the Bradford District for advice, support and help.

Safeguarding is about protecting people from abuse, preventing abuse from happening and making people aware of their rights.

Who does Safeguarding Protect?



Adult abuse can happen to anyone aged over 18 but some adults find it harder to get help and may be more at risk of harm, such as those with:

- A disability
- A mental health condition
- A temporary or long term illness
- Older people who are not able to protect themselves

Help is available

What is abuse?



Physical Abuse – Is when someone hits, pinches, pushes, shakes you or pulls your hair. It could also mean someone you trust giving you the too much/ too little medication or who limits you being able to move by force.

Sexual Abuse – Is when someone makes sexual remarks, shows you sexual images, touching you in personal parts of your body, rape or any other sexual action which you have not agreed to.

Psychological or Emotional Abuse – Is when someone bullies, makes fun of you in a nasty way, controls or threatens you, or shows a lack of respect or dignity.

Financial or Material Abuse – Is when someone steals from you or scams you, uses your home or possessions without your permission. It could also be something like a person putting pressure on you to include them in your will or controlling how you spend your money or benefits.

Neglect – Is when a person doesn't get the help that they need such as medicine or withholding your physical care, food, drink or heating. It could also be about you being left alone for a long time and not having any activities. If you have a support plan in place to meet your care needs and this is not followed, this could also be neglect.

Institutional Abuse – Is when organisations that are responsible for your care such as nursing homes, care homes, hospitals, day centres or sheltered housing are run in a way where people are abused, harmed or treated badly.

Discriminatory Abuse – Is when someone treats you wrongly, makes you upset, makes you really worried, makes fun of you or picks on you because of your race, religion, nationality, sexuality, age, gender or disability.

Domestic Violence and Forced Marriage – These are forms of abuse which can include some of the actions mentioned above.

Is abuse a crime?

Yes, many kinds of abuse are crimes – for example physical or sexual assault, theft, intentional neglect and harassment /bullying.

Hate crime – is also abuse, it is when a person is picked on for abuse because of their race, religion, nationality, sexuality, age, gender or disability.



Crimes should be reported first of all to the police. If you are worried about doing this yourself or you are not sure if it is a crime you can contact one of the other organizations listed at the end of this leaflet

Why does abuse happen?

Abuse in some cases is done on purpose and is meant to be unkind. However, in some cases abuse happens because:

- Somebody does not know how to act correctly
- They lack training, knowledge and understanding
- They haven't had the right help and support to understand what they are doing is wrong.
- Your carer is tired or ill and does not have the energy, ability or support in place to look after you.



Abuse is against everyone's human and civil rights. We all have the right to live a life free from harm and abuse and be treated with dignity and respect.

Who might abuse you?

Anyone can abuse or treat you badly and sometimes this might include those who are closest to you, for example:

- A partner, relative or family member
- A friend
- An organisation, a carer or volunteer
- Another service user
- A neighbour
- A stranger.

Where could abuse happen?

Abuse can happen **anywhere**, for example:

- In a person's own home
- In the street
- In a care home
- In a day centre
- In a hospital
- Online



What do you do if you are the person being abused?

If you are being harmed or mistreated in any way, don't suffer in silence: SPEAK OUT!

Tell someone you can trust AND who can help, here are some examples:

- A friend or family member
- A doctor
- A police officer
- A nurse/ midwife
- A pharmacist
- A social worker
- Other health professionals
- Day care providers
- University/ college welfare officer/ personal tutor

If you are in immediate danger, contact the police or an ambulance on **☎999**. If a crime has already been committed, or for advice, contact the police on **☎101** or **text phone 18001 101**.

Help is available – you will be **listened to** and **supported**. Organisations that can help you are listed towards the back of this leaflet.

If you don't feel that you can call yourself, ask someone you trust to do it for you.

It doesn't matter if the abuse has only happened once or it has happened lots of times - it is WRONG and should be stopped.

What should you do if you think someone else is being abused?

Abuse can sometimes be very hard to spot; but some of the things that you can look out for are:

- A change in behaviour where someone is quieter than usual or they seem nervous, frightened or upset.
- A change in how they look – someone might look like they haven't washed or changed their clothes when usually they take care of how they look.
- They have injuries - bruises or marks on their body that they cannot explain
- Someone has no money to buy food, clothing or pay bills when they should have enough.

What should you do if you think that you have abused somebody else?

If you think that you have caused harm to someone, it may be because you need help and support yourself. If this is the case, it is really important that you contact your GP to discuss this - or any other professional that you have contact with. If you are a carer you may be entitled to carers assessment and you should contact:

☎ 01274 435400 - Independent Advice Hub, Adult Social Care, Bradford Council

If you think that someone is being abused, you should:

- Contact the police or an ambulance: **☎ 999**

- If the person is in immediate danger contact the police on 📞 **101** or **text phone 18001 101** if a crime has already been committed, or for advice.
- Contact one of the **organisations that can help** – these have been listed at the back of this leaflet.

What is the role of the local authority when someone is experiencing abuse and or neglect?

Section 42 of the Care Act 2014 describes how it is the duty of local authorities to make, or cause to be made, enquiries in cases where they suspect that someone is experiencing abuse or neglect - this is called a S42 enquiry and more detail is provided below:

S42 enquiry by local authority

- (1) This section applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):
- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
 - (b) is experiencing, or is at risk of, abuse or neglect, and
 - (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.

The Care Act describes “care and support needs” as:

The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and their carers.

What happens when abuse has been reported?

What you say will be taken seriously. If you are the person being abused:

- A member of staff will speak to you:
 - They will explain what support is available to reduce risk to you
 - Signpost you to other organisations that could help
 - Your views, wishes and outcomes will be discussed to find out what is important to you

- If you find it difficult to making decisions someone else could support you (see advocacy information on page 9)
- Any information you give about your situation will be handled carefully. Some of this may need to be shared with other organisations. This will be done in line with the law and government guidelines to protect you.

How do we involve you in decisions that are made?

‘Making Safeguarding Personal (MSP)’ is a national project to develop a new way to constantly improve and report on local safeguarding adults work. MSP aims to check how good we are at helping adults at risk to meet the safeguarding outcomes that they want. MSP is about making sure we put the person and their wishes at the centre of any safeguarding work we do.

MSP starts with a conversation about what outcomes the person wants to achieve and what support they need to protect themselves from abuse.

This means:

- **At the start** - Wherever possible, finding out the persons’ wishes and what outcomes they want to achieve at the start of any safeguarding work.
- **During** - Checking how much support the person needs and checking if the outcomes they want have changed during any safeguarding work.
- **At the end** - Checking that the safeguarding work has helped the person be safer and to achieve the outcomes they wanted.

Outcomes are about what the person wants to happen or what they want to be different about their lives that would make them happier and safer from abuse. It isn’t always possible to do what the person wants and sometimes other people might need to make decisions to keep the person safe. Some people will need time and help to understand what support is available and what choices they have, but the starting point should always be a discussion about what the person wants to happen.

MSP is about feeling happier and safer from abuse: Having the right support from someone I can trust, to help me make my own decisions about my life.

MSP is about hope: helping me believe that things can be better.

MSP is about solving a puzzle: thinking how best to work creatively with me, to help me be safer from abuse and achieve the outcomes I want for myself.

MSP is about listening: being believed and taking my wishes seriously, even if I sometimes need others to make a decision for me to keep me safe from abuse.

MSP is a double edged sword: being supported to make decisions that make me happier, even if this means living with some risk of abuse.

MSP is about being proud and valued: helping me believe that I’m worth it and that I deserve to be safe from abuse.

If you have reported the abuse of someone else:

- It is important to try get consent from the adult you are concerned about.
- The person you think is being abused will be contacted.
- Their concerns, wishes and outcomes will be discussed.

Advocacy Services in the Bradford District

An Advocacy Service is a service that will listen to you, support you and give you help to:

- Say what you want
- Make sure that your rights are met
- Get the services you need.

There are many Advocacy Services that can help and these are some of them:

Bradford and Airedale Mental Health Advocacy Group (BAMHAG) – For queries and referrals regarding someone with mental ill health, including dementia or any other degenerative illness.

☎ 01274 770118

Choice Advocacy – For queries and referrals regarding someone with learning disabilities.

☎ 01274 391691

Bradford and Airedale Citizen's Advice Bureau – Offers advocacy on any community issues.

☎ 0844 245 1282

VoiceAbility Bradford - supports adults who may have mental health issues, learning disabilities, dementia, acquired brain injury or other disability.

☎ 0300 303 1600

Email: helpline@voiceability.org

Website: [Voiceability website](#)

Most organisations are happy to ring you back; if you need them to do this, please let them know when you ring.

Who can you contact for help and information?

Police: For preventing and responding to crime, violence, abuse and threats

For emergencies ☎ **999**

Emergency SMS to text 999 for people who are deaf, hard of hearing and speech-impaired. Please note you will need to register your mobile phone before using the emergency SMS service. Register on www.emergencysms.org.uk

For advice or non-emergencies ☎ **101** or **Text phone 18001 101.**

Safeguarding Adult Service: If you think an adult is at risk of abuse or you are concerned that someone might be being abused – report a concern.

☎ **01274 431077**

Online reporting: <https://www.saferbradford.co.uk/report-a-concern>

Website: <https://www.saferbradford.co.uk> or use this QR code.



Emergency Duty Team: Provides out-of-office hours emergency advice to members of the public

☎ **01274 435400**

Online reporting: <https://www.saferbradford.co.uk/report-a-concern> or use this QR code



Care Quality Commission (CQC): If you are concerned about bad practices or poor quality care in a care home, abuse in a care home, home care or care in a hospital setting:

☎ **03000 616161**

Website: www.cqc.org.uk

Action on Elder Abuse (AEA): For advice, information and support about elder abuse (abuse of old people).

☎ **0808 808 8141** **Website:** www.elderabuse.org.uk

Domestic Abuse and Sexual Violence Support and Information

Website: www.bradford-dasv.co.uk or scan this QR code.

Survive and Thrive One Front Door: helpline: **0808 2800999**



National Domestic Violence Helpline: A 24-hour helpline offering a service for women experiencing domestic violence.

☎ 0808 2000 247

Police Safeguarding Adults Unit: Local Police Safeguarding Units have been set up to provide support and practical assistance to those adults who may be vulnerable, and to those who may suffer domestic abuse.

☎ 01274 376116

Bradford Rape Crisis & Sexual Abuse Survivors Service (BRC & SASS): Offers women and girls face-to-face counselling, a help line, Independent Sexual Violence Advocacy service, counselling and support at home.

☎ 01274 308270 - Text only: 07435 752 975

Email: contactus@brcg.org.uk

Hate Crime: To report any unwanted behaviour directed at an individual because of their disability, race, religion, sexual orientation or transgender identity contact West Yorkshire Police.

☎ 101 - In an emergency ☎ 999

To report online visit **www.saferbradford.co.uk/community-safety/hate-crime/**

CGL (Change Grow Live): alcohol and drug addiction support

☎ 01274 296023

Website: www.changegrowlive.org

New Vision: Offers drug and alcohol treatment and recovery services across the Bradford District.

☎ 01274 296023

Email: info@newvisionbradford.org.uk

Website: [Contact - New Vision Bradford](#)

First Response: A crisis service that offers support 24 hours a day, seven days a week to people of all ages living in Bradford, Airedale, Wharfedale or Craven who are experiencing a mental health crisis.

☎ 0800 952 1181

The Office of the Public Guardian (OPG): Helps people to stay in control of decisions about their health and finance and make important decisions.

Website: [Office of the Public Guardian - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

☎ 0300 456 0300

Email: customerservices@publicguardian.gov.uk

Carers' Resource: Offers support for young and adult carers

☎ **0808 5015939**

Website: carersresource.org

Safe and Sound: A person centred service supporting you stay safe and independent in your own home. The service contact friends and family in an emergency or send a response team.

☎ **01274 435249 (during office hours)**

Email: safe&sound@bradford.gov.uk

DIVA Bradford Directory: There are many other voluntary and community organisations that can help people. Use the online DIVA Directory to find out who they are.

Website: www.divabradford.org.uk



The Safeguarding Adults Board

Bradford Safeguarding Adults Board is a multi-agency partnership which has statutory functions under the Care Act 2014. The main job of the Safeguarding Adults Board is to ensure that local safeguarding arrangements work effectively so that adults at risk due to health needs, social care needs or disabilities are able to live their lives free of abuse or neglect.

For more information about the work of Bradford Safeguarding Adults Board (BSAB) please visit the website by clicking [here](#)



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