

Abuse: What we can do to keep you safe.

An easy to read booklet about how the police and social care staff work together.



Some people will need support to understand this booklet.

What is in this booklet?

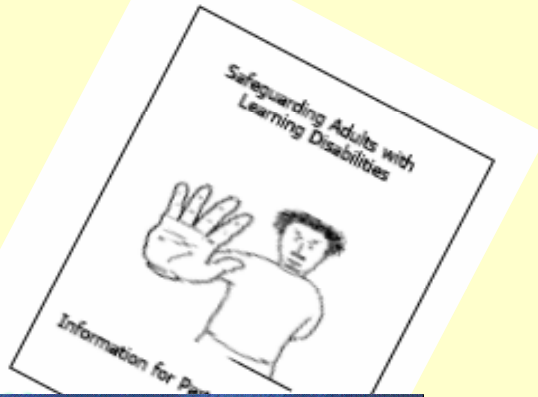
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Rules and laws that keep you safe

Some adults may need extra help to care for themselves and need extra help to keep safe. This could mean that they are **vulnerable**.

The police and social care workers' job is to make sure that you are safe from **abuse and neglect**. This is called **safeguarding**.

There are lots of rules and laws in this country to make sure that we **safeguard vulnerable adults from abuse**.





What is abuse?

All adults should be able to live their lives free from fear and harm.

- **Abuse** is when someone hurts you or treats you badly.
- **Abuse** can happen in any relationship, like a boyfriend or girlfriend, husband or wife, your family, friends, neighbours and paid carers.
- **Abuse** can happen by someone you do not know.
- **Abuse** is always wrong.
- **Abuse** is against your rights.
- **Abuse** can happen once or lots of times.
- **Abuse** is sometimes called **domestic abuse**.

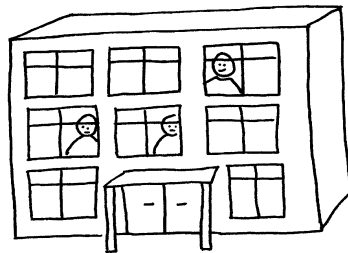
Abuse can take place in



the street



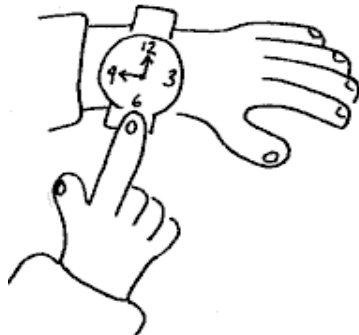
your own home



a residential or nursing home



a day centre or hospital



Abuse can take place at any time, day or night.

Different types of Abuse

There are different types of abuse

Emotional abuse is when people talk to you in unkind ways, like shouting, frightening you, swearing, teasing, ignoring you, putting you down or treating you like a child.



Sexual abuse is when some one touches your body or private parts in a way you do not like or want. This includes kissing you, making you touch them, having sex with you when you do not want to.



Financial abuse would be if someone uses your house, money, benefits or pension books without you saying that they can.



Physical abuse is when someone wants to hurt you like hitting, slapping, pushing or burning you with something. Physical abuse is not an accident.



Liberty means being free to do the things you want to do, when you want to do them. If your carers or staff stopped you from doing things you want to do, this is called **deprivation of liberty**.



Neglect is when people who are supposed to look after you, don't look after you properly.

Neglect would be not giving you enough food or not giving you your tablets or medicine.

It would be **neglect** if someone did not keep you safe and warm. It would be **neglect** if someone did not take you to the doctors if you are poorly.



Discrimination is when people treat you unfairly or bully you because you are different. This may be because of the colour of your skin, your religion, your disability or because you are gay.



An abuser could be anyone. It can be someone you know or someone you work with.

It could be staff who care for you, like the nurse or care assistant in your home. It could be your family or friends.

It could be a stranger or a paid carer.



Sometimes **abuse** could happen because of poor training or because the person does not know how to care for someone properly.

This is still abuse.



Sometimes this can happen because a carer is not able to care anymore. This is still abuse.

Police officers and staff

Most people who work for the police wear uniforms.

This is a **police officer**. The job of the police is to help keep people safe from crime and abuse. They will help if something happens to you or if you need help with being safe.





This is a **police community support officer**. They work with the police. It is their job to know their local area and the people who live there.

A **police community support officer** can give you free advice about keeping your home and yourself safe.

A **police community support officer** may visit you at your home to talk to you about being safe.



Sometimes police officers do not wear uniforms. Some police will wear ordinary clothes like you and drive an ordinary car. They will have a badge which will tell you that they are a police officer.

It is a police officer's job to work with adults to help them to be safe from **abuse**.

This police officer may visit you at home or at a place where you feel comfortable, like at the day service. You may visit them at the police station or office.





Social care workers

There are a team of **social care workers** who work for Adult and Communities in Leicestershire and Rutland. A **social care worker** will have a badge on them that will tell you their name and job.

If you or someone else has told a **social care worker** that a bad thing has happened to you, like **abuse**, it is the social care worker's job to find out what has happened.





The **social care worker** may work with the police to look at the best ways to keep you safe. A **social care worker** will look at the support you may need. This may mean talking to other staff that you know like nurses and doctors.

A **social care worker** may visit you once or lots of times. **Social care workers** can visit you in a place of your choice like your home or a day service.

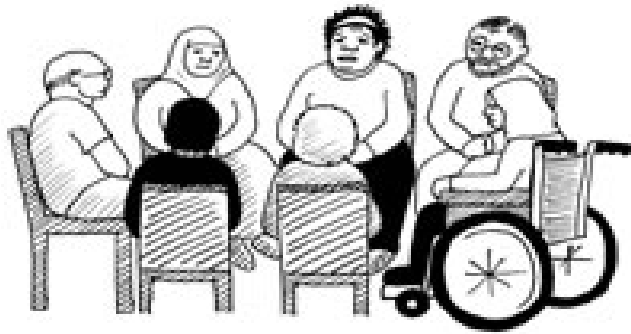


Tell someone

You need to tell someone what has happened.

This is called **reporting**.

The police or social care worker will want you to talk about the bad thing that has happened to you.



But it is the police and the social care worker's job to tell the right people if they feel that you have been treated or hurt **very badly**. It is their job to make sure that you are safe.

The police or social worker will usually let you know if they are going to tell people who support you like your family, carers or staff.



The police or a social care worker will need to write down what you have told them. This is called a **statement**.

The police may use a camera to video what you have told them. This is also called a **statement**.

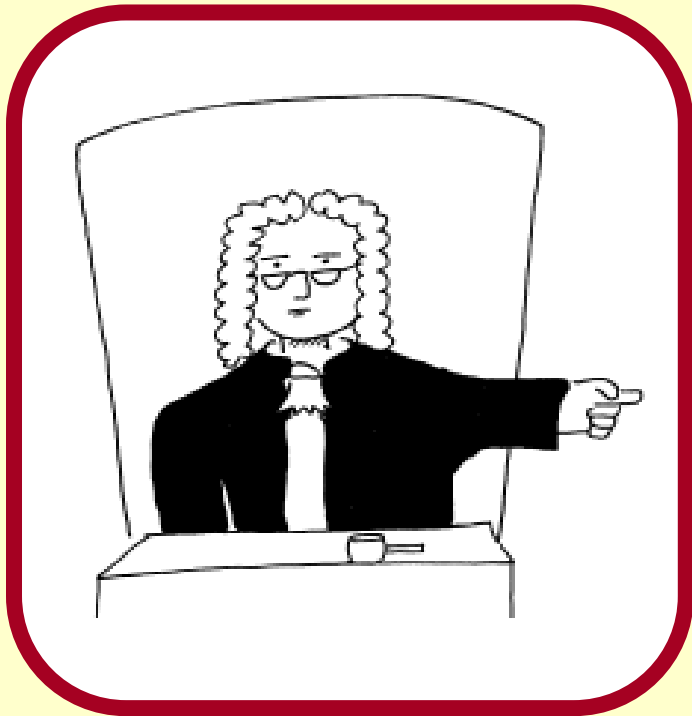
This may be used later in **court**.

What happens next?

Abuse can be a crime.

Some people who the police believe have committed crimes may be sent to **court**. The **courts** are a group of people who decide if a crime has taken place and what punishment should be given.

This may happen at a **court** room or at a different office. If you have to go to **court**, you will be given lots of help and support. There are specially trained staff who will help you through this.



Have you got a keep safe card?

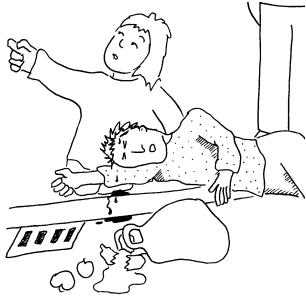
The keep safe card has been made for people with **learning disabilities** who live in **Leicester, Leicestershire and Rutland**

The police, ambulance, fire and rescue services all know about the card and will look to see if you have one in an emergency.



It is a fold out card which holds your important information on it. This could include a phone number of someone to contact in an emergency and any important medical information about you. You can keep your **keep safe card** in your wallet or purse.

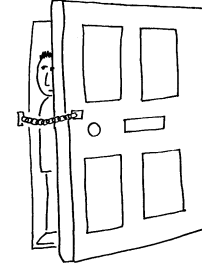
Use your keep safe card if you need to tell someone that



- there has been an accident or someone is hurt



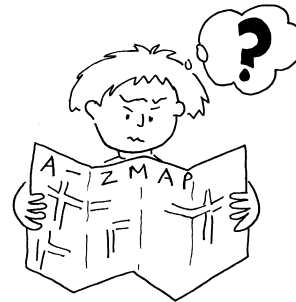
- someone has stolen or taken your things



- someone tries to come into your house and you don't want them to



- someone hurts or hits you, shouts, swears and calls you names



- you are lost and need help



- you are scared or upset and don't know what to do



How to get your free keep safe card:

If you live in Leicestershire ring 0116 305 7992

If you live in Rutland ring 01572 758 257

Important phone numbers

- In an emergency ring **999**.
- To report any adults safeguarding concerns to Leicestershire County Council ring on **0116 305 0004**.
Minicom **0116 305 0007**.
- To report any adult safeguarding concerns to Rutland County Council ring **01572 758 341**.
- To report a crime call the police on **0116 222 2222**.
- For those who are deaf and hard of hearing you can text a message to the police on **07624 818 901**.
- You can also fax a message on **0116 248 2427**.

Remember to have a pen handy to write down the incident number. You need to give the following information.

- Who you are.
- What happened that made you call, tell them that it is an safeguarding adults concern.
- Where you are ringing from, and where did the incident take place.
- Who you are ringing about, e.g. who maybe at risk and what the risk/s are.
- When did it happen and is it still going on.

Leicester, Leicestershire and Rutland has a safeguarding policy and procedure which everyone should follow. To find a copy on **www.leics.gov.uk** and search 'safeguarding adults'.

- To report Domestic Abuse ring the police on **0116 222 2222**.
- To report any child safeguarding concerns to Leicestershire County Council ring **0116 232 3232** and ask for your Local Children and Young Peoples' Access Team.
- To report any child safeguarding concerns to Rutland County Council ring **01572 758 341** and ask for your Local Children and Young Peoples' Access Team.
- To report any child safeguarding concerns ring the police on **0116 222 2222**.

This booklet was written in partnership by



Leicestershire Learning Disability
Partnership Board



Leicestershire
Constabulary



This booklet was made easier to understand by the
Leicestershire Valuing People Team using change picture bank.