ABUSE HURTS
AT ANY AGE

RECOGNISE
RESPOND
REFER

Call (0191) 643 2777 to speak to someone
ABUSE HURTS AT ANY AGE

RECOGNISE RESPOND REFER

Call (0191) 643 2777 to speak to someone
This guide has been written by North Tyneside Safeguarding Adults Board to help you understand what Safeguarding Adults means.

The Safeguarding Adults Board is a group of people like social workers, police officers, doctors and nurses who work together to keep people safe.

Safeguarding adults means working together to stop abuse happening and help everyone to live free, happy lives and make their own decisions.
What is in this book?

5 What is abuse?
6 Where does abuse happen?
6 Who abuses?
6 Abuse is always wrong
7 Tell someone you trust
8 Anyone can make a safeguarding adults referral
10 What will happen next?
11 Safeguarding adults meeting
12 What happens at safeguarding adults meeting?
13 Information for you
14 We would like you to tell us about your experience
15 Other contacts
What is abuse?

Abuse is when someone hurts you or treats you badly. There are different kinds of abuse.

Physical abuse is when you are hurt, hit, kicked, burnt or pushed around.

Sexual abuse is when you are touched in a way you do not like, or someone makes you touch them when you do not want to.

Psychological abuse is when people tease you, say bad things to you, hurt your feelings or threaten you.

Financial abuse is when your money or things are taken without you saying it is OK.

Neglect is when you are not given the care you need.

Discriminatory abuse is when people treat you badly because of your disability, religion or race.

Institutional abuse is when a service or home where you are living does not put your needs first.

Domestic abuse is when a person is treated badly by someone they have a relationship with, this could be your partner of a family member.
What is abuse? continued

Modern slavery is when someone tries to control you and can force you to do something you do not want to do.

Self-neglect is when you do not look after yourself, your health or your home.

Radicalisation is when a person or group of people are made to listen to harmful beliefs and live by them.

Sexual exploitation is when someone makes you take part in sexual acts in return for something like food, drugs or gifts.

Where does abuse happen?

Abuse can happen anywhere - home, street or anywhere you spend time.

Who abuses?

Anyone can abuse - family, friend, staff, carer, stranger.

Abuse is always wrong

If you are being hurt in any way it is not your fault. No one should do these things to you. If you are being abused you should tell someone you trust.
Tell someone you trust

You should tell someone you trust as soon as possible. This can be:

- Family
- Friend
- Social worker or advocate
- Carer
- Police officer
- Nurse
- Or someone else that you trust

In an emergency ring 999.

Once you have told someone they should tell Adult Social Care.

This is called making a safeguarding adults referral.
Anyone can make a safeguarding adults referral

Call **0191 643 2777** (daytime)
You can contact them at these times

<table>
<thead>
<tr>
<th>8.30am - 5pm, Monday to Thursday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
</tr>
<tr>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>8.30am - 4.30pm, Fridays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Call **0191 200 6800**
(night time and weekends)

You can contact them at these times

<table>
<thead>
<tr>
<th>Night time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
</tr>
<tr>
<td>✔️</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Weekends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon</td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
Text
0795 008 1316

Visit
www.northtyneside.gov.uk/mycare

or send a letter to
Gateway Team
Adult Social Care
Quadrant West - 3rd Floor
Cobalt Business Park
Silverlink North
NE27 0BY
What will happen next?

People who can help to keep you safe will talk about the best way to do this with you.

They may be able to agree how to do this over the phone.

They may need to have a meeting to find out more information.

If you are not safe we will take action to make you safe.

If there is a meeting you can bring someone to support you. This may be a friend, advocate or family member.

You will be able to:

- talk about what happened to you
- say how you feel about it
- say what you want to happen next

Everyone will agree with you what is the best way to make sure you stay safe.

It is important we keep information about you private and it will only be shared with those who need to know.
Safeguarding adults meetings

Strategy Meeting within 5 days

- A plan is made with you to make you safe.

Case Conference within 20 days

- We will make sure with you that everything we said we would do is being done.

Case Conference Reviews may be held

Safeguarding could end at any of the stages. We will check with you if safeguarding should end.
What happens at safeguarding adults meetings

Every safeguarding adults meeting has a chair person.

They run the meeting and make sure you understand what is being talked about.

You can talk to the chair person before and after the meeting.

They will answer any questions you might have.

There will be an **agenda**.

This is a plan of what will be talked about during the meeting.

Everyone at the meeting will listen to you.

- You can talk about what happened to you.
- You can say what you want to happen.
- You can ask if you do not understand what is being said.

There will be someone taking notes at the meeting.

From the notes there will be **minutes** sent to you.

If you do not want to come to a meeting we will let you know what we are doing to keep you safe.
Information for you

Your social worker is: ________________________________

You can contact them: ________________________________

Your safeguarding meeting will be held:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Where</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday 13</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The other people at the meeting will be:

_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________
_________________________________________________________________

There might be other safeguarding meetings:

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Where</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday 12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday 13</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

When we know you are safe we will agree with you to end safeguarding.
We would like you to tell us about your experience.

**Call 0191 643 2777 (daytime)**
You can contact them at these times

<table>
<thead>
<tr>
<th>Hour</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30am - 5pm, Monday to Thursday</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8.30am - 4.30pm, Fridays</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Call 0191 200 6800**
(night time and weekends)
You can contact them at these times

<table>
<thead>
<tr>
<th>Hour</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Sat</th>
<th>Sun</th>
</tr>
</thead>
<tbody>
<tr>
<td>Night time</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Weekends</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

**Text 0795 008 1316**

**Visit**
www.northtyneside.gov.uk/mycare
### Other contacts

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northumbria Police</td>
<td>101</td>
</tr>
<tr>
<td>(for non emergencies)</td>
<td></td>
</tr>
<tr>
<td>Children’s Front Door</td>
<td>0345 2000 109</td>
</tr>
<tr>
<td>General Enquiries</td>
<td>0345 2000 101</td>
</tr>
<tr>
<td>Care Quality Commission</td>
<td>0300 061 6161</td>
</tr>
</tbody>
</table>

We would like to thank Newcastle Safeguarding Adults Board in helping us make this guide.