

Keeping Safe

**Are you or do you think someone
you know is being abused,
neglected or exploited?**



**Barking &
Dagenham**



What is abuse?

Abuse is when someone causes harm or distress to someone else. This can take many forms, ranging from disrespect to causing someone physical or mental pain.

Abuse can happen anywhere – in a person's home, in a residential or nursing home, a hospital, in the workplace, at a day centre or activity or educational establishment, in supported housing or on the street.



What is neglect?

Neglect occurs when a person deliberately withholds, or fails to provide, suitable and adequate care and support needed by another adult. It may be through a lack of knowledge or awareness, or through a decision not to act when they know someone in their care needs help. This could include failure to help someone with feeding, drinking, going to the toilet or in meeting their personal care needs and/or preventing someone else from supporting their needs.

Self-neglect is when a person is unable or unwilling to care for their own essential needs. It can cover a wide range of behaviours including neglecting their health, personal hygiene and living conditions to refusal of necessary support and obsessive hoarding.



Who may be at risk of abuse or neglect?

Adults that are 18 years and older who have care and support needs related to a physical or a mental health impairment or illness and are unable to protect themselves from abuse and neglect.



Abuse can include:

- **domestic abuse** – an incident or pattern of controlling, coercive or threatening behaviour, violence or abuse that is used to gain or maintain power and control over an intimate partner or family member. This can include, hitting, hurting, threatening, calling a person names, putting them down, controlling what they do.
- **physical abuse** – use of force, and any action which results in pain or injury e.g. hitting, pushing or hurting someone.
- **psychological abuse** – emotional abuse, threats of harm, intimidation or harassment e.g. calling someone stupid or shouting at them.
- **neglect** – failure to provide access to appropriate care and support, or withholding care such as ignoring medical, physical or emotional needs e.g. not supporting someone to go and see their GP when they need to or not providing food for someone.
- **financial abuse** – unauthorised and improper use of funds such as stealing, defrauding or coercing money or property e.g. taking someone's money without their knowing or persuading someone to give you money.
- **sexual abuse** – direct or indirect involvement in sexual activity without consent e.g. unwanted kissing, touching or rape.
- **organisational abuse** – repeated instances of poor care from bad systems or practices e.g. not planning care around a person's needs, not giving people choice or allowing people independence.
- **discriminatory abuse** – hate crime or any form of harassment because of race, gender, sexuality, age, disability, religion e.g. using derogatory language, harassment or deliberate exclusion on the grounds of race, gender or religion.
- **modern slavery** – when an individual is exploited by others, for personal or commercial gain and can also include human trafficking e.g. forcing people to work for little or no money, forcing someone to get married, prostitution, domestic servitude, selling or delivering drugs.
- **self-neglect** – when a person is unable to provide adequate care for themselves which has potentially serious consequences for their health and well-being e.g. not eating properly, not taking medication, living in a dangerous or unclean home environment.

Who might be causing the abuse?

The person who is responsible for the abuse is very often well known to the person abused and could be:

- a paid carer or volunteer
- a health worker, social care or other worker
- a relative, partner, friend or neighbour
- another resident or person getting care and support
- an occasional visitor or someone who is providing a service.



What do you do if you are being abused, or you suspect that someone you know, may be the victim of abuse?

You should contact the Intake Team on **020 8227 2915** as soon as possible, Monday to Friday 9am to 5pm.

Out of these hours and at weekends or bank holidays please call the Emergency Duty Team on **020 8594 8356**. Your concern will be taken seriously, and you will receive prompt attention.

If you know or suspect a child is being abused or neglected please call **020 8227 3811** or email **Childrensservices2@lbbd.gov.uk** Monday to Friday 9am to 4.45pm

If you are calling from 4.45pm to 9am, Monday to Friday, weekends and bank holidays then please call the Out of Hours Duty Team on **020 8215 3000**. If a child is at immediate risk of harm then please call **999**.

In an emergency you should always call 999 and ask for the Police - they will come to your house at any time of the day if you need them.



What will happen next?

If you call us, we will ask you questions about the person you are worried about, and the person you think is the abuser. If you filled in the form on our website to raise a concern, you will be asked for these details as well.

It's really important that we protect the person you are worried about. We will need to investigate and make sure that they are safe. We will look at the situation carefully. What happens next will depend on the outcome of our investigation and the wishes of the person you think is being abused.

You can also contact the Adult Intake Team if you need this document in another language or format.



Intake Team 020 8227 2915



Emergency Duty Team 020 8594 8356
(Out of hours)



In an emergency 999