

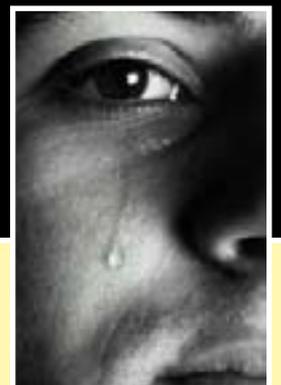
Stop Abuse Now

An EasyRead guide to
how we protect adults
from abuse in Surrey



Please phone us to let us know about any abuse
that is happening to you or someone you know:

- In an Emergency call 999
- Surrey County Council 08456 009 009
- Surrey Police 0845 125 2222



Introduction and Acknowledgements

Introduction

This booklet aims to help you stay safe from abuse.

This booklet explains what happens when you report abuse.

Many people will be given a copy of this booklet when they tell someone that they have been abused.

Some people will be able to read the booklet on their own and others will need help to read and understand it.



Please help people to use this booklet so they can understand how to stay safe from abuse.

Acknowledgements

This booklet was funded by The Learning Disability Partnership Board in Surrey. Go to www.surreypb.org.uk for more information.



- The booklet was written by Debbie Parker and the Surrey Safeguarding Adults Team. Verity Wyatt, Michael Beale, Sarah Denny and Nicola Cooke helped design & choose the images and make the words easier.
- The booklet was designed and developed by Mike Leat of The Clear Communication People Ltd - email: mike@communicationpeople.co.uk
- Many of the photographs used are photosymbols. Go to www.photosymbols.com
- The illustrations were drawn by Jacqui Mulvagh



Contents

Chapter 1

- Page 4 We want to stop abuse
- Page 5 What is abuse ?
- Page 6 Verbal abuse
- Page 7 Physical abuse
- Page 8 Discriminatory abuse
- Page 9 Neglect
- Page 10 Sexual abuse
- Page 11 Financial abuse
- Page 12 Tell someone you trust



Chapter 2

- Page 14 What happens when we hear about abuse
- Page 15 Safeguarding Adults Planning Meeting
- Page 16 Who will investigate what happened ?
- Page 17 - 18 Safeguarding Investigation
- Page 19 - 22 Police Investigation
- Page 23 Going to Court
- Page 24 - 29 The Safeguarding Conference



Chapter 3

- Page 32 - 33 Staying safe at home
- Page 34 - 35 Staying safe in the community
- Page 36 - 37 Staying safe at work
- Page 38 - 39 Who to contact for support & to report abuse.



We want to stop abuse

You have the right to :

- be warm and cared for
- be treated well by people
- have enough food and drink
- make choices
- do activities
- have friends
- go out in the community.



You should feel safe

You have the right to be safe from people hurting you or doing bad things to you.

When someone does bad things to you, that make you feel frightened or unhappy this is called abuse.

Abuse is wrong. Tell someone if you are being abused. They will help to stop it.



What is abuse?

There are six different kinds of abuse :

- verbal abuse



- physical abuse



- discriminatory abuse



- neglect



- sexual abuse



- financial abuse



In the next six pages we will explain more about the different types of abuse.

All abuse is wrong and must be stopped.

Verbal Abuse

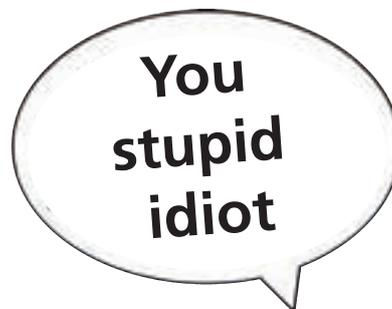
What is verbal abuse ?

Verbal Abuse can be:

- saying that they will hurt you if you don't do what they say
- shouting or swearing at you
- giving rude gestures
- pulling faces at you
- calling you names
- whispering nasty things
- starting rumours about you



— She's an ugly cow



Physical Abuse

What is physical abuse ?

Physical Abuse can be:

- being restrained in a chair or locked in a room
- punching or kicking you
- throwing things at you
- grabbing, pushing, poking or slapping you
- hitting you with an object
- pulling hair or biting
- tripping you up.



Discriminatory Abuse

What is discriminatory abuse ?

Discriminatory Abuse can be:

Picking on you because you have a disability, or because you are different. For example :

- your clothes
- your weight
- your race or skin colour
- your religion or culture
- being a man or a woman
- being a gay man or a lesbian woman.



Neglect

What is neglect ?

Neglect can be:

- not having the help you need to have a bath or shower
- not getting enough food or drink
- not getting help to stay warm and dry
- only having old or dirty clothes
- people not caring for you properly.



Sexual Abuse

What is sexual abuse ?

Sexual Abuse can be:

- someone touching you where you don't want to be touched
- people getting too close to you
- someone making you feel feel uneasy and upset.
- someone hurting you and making you feel scared
- people not listening when you say no.



Financial Abuse

What is financial abuse ?

Financial Abuse can be:

- someone making you take money out of the cash machine for them
- taking money off you
- borrowing money and never giving it back
- stealing your things
- someone getting you to sign something and you don't know what it is.



Tell someone you trust

Who could abuse you ?

Many different people abuse other people.

They could be:

- a man or woman
- someone younger or older than you
- another service user
- a friend or family member
- a member of staff
- someone you have met for the first time.



Abuse may happen once or many times.



Tell someone you trust

You may feel too scared to speak out or not know how to stop the abuse.

Tell someone you can trust like a family member, a friend or a member of staff.

If you do not think the person you tell believes you, then tell someone else.



How we stop abuse

It is important to tell someone you trust if you, or someone you know, is being abused. They will tell the Police or Surrey County Council.



You can phone us yourself to let us know about abuse happening to you or someone you know:

- Surrey County Council 08456 009 009
- Surrey Police 0845 125 2222 or in an Emergency phone 999

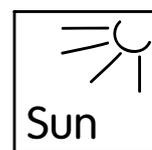
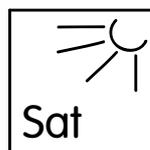


We will decide what to do within 4 hours

What happens when we hear about abuse

At Surrey County Council we have rules we follow, to tell us what to do, if we hear about abuse.

- We will decide what to do to help within 4 hours of hearing about the abuse.
- If we hear about the abuse in the evening or weekend we will still decide what to do within 4 hours.



- To help us decide what to do we may need to talk to you and other people like your family, staff and sometimes the Police.

- The Police may tell us that a crime has been committed. In this case the Police will investigate what has happened.



If we think that you, or anyone you told us about, is at immediate risk of being badly hurt, we will act very quickly to protect you.

Safeguarding Adults Planning Meeting

We will plan a Safeguarding Meeting



We will have a meeting to plan the best way of finding out what happened to you. We will have this meeting within 3 working days.

We call this meeting the Safeguarding Adults Planning Meeting. We invite people to the meeting who understand how to help keep you safe.

We will write a plan to say how we will help you stay safe from abuse and what other help we will give you.



Who will investigate what happened ?

You, and if appropriate, your family or care worker will be told which of the following 3 things will happen next.

The Safeguarding Investigation

If the Police are not doing an investigation members of staff may still investigate the abuse.

This will be agreed at the Safeguarding Planning Meeting. We will choose who will investigate, who should be talked to and how to support you.



The Police Investigation

If people agree at the meeting that what has happened to you is against the law then the Police will do the investigation.

There is not always a Police investigation.



No Investigation

People at the Safeguarding Planning Meeting may agree that no investigation is needed.



The Safeguarding Investigation

The Safeguarding Investigation

If the Police are not investigating what happened then you may be interviewed by a Care Manager who has been specially trained by the Police.

This is your chance to tell us what happened.

You may find it difficult to tell someone what happened so they may need to ask you lots of questions.



It is important that you say everything that you can remember. It's okay if you can't remember everything.

You can have someone with you who you know and trust to support you when we talk to you.



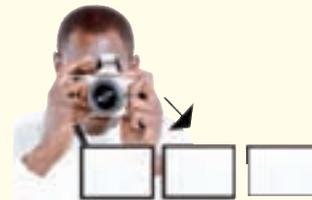
You can have a break during the interview if you need one.



The Safeguarding Investigation

We will make sure you have the support you need to tell us what happened at the interview.

- You can have someone to help you communicate or a language interpreter if English is not your first language.
- If you find it difficult to say what happened, we might use photos or pictures to help you tell us.



Other people will also be interviewed to help us find out what has happened.

Once all of the interviews have been done the Care Manager doing the investigation will look at all of the information to see if they can work out what happened.



They will write a report about what they find out.



The Safeguarding Conference will be the next thing that happens. See page 24 for information about this.

The Police Investigation

The Police Investigation

The Police will want to find out what happened to you by interviewing you. They will ask you questions and get you to say what happened.

You will be asked to go to the Police Station for your interview. You can bring a friend, family member or care worker to support you.



Surrey County Council has trained interviewers who will help the Police with their interviews.



Two Police Officers who work for the Vulnerable Adults Team in Surrey

Surrey Police have special Police Officers to support vulnerable adults.

These Police Officers do not wear uniforms.

The Police Investigation

When you get to the Police Station for your interview you will be taken to special interview rooms nearby.

There are 4 interview rooms in Surrey. These photos are of an interview room.

The camera records your interview.



You sit here.

The Police Officer sits here.

Your supporter can sit next to you on the sofa.

There is a kitchen and toilet. You can choose a drink.



You can look round the interview rooms before your interview.



The Police Investigation

The interview is your chance to say what happened, how it made you feel and how you feel now.



You can take a break when you need to and ask questions at the end. You must tell the Police everything you can remember.

You will not get into trouble for telling the Police what happened.

At the end of the interview they will tell you what will happen next.

The Police will then talk to the person who has hurt you. This person is known as the suspect.

This interview will happen at a Police Station.



The Police will talk to the suspect about what happened and see if what they say is different to what you said.

The Police may need to talk to other people as well.
This might take some time.

The Police Investigation

After the Police have finished investigating, there are 3 things that could happen.

The suspect may be charged with a criminal offence

The Crown Prosecution Service (CPS) will choose whether the suspect should be charged with a criminal offence. If they are charged they will have to go to Court. It may take many months for their trial to happen in Court.



The suspect may be cautioned by the police

This means the suspect will get a written warning which is kept on record and may count against them if they do commit another crime. The Police will talk to you if they are going to caution the suspect.



No further action may be taken



This is often because there is not enough evidence to take the case to court. You should be told why this is. We will still believe what you told us.

Going to Court

Going to court for a trial

If the Crown Prosecution Service decides that the suspect should be prosecuted you will be told when the trial will go to court, and how long the trial will take.



If you are asked to go to court to answer questions you can ask for 'special measures'. These can help you feel more comfortable in the court.

- The Judge may take off his or her wig.



- A person, called an intermediary, can support you in court.

- Screens in court so you can't see the suspect.



- Being in another room to give your evidence by video camera.

The Safeguarding Conference

The Safeguarding Conference

When the investigation is finished you will be invited to a meeting to talk about what has happened, and how best to stop it happening again.



This meeting is called a Safeguarding Conference.

The safeguarding conference will usually be at an office near your home. Someone will take you to the meeting if it is hard for you to get there.



You do not have to come to this meeting if you do not want to.



The Safeguarding Conference

If you are worried about going to the meeting you can ask someone to go with you to the meeting, or to go in your place. This could be a family member, friend or advocate.



You could write a letter to the people who will be at the meeting telling them your feelings about what happened and anything else you want to say.

The people who might be at the meeting are :

- The manager of your day service or care home
- Your community nurse
- Your support worker
- Your care manager
- A housing officer
- Your Doctor
- Your psychiatrist or psychologist
- The Police (if they did the investigation)
- The Commission for Social Care Inspection (CSCI)
- Any other person who can give information about what has happened to you.



The Safeguarding Conference



The safeguarding conference will have also have someone called an 'Independent Chairperson'.

Their job is to run the meeting and make sure that you understand what is being talked about.

You can talk to them before the meeting starts and they will explain who will be at the meeting and what will be talked about.



A report will be written for the meeting.
A care manager usually writes the report.

You will be able to see the report before the meeting.
You will have help to read the report if you need it.



If you do not want to go to the safeguarding conference, someone you know well will tell you what happens.

The Safeguarding Conference

What happens at the safeguarding conference

Everyone at the meeting will listen to you.

You can have your say at the meeting:

- You can talk about what happened to you
- You can say how you are feeling about it now
- You can say what you want to happen next.



I want to talk about ..

Everyone else at the meeting will have time to say what they think has happened to you.



There will be a person who writes notes of what is talked about in the meeting.

The meeting is confidential which means that only the people who have been at the meeting will know what was said at the meeting. They must not tell other people about it.



The Safeguarding Conference

Everyone at the meeting will agree a plan of how to help you and stop you being abused again. The Independent Chairperson will make sure that everything agreed at the meeting gets done.



There may be a second meeting if there are more things to discuss or if we need to see if everything is working well for you. The Independent Chairperson will decide this and tell you at the end of the first meeting.



As soon as possible after the meeting, you will be given a copy of the notes of the meeting.

The notes will tell you what has been agreed at the meeting and the plan to make you safe. Someone will read through the notes of the meeting with you if you want them to.



People at the meeting will understand that as an adult you have the right to make your own choices, even if other people worry about your choices.

After the Safeguarding Conference

How to complain

If you are unhappy about what has been said in the meeting, you can complain to the Independent Chairperson or your Care Manager.



Getting the support you need

People who attend the meeting will talk to you about how you will be supported in the future.

You may need extra support to talk about what has happened and how you feel about it. These are the sorts of people who might help you:

- A doctor
- A psychologist
- A nurse
- A counsellor



They can work with you on your own or in a group

You can ask for help and support at any time if you feel you want it.

Staying Safe

This section gives you advice about staying safe at home, at work and in the community.



Staying safe at home



Staying safe in the community



Staying safe at work



Staying safe at home

It's good to feel happy and relaxed at home



Things that can help you stay safe at home

- Your home should be warm and dry



- The smoke alarms in your home should be checked regularly



- You should have enough to eat and drink at home



Staying safe at home



- People shouldn't abuse you at home. Tell someone you trust if they do.

- Chemicals should be safely locked away in a cupboard.



- You should have good locks on the door and windows in your home.

- You should have a safety chain on your front and back doors. It's okay not to answer the door if you feel worried.



- If you are not getting the help you need to live safely and independently at home, tell someone you trust.

- Make sure you check the ID badge of people who come to your home. If you are worried do not let people inside your home.

It's best not to buy things from people who knock on your door.



Staying safe in the community

It's good to feel safe out in the community



Things to help you feel safe in the community

- Keep your bag zipped and money safe and not on show. Keep your bag across your shoulder.



- Wear bright reflective clothes or bands when it's dark so you can be seen easily by cars and buses.



Staying safe in the community



- If you are out when it's dark stay on roads where there are good streetlights. Keep away from gangs of people.

- Get to know your local Police Officers and Community Support Officers.



- When you go out you could leave details at home of where you're going, who you're meeting and what you're wearing.

- On a bus or train it's best not to sit near a group of teenagers. Sit next to older people if you can. Tell the driver or guard if anyone abuses you.



- Go somewhere where there will be people who know you. Being part of a regular group, like a club, is a good idea. Be wary of strangers.

- Have a mobile phone or phonecard with you. You can phone someone if you get lost or are worried.



Staying safe at work

It's important to be safe and happy at work



Things that can help you stay safe at work

- Make sure you know your journey to work and who to phone if you are lost or late.



- Make sure there is somewhere safe at work to keep your valuables like money and jewellery.

Staying safe at work



- If you are bullied or abused at work you must tell someone you trust straight away. You can tell someone at work or someone away from work.

- It is important that you are shown properly how to do things, otherwise it can be dangerous.



- You should be told about Health and Safety. These are the rules that a workplace has that keep the staff safe. This can include things like washing your hands, not leaving things out to trip over, and being careful with machines.

- You must be allowed to have the tea breaks and lunch breaks that the law says you can have.



- Make sure you have the right clothing such as a uniform, a safety hat, safety boots or gloves for the job you are doing. If you are not sure what clothing you need ask your boss.

Who you can contact for support

Respond

Free helpline for all ages for support counselling and advice

- **Helpline:** 0808 808 0700 calls are free
- **Website:** www.respond.org.uk

Surrey Womens Aid

- **Helpline:** 01483 776822

Ann Craft Trust

ACTing against abuse of people with learning disabilities

- **Website:** www.anncrafttrust.org

Voice UK

Promoting justice for vulnerable victims of crime

- **Website:** www.voiceuk.org.uk
- **Helpline:** 0845 122 8695

Witness against abuse by health and care workers

- **Website:** www.popan.org.uk
- **Helpline:** 08454 500 300

CSCI

Commission for Social Care Inspection

- **Phone:** 0845 015 0120



Who to contact to report abuse

In an emergency phone 999



Surrey County Council



SURREY
COUNTY COUNCIL

Phone: 08456 009 009

- Monday to Thursday: 8am to 8pm
- Friday 8am to 6pm



Out of office hours phone: 01483 517898

Website: www.surreycc.gov.uk/safeguardingadults



Surrey Police

Phone: 0845 125 2222
open 24hrs a day,
7 days a week



You can contact Surrey County Council or Surrey Police to let us know about abuse happening to you or someone you know. **Stop Abuse Now**

For more copies of this booklet please contact
The Surrey County Council Contact Centre.

Phone: 08456 009 009

Surrey Safeguarding Booklet - EasyRead Version 1 - May 2008