

What Happens Next

Once you make contact with us, we will:

- listen to you and take your concerns seriously
- help you stay safe
- understand that you may be afraid to talk about abuse
- give you information so that you can decide what should happen next and you understand what kind of help and support is available to you
- keep you up-to-date with what is happening
- Hackney is making safeguarding personal. We know everyone is different and will need a different approach and follow on support, depending on their situation and circumstances

You can also choose to have a person you trust with you, such as a family member, personal assistant or advocate.

Why is abuse bad?

Adult abuse can affect people in many ways. It can severely impact on an individual's day to day functioning, causing helplessness and hopelessness, resulting in financial difficulties, increasing dependency and a deterioration in health, quality of life and well-being.

Hackney Council and its partners work hard to support and protect victims of abuse.

We are committed to making sure we safeguard and protect people effectively when they are at risk of abuse, mistreatment and neglect.

An important part of this work is making people more informed on where they can get help and how to keep themselves safe from abuse.

 For advice or information, you can call the Safeguarding Adults Team on **020 8356 5782** or email adultprotection@hackney.gov.uk

You can also visit the Council's website: www.hackney.gov.uk/safeguarding-vulnerable-adults

Important Contact Numbers

 **Safeguarding Adults Team**
Tel: 020 8356 5782
Fax: 020 8356 5043

Information and Assessment Team
(for people not currently receiving care services)
Tel: 020 8356 6262
Fax: 020 8356 4638

Hackney Domestic Violence and Hate Crime Team
Tel: (freephone) 0800 056 0905;
(enquiries) 020 8356 4459

Hackney Council Out of Hours Team
Tel: 020 8356 2300
Fax: 020 8356 2347

Learning Disability Service
Tel: 020 8356 7444
Fax: 020 8356 7200

Mental Health Care for Older People and Dementia Care Team
Tel: 020 3222 8500
Fax: 020 8525 4485

 **Stop Hate UK**
Tel: (24 hour freephone) 0800 138 1625
Text: 07717 989 025
(texts are charged at your standard network rate)
Text relay: 18001 0800 138 1625 (for people who are deaf, or have speech or hearing impairments)

NHS 111
If you need medical support fast but it is not an emergency, call **111**

The Police
For non-emergency police matters, call **101**.
In an emergency call **999**

 If you would like this information in another language or format like **large print** or Braille, please contact the

Information and Assessment Team
Hackney Service Centre, 1 Hillman Street, London E8 1DY
Email: access@hackney.gov.uk
Tel: 020 8356 6262



Say NO to abuse
How to protect yourself and report abuse

ABUSE
RECOGNISE IT
REPORT IT
STOP IT

 **Hackney**

What is abuse?

Definition:

Abuse is when someone does or says things to you that make you upset or hurt you, or when they take things from you. You may not feel able to tell people to stop hurting you or to get help. Abuse is not your fault and it is always wrong.

Abuse is not always done on purpose

Sometimes someone who is ill may strike out and abuse the carer or the person helping them. Sometimes a carer may be totally exhausted, emotionally drained and unable to cope.



Emotional abuse

This is when people say bad things to hurt your feelings or shout at you. It can include people calling you names, threatening or ignoring you.



Financial abuse

This is when someone takes your money or possessions without asking or forces you to let them take things, or misuses your property, possessions or benefits. It can also be when you are not allowed to spend your own money how and when you want.



Neglect

This is when you are not being looked after properly. It can include being hungry, dirty or cold much of the time and not getting the support you need. It also includes not receiving appropriate health services and medication.



Discrimination

Everyone has the right to be treated equally and express and practice their beliefs and values. Discriminatory abuse is when someone picks on you or treats you unfairly because something about you is different. It might be because of your skin colour, a disability, your religion, gender, sexuality or your age.

Who can I tell?

Tell someone you trust, as soon as you can, like:

- a family member
- the police
- a social worker
- a friend
- a nurse
- staff who support you
- a doctor
- a religious leader

Who might abuse you?

Anyone could abuse you. It could be someone you know or a stranger.

Where can it happen?

These kinds of abuse can take place anywhere, including in your own home or in institutions like care homes. Here are some other places where abuse might happen:

- at a day centre or college
- at a club
- in a hospital
- at work



Physical abuse

This is when someone physically hurts you.



Sexual abuse

This is when someone makes you do sexual things that you don't want to. It might be when someone touches you in places you don't want them to or makes you touch them or have sex with them.