

# “Speak up”

If you or someone you know is being abused **then we can help...**



**United** against abuse



## What is adult abuse?

**Adult abuse is when someone hurts an adult at risk. There are many different types of abuse, such as:**

- Physical, emotional or sexual abuse.
- Financial abuse – This is when people take money or belongings without asking.
- Neglect – This is when people who are there to help do not look after people properly.
- Discrimination – This is when people treat others badly or unfairly because they are different.
- Institutional abuse – This is when paid staff in a hospital or care home do not care properly or respect people's rights.
- Domestic abuse – This is threatening behaviour, violence or abuse between adults who are, or have been, in a relationship, or between family members.
- Self-neglect – This is when people don't look after themselves and this puts them at risk.
- Modern slavery – This is when people are forced to work or are bought or sold as if they were a piece of property.

**Lots of different people may abuse adults at risk, such as:**

- Friends and family
- Neighbours
- Professionals and volunteers
- Strangers who 'groom' vulnerable adults for abuse

[www.norfolk.gov.uk/speakup](http://www.norfolk.gov.uk/speakup)

## Who are adults at risk?

**Adults at risk are people who need more help than others to stay safe. They are people who might need help to live their lives. This includes:**

- People with disabilities
- Older people
- People with mental health problems
- People who are ill for a long time
- People who are misusing drugs or alcohol

## What are the signs of abuse?

**There are many signs of abuse. For example, when the person:**

- Looks dirty or is not dressed properly
- Has an injury that is difficult to explain
- Seems frightened around certain people
- Seems unusually down or withdrawn
- Finds money is missing

Even if you're not sure whether these signs mean abuse, you should still report them to us.

## What should I do?

**If you are worried about an adult at risk in Norfolk please contact us. You can report your concern anonymously but please give us as much information as possible so that we can follow it up.**

- Call: Norfolk County Council (Adult Social Services) on **0344 800 8020** (available 24 hours a day)
- Text phone/minicom: **0344 800 8011**
- Fax: **0344 800 8012**
- Text message: **07767 647670**
- Email: **SCCE@norfolk.gov.uk**
- Online form: **online.norfolk.gov.uk/socialcareenquiry**

You can also use these numbers if you are worried about a child

**In an emergency call the police on 999**

For more information see **[www.norfolk.gov.uk/speakup](http://www.norfolk.gov.uk/speakup)**

## What will happen next?

We will look into your concern and, where necessary, work with the adult at risk to put a plan in place that helps to keep them safe.

**If you need this leaflet in another format or language please call us on 0344 800 8020 or text phone 0344 800 8011 and we will do our best to help.**

