

# **SPEAK OUT...**

**If we know, we can help**

**Are you or is  
someone you know  
being harmed or  
abused?**

**Keeping people  
safe is everyone's  
business**

# What is meant by **abuse or harm**?



- **Financial abuse**

Money, welfare benefits, belongings or property being withheld or stolen by another person.



- **Physical abuse**

Hitting, pushing, slapping, misuse of medication or locking someone in a room.



- **Emotional abuse**

Shouting, swearing, bullying, teasing or humiliating someone.



- **Neglect**

Ignoring medical or physical care needs. Self neglect of personal hygiene, health or surrounding including hoarding.

- **Sexual abuse**

Being made to do things of a sexual nature against someone's will.

- **Discrimination**

Comments or jokes about a person's disability, age, race or sexual orientation.

## **Abuse or harm can also happen:**

- Within care settings and supported living, hospitals or care homes.
- Because of modern slavery which includes being forced to work long hours for little or no pay.
- Because of people being trafficked.

Everyone is entitled to live a life free from **abuse and harm**. We can support people at risk to make choices and to stay safe.

All forms of **abuse** are unacceptable!  
It could be a criminal offence

### What the Adult Services team can do

- We will listen, help and support you.
- We will work with you to stop the **abuse** and protect you from further **harm**.
- We will take steps to ensure other people are safe from **harm**.
- If a crime has been committed, we will work with the police.
- If we cannot help, we will find out who can.

### Who might abuse?

Anybody, for example:

- Family, friends or neighbours.
- Carers or volunteers.
- Doctors, nurses, support workers or other professional people.
- Strangers e.g tradespersons, callers on the telephone or at the door.

The Care Act 2014 is a law that means local services have to work with you to make you safe, this is called 'making safeguarding personal'.

## Who can help?

If the person is seriously hurt phone an ambulance on 999.

If you think a crime has been committed phone the police on 101.

Tell someone you trust and give them this leaflet.

### Contact your Local Adult Services Team

If you live in **Hampshire** call **0300 5551386**  
out of hours - **0300 5551373**.

If you live in **Southampton** call **023 8083 3003**  
out of hours - **023 8023 3344**.

If you live in **Portsmouth** call **023 9268 0810**  
same number out of hours.

If you live on the **Isle of Wight**  
call **01983 814980** out of hours - **01983 821105**

**Confidential whistle blowing helpline**  
**0800 0724725**.

This written information is available on request in other formats or languages. Please contact 023 8083 3003.

Telephone calls will be charged at the local standard rate from landlines (up to 12p/minute) and mobiles according to your network provider.

[www.southampton.gov.uk](http://www.southampton.gov.uk) [www.hants.gov.uk](http://www.hants.gov.uk)  
[www.iwight.com](http://www.iwight.com) [www.portsmouth.gov.uk](http://www.portsmouth.gov.uk)

