

## Getting help

Report any concerns you have about yourself or someone you are worried about as soon as possible:

### First Contact Team

Monday to Friday, 9am - 5pm

**020 8708 7333**

Email: [adults.alert@redbridge.gov.uk](mailto:adults.alert@redbridge.gov.uk)

### Ilford Police Station

**Non-emergency 101**

In an emergency dial **999**

Email: [RedbridgePolice-Jl@met.police.uk](mailto:RedbridgePolice-Jl@met.police.uk)

More information, advice and contact numbers are available on the following website:

**[mylife.redbridge.gov.uk](http://mylife.redbridge.gov.uk)**

For more copies of this leaflet, please contact 020 8708 5232 or for a translated, large print or Braille version please see below

Monday - Friday  
9.00am - 5.00pm

London Borough of  
**Redbridge**



For free translation phone

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For large print or Braille phone

**020 8554 5000**

London Borough of Redbridge, PO Box 2, Town Hall, 128-142 High Road, Ilford IG1 1DD

## Redbridge Health & Adult Social Services

### Safeguarding yourself and others



Supporting adults at risk of abuse, neglect, exploitation or harm to keep safe



## Working to keep people safe

Everyone has a right to feel safe, and to live without fear of abuse, neglect or exploitation. Redbridge Adult Social Services and partner organisations are working to make life safer for adults who are most at risk of being harmed.

You can help this work by being aware that abuse can happen. You can make a difference by looking out for signs of abuse and reporting any concerns you may have.

## Who is an adult at risk?

Someone 18 or over who may be:

- ▶ in need of care and support because of a disability or illness; and
- ▶ experiencing or is at risk of abuse or neglect; and
- ▶ as a result is unable to protect themselves from the risk or experience of abuse or neglect.

## Who abuses and where does it happen?

Abuse can happen anywhere – in someone's home, a care home, at work, a day centre or a hospital. Anyone can act in a way that is abusive. It is important that you are alert to potential abuse at all times.

## What is abuse?

Abuse is something that harms a person in some way.

**Physical** anything that causes physical harm including hitting, pushing, shaking or over-medicating.

**Domestic violence** including psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence.

**Sexual** any sexual activity that a person does not understand or want.

**Psychological** including shouting, swearing or threats that make the person feel afraid or humiliated.

**Financial or material** including theft, fraud, internet scamming, the illegal or improper use of a person's money, benefits, property, pension, bank account or other belongings.

**Modern slavery** including slavery, human trafficking, forced labour and domestic servitude that forces the person into a life of abuse, servitude and inhumane treatment.

**Discriminatory** including racist or sexist abuse or abuse based on a person's age, disability, gender, sexual orientation or religion.

**Organisational** including neglect and poor care within an institution or specific care setting such as a hospital, care home or care provided in a person's home.

**Neglect and acts of omission** not giving the help, support or treatment needed including not providing food, drink or medical care.

**Self-neglect** covers a range of behaviour neglecting to care for one's personal hygiene, health or surroundings.

## Who can I speak to / what shall I do?

- ▶ if you are being abused, tell someone you trust
- ▶ if you have concerns about someone, find out what you can do to help
- ▶ if you are caring for someone in difficult circumstances, get help early from social services or a carers organisation
- ▶ report your concerns as early as possible. See contact details provided.

## What happens with my concerns?

We will take your concerns seriously. If someone is in danger, ensuring their safety will be of utmost importance.

We will involve the person whom the concern is about in all decision making and they will be invited to attend meetings to discuss this. They will be able to attend these meetings with their representative/advocate.

Trained staff will carry out a sensitive enquiry to decide how best to support you or the person whom the concern is about.

The help given, and what is done, will depend on the circumstances.

Support will be given to carers who are worried about harming the person they are looking after.