

REFER

For further information or to make a referral please contact us.

Adults Gateway Team	(0191) 643 2777
Out of hours reporting	(0191) 200 6800
Children's Front Door	0345 200 0109
Consumer Direct	0345 4040 506
North Tyneside general enquiries	0345 2000 101

Remember:

RECOGNISE | RESPOND | REFER

Recognise harm:

Look out for the signs. If you or someone you know is being treated in a way that makes you or them unhappy it might be abuse.

Respond:

Talk to someone you trust and ask for their help and support. If you ignore abuse it will not go away.

Refer to North Tyneside Council:

The council can support you in keeping yourself safe from harm.



North Tyneside Council

ABUSE HURTS

AT ANY AGE

It is everyone's responsibility to
RECOGNISE abuse,
RESPOND and
REFER.



Call **(0191) 643 2777** to report abuse.

RECOGNISE

If you or someone you know is being hurt then we can help.
Everyone should be allowed to feel safe from harm.

Who is more at risk or harm?

Safeguarding Adults is on a statutory footing under the Care Act 2014.
The safeguarding duties apply to an adult who:

- Has needs for care and support (whether or not the authority is meeting any of those needs).
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What is harm?

Physical abuse is when someone is hurt, hit, kicked, punched or pushed around. It can also be when someone is given the wrong medication.

Sexual abuse is when someone is touched or kissed in a way they do not like. Or when someone is forced to have sex against their will.

Psychological abuse is when someone is teased, threatened or intimidated.

Financial abuse is when someone has their money, items or property taken from them without their consent.

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

Discriminatory abuse is when someone is treated badly or unfairly because of his or her disability, religion, race, gender, sexuality or culture.

Modern slavery encompasses slavery, human trafficking, forced labour and domestic servitude.

Neglect is when someone is not given the care they need, if they are not given food, warmth or shelter. It can also be when someone is not allowed to get medical attention if they need it.

Institutional abuse is when a service does not put the individual's needs first. For example, if the individual's privacy or dignity is not respected.

Self-neglect covers a wide range of behaviours, including neglecting to care for one's personal hygiene, health or surroundings and includes behaviours such as hoarding.

Radicalisation is the abusive process whereby adults with care and support needs are radicalised into adopting increasingly extreme political, social or religious ideals and aspirations.

Sexual exploitation involves exploitative situations, contexts and relationships where adults at risk receive 'something' e.g. food, accommodation, drugs, alcohol, cigarettes, affection, gifts, money as a result of them being involved in sexual activities.

RESPOND

Abuse can happen anywhere, in a person's home, day services, college, public places, care homes on transport or over the internet.

Anyone can commit abuse, including a carer, friend, neighbour, family member, partner or a stranger.

How can you tell if something is wrong?

You may notice changes in the individual's physical or emotional state, or may notice unexplained injuries.

Some people will not be able to tell anyone they are being harmed. If you are worried about a family member or someone you care for and think they may be at risk of harm then report it.

Do not leave it to someone else to do - it might be too late!

Rogue traders and scams

Adults who have social care needs may be more at risk from rogue traders and scammers. Rogue traders try to get people to agree to work being carried out on their house, which is often unnecessary, poor standard and expensive.

Victims of scams should contact Consumer Direct on **0345 4040 506** or visit www.consumerdirect.gov.uk for more information.

Hate crime

Hate crime is any criminal offence which is perceived by a person to be motivated by hostility or prejudice, based on a personal characteristic (i.e. race, religion/faith, sexual orientation, disability and gender-identity). Please call the police on **101** or if this is happening now call **999**.

There are safe reporting centres throughout North Tyneside.
For more information visit www.northumbria.police.uk