



This **Easy Read** tells you about keeping adults safe from abuse and neglect

# Say NO to abuse



City of Westminster



Safeguarding Adults  
Executive Board



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

# This document will tell you:



**What is  
abuse**



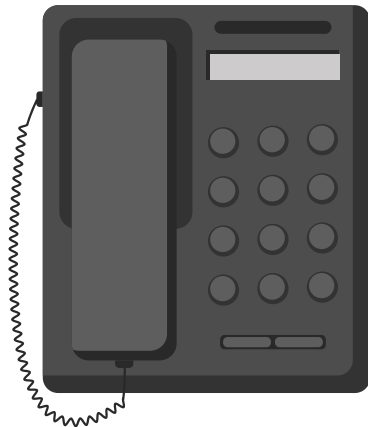
**What to do if you  
are being abused,  
or if someone you  
know is being  
abused**



**How to stay  
safe from  
abuse**



**What will  
happen  
if you report  
abuse to us**



**How to  
contact us**

# What is Abuse



Abuse is when someone does or says something to hurt you or to make you scared or frightened.

- Abuse is always wrong
- Abuse is not your fault



Anyone can abuse, such as a family member, care worker or it may be a stranger.



Abuse can happen anywhere. At work, in a public place or even in your own home.



If the abuse is a crime, such as assault, racial abuse or rape, you should tell the police.



If you are worried about talking to the police, you can talk to someone from Adult Social Care first.



If you are being abused by a family member or someone close to you, talk to Adult Social Care. They may be able to get you help.

You may also be able to talk to other family members and friends.

**Don't ignore it. Report it.**

# There are different types of abuse



Domestic abuse



Sexual abuse



Emotional abuse



Financial abuse



Modern slavery



Discrimination



Neglect



# Domestic Abuse



**Domestic** means your family or someone you live with.



**Abuse** means something being done that threatens or hurts you

## It can include

- hitting
- kicking
- pulling hair
- burning you
- making you think that everything is your fault
- forcing you to do something you do not want to do e.g getting married.

## People who could do this

- your partner - male or female
- son or daughter
- brother or sister
- other family members
- unpaid carer.

# Sexual Abuse

**This is when someone makes you do sexual things that you do not want to do.**

Sexual abuse can be something that is done to you by another person. It can be something you are made to do to yourself. It can make you feel sad, angry or frightened.



## **It can include**

- touching your bottom or breasts
- touching your penis or vagina
- saying sexual words that make you feel uncomfortable
- forcing you to watch sexual acts
- forcing you to touch other people in these places.

# Emotional Abuse

**This is when someone hurts your feelings, shouts at you or threatens you without touching you.**

## **It can include**

- calling you names
- laughing at you
- ignoring you
- treating you like a child
- not letting you see people you want to see
- saying things like, “If you tell anybody, I will hurt you”.



# Financial Abuse

**This is when someone takes your money or belongings without asking.**



**It can include**

- stealing your money
- being forced to buy things for other people
- when your money is spent without your permission
- not being allowed to spend your own money
- taking your benefits without your agreement.

# Modern Slavery

**This is when you are forced to work for little pay or no pay, and cannot leave.**



**It can include**

- working in your home or someone else's when you don't want to
- working in a restaurant, farm or other place when you don't want to.

# Discrimination

This is when people do or say bad things or treat you unfairly because you are different.



**It can be because of:**

- your skin colour
- your disability
- you are gay, lesbian or transgender
- your language
- your religion.

# Neglect

This is when people who look after you but do not care for you properly.



**It can include**

- feeling cold much of the time
- feeling hungry much of the time
- only having dirty or old clothes to wear
- being put in danger
- not getting the medical help you need
- being ignored.

# What to do

## **If you are being abused, or if someone you know is being abused.**

You should tell someone you trust that someone has hurt you or that you are unhappy.

- Tell them as soon as possible.
- Tell them what has happened to make you unhappy.
- Ask them to write down what you have said.
- Ask them for a copy that you can keep too.

**You can talk to:**



**a care  
inspector**



**a doctor**



**a housing  
support worker**



**a neighbour**

**Don't ignore it. Report it.**

**What you should **not** do if you are being abused, or if someone you know is being abused.**



- Do not confront the person responsible for the abuse
- Do not disturb or destroy anything that may be evidence
- Do not start to investigate the situation.



# How to stay safe from abuse

This section will tell you



**Safe ways to use the internet**



**Protecting your home and money**



**Dealing with conmen and bogus callers**



**What happens when you tell the Council**

# Safe way to use the internet



It's important you keep yourself safe online so you can enjoy your time on the internet. Keeping your passwords secure and taking the following steps:

- Do not reply to any suspicious email, message or webpage asking for your personal or financial information.
- Never enter your password on a website you got to by clicking a link in an email you don't trust.
- Do not send anyone your passwords in an email or text.
- Keep your device free of viruses by always updating your software.
- Use your screen lock when away from your device
- Use secure networks. If unsure ask the person who provides your internet.

# Protecting your money and home



Arrange to pay your bills by Direct Debit or standing order. So even if you forget or are unwell, you won't get into debt.



Do not send money or give personal details to anyone until you have checked they are genuine.



Some people will try to trick you into giving them your bank details. They will pretend to be from your bank, insurance company or by claiming you owe them money.

- Don't believe them until you have checked what they tell you.



If you are not able to look after your money, possessions and property, seek help from someone you trust.

# Dealing with conmen and bogus callers

If someone you don't know turns up at your door unexpectedly, you should take the following steps to stay safe.



Use your door-chain when answering the door.



Ask to see the caller's identity card and check it thoroughly. If you are unsure, phone their company to check. Lock the door while you go and phone.



You can ask them to go away and come back when you have someone with you.



Do not let callers put pressure on you to let them in.  
If in doubt - keep them out.

If you are suspicious, ring the police.

# People who can help you

If you feel people are trying to get money from you, there are people you can tell and ask for help.



**Your family**



**A social worker**



**Your friends**



**A Police Officer**



**A nurse**



**Staff who support you**

**Don't ignore it. Report it.**

# What will happen if you report abuse to the Council



A council worker or other professional you trust will speak to you over the phone about what has happened to you.



We will arrange a meeting with you. You can have a family member, assistant or carer with you. You will be able to decide where and when this meeting takes place.



The meeting should take about an hour. But it will depend on what has happened and who is involved.



We will ask questions about what has happened and what you would like to happen next.

We will give you all the information you need to make a decision on what we do. We will not do anything without your permission.



If a crime has been committed against you, the police may want to ask you some questions.



After the meeting, we will review your **safeguarding plan**. We will support you, whatever decision you take.

**A safeguarding plan is a document that sets out how we look after you and keep you safe.**

You can change your mind at any time and we will close the enquiry.



Sometimes we may need to share what you tell us to keep you safe. We may need to tell the police or health professionals. This only happens to keep you safe, and we will tell you if we plan to do this.

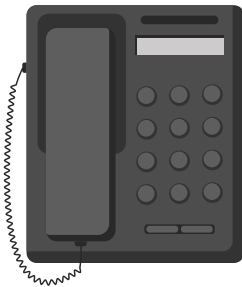
# How to contact us

**You can report any abuse to your care worker or social worker. You can also report abuse to us by email or phone**



THE ROYAL BOROUGH OF  
KENSINGTON  
AND CHELSEA

Kensington and Chelsea



020 7361 3013



[socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)





City of Westminster

Westminster



020 7641 2176



[adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

**mistreated?**  
**bullied?**  
**hit?**  
**neglected?**  
**hurt?**  
**exploited?**  
**silenced?**

**Don't ignore it. Report it.**

**Kensington and Chelsea**

**T: 020 7361 3013**

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**T: 020 7641 2176**

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**W: [saeb.org.uk](http://saeb.org.uk)**