

# How to protect yourself and report abuse



Say **NO** to abuse

## What is abuse?

Abuse is when someone does or says things to you that make you upset or hurt you, or when they take things from you.

**Abuse is not always done on purpose;** sometimes someone who is ill may strike out and abuse their carer or the person helping them. Sometimes a carer may be totally exhausted, emotionally drained and unable to cope.

If you are a carer in either of these situations please ring the **Carers Helpline 0208 356 5054.**

Hackney understands how difficult these situations can be and know it is their job to ensure you are supported fully in your caring role.



## There are different kinds of abuse.

### Physical abuse

This is when someone physically hurts you.



### Sexual abuse

This is when someone makes you do sexual things that you don't want to. It might be when someone touches you in places you don't want them to or makes you touch them or have sex with them.



## Emotional abuse

This is when people say bad things to hurt your feelings or shout at you. It can include people calling you names, threatening or ignoring you.



## Financial abuse

This is when someone takes your money or possessions without asking or forces you to let them take things.



## Neglect

This is when you are not being looked after properly. It can include being hungry, dirty or cold much of the time and not getting the support you need.



## Discrimination

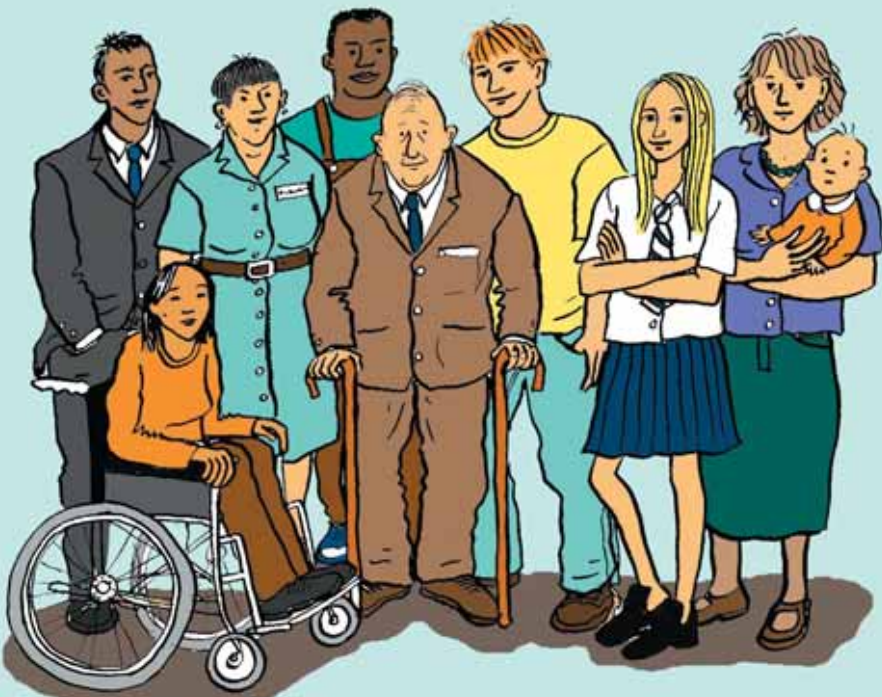
This is when people say or do bad things to you because you are different. It might be because of your skin colour, a disability, your religion, sexuality or your age.



These kinds of abuse can take place anywhere including your own home or institutions like care homes.

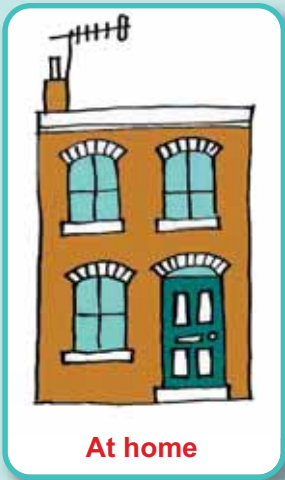
## Who might abuse you?

**Anyone could abuse you. It could be someone you know or a stranger.**



# Where might abuse happen?

Abuse can happen anywhere, at any time.



# Who can I tell?

Tell someone you trust, as soon as you can

**your family**



**the police**



**a social worker**



**a friend**



**a nurse**




**a care inspector**



**staff who support you**



**a doctor**



## What happens next?

**If you tell the police or your social worker they will:**

- Listen to you
- Help you stay safe
- Find Out More
- Give you help and support

## Important Contact Numbers

**For advice or information, you can call the Safeguarding Vulnerable Adults Team on 0208 356 5782**

### **Social Services Team Numbers**

#### **Access Team**

(For people not currently receiving care services)

**Tel: 0208 356 6262 Fax: 0208 356 4638**

#### **Care Management and Review Service**

(for older people or people with physical / sensory disabilities or long term illness)

**Tel: 0208 356 5095 Fax: 0208 356 5045**



## **Important Contact Numbers**

### **Learning Disability Service**

**Tel:** 0207 683 4054 **Fax:** 0207 301 3535

### **North Hackney Community Mental Health Team**

**Tel:** 0207 275 1000 **Fax:** 0207 275 1001

### **South Hackney Community Mental Health Team**

**Tel:** 0208 510 8011 **Fax:** 0208 510 5360

### **Older Peoples Mental Health Team**

**Tel:** 0208 525 1115 **Fax:** 0208 525 4485

### **Hackney Domestic Violence and Hate Crime Team**

**Tel:** (freephone)0800 056 0905

**Tel:** (enquiries) 0208 356 4459

### **Homerton Hospital Social Work Team**

**Tel:** 0208 510 7622 **Fax:** 0208 510 7794

### **Out of Hours Team**

**Tel:** 0208 356 2346 **Fax:** 0208 356 2347

You can also visit the Council's website:

[www.hackney.gov.uk/safeguarding-vulnerable-adults](http://www.hackney.gov.uk/safeguarding-vulnerable-adults)

### **The Police**

For non-emergency police matters, please call the Community Safety Unit on 020 7275 3087

**In an emergency please call the police on 999.**

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাক্সে টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokumeentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çi dibêje, ji kerema xwe qutika minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھتے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Chinese

如果你想知道這份文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

In large print

In Braille

On Disk

On audio tape

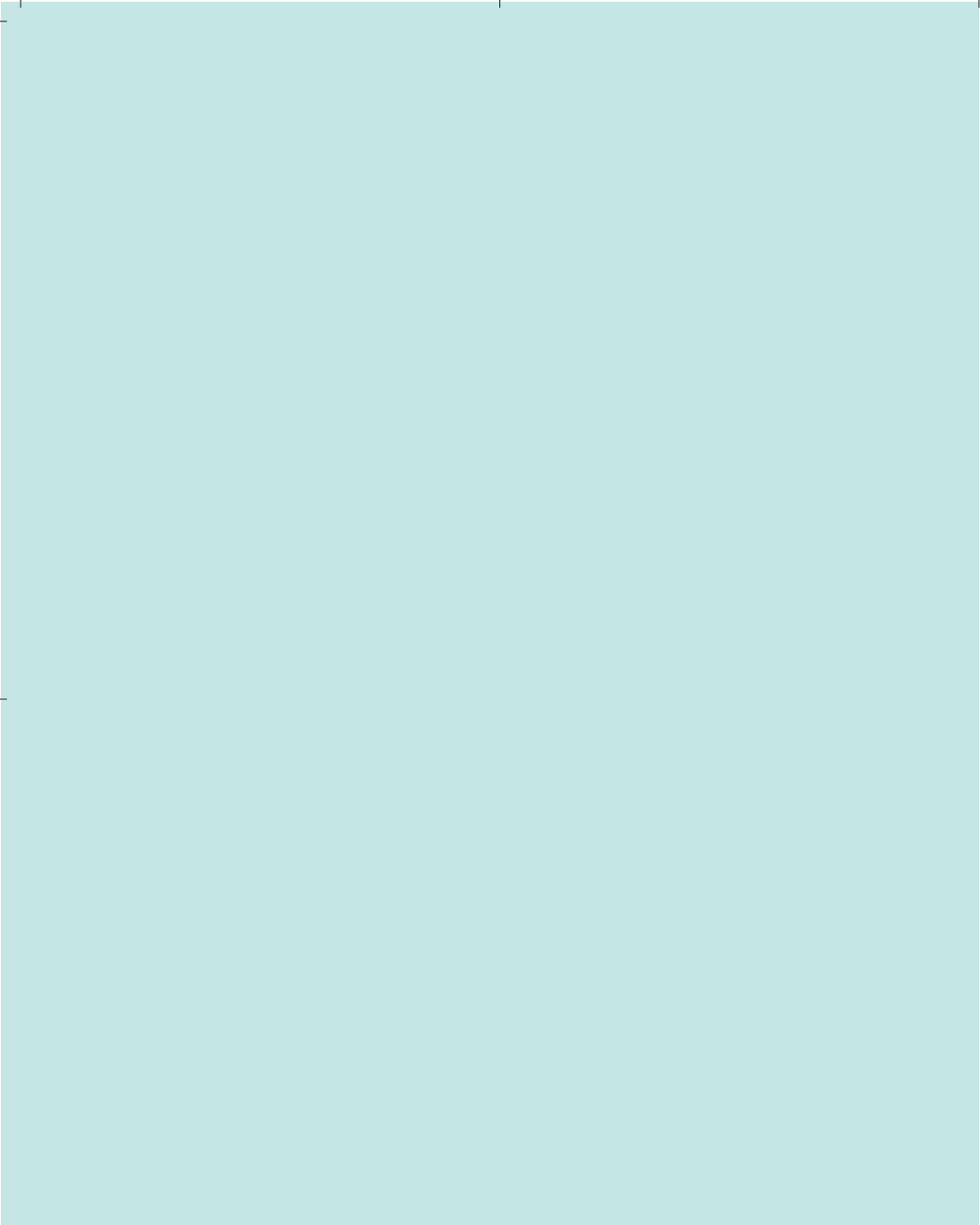
In another language, please state:

Name:

Address:

Tel:

Return to: Safeguarding Vulnerable Adults team  
205 Morning Lane, London E9 6JX



Produced by Hackney Design, Communications & Print • March 2009 • PJ37471  
With thanks to Barnet Council for allowing use of their content in this booklet.