Safeguarding Adults from Abuse in Enfield

Say NO to abuse

www.enfield.gov.uk
What are my rights?

Everyone has the right to be safe and well, free from abuse and neglect. Some adults may be at higher risk of abuse due to age, disability or illness.

You have the right not to be abused.
What is Abuse?

Abuse is when someone does or says something to make you feel upset, scared, frightened or hurt. You may be too scared to tell them to stop or even to ask for help from someone else.

Abuse is always wrong. Abuse is not your fault.

Anyone can abuse, such as a family member, care worker or someone you should be able to trust. Abuse can be against the law.

There are different kinds of abuse and we have given examples on the next nine pages.
This is when someone hurts you or threatens to hurt you.

It can include:

- Hitting
- Kicking
- Punching
- Pulling hair
- Spitting
- Forced to take medication
Sexual abuse

This is when someone makes you do sexual things that you do not want to do. This can make you feel sad, angry or frightened. Sexual abuse can be something that is done to you by another person. It can be something you are made to do to yourself.

Examples are:

- Touching of bum
- Touching of breasts
- Touching of penis or vagina
- Words that are sexual
- Being forced to watch sexual acts
- Being made to touch other people in these places
- Using camera to take sexual pictures you did not agree to
This is when someone hurts your feelings, shouts or threatens you.

Some examples are:

- Calling you names
- Laughing at you
- Ignoring you
- Blaming you for things which are not your fault
- Someone may say, “If you tell somebody what I have done, I will hurt you.”
Financial abuse

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

Financial abuse can include:

- Stealing your money
- Being forced to pay for other people’s things
- When your money is spent without asking
- When you don’t have a say about how your money is spent
- Not being able to spend your own money
This is when people who are there to help you do not look after you properly. It can also be when your care and support is not enough to meet your need.

This can include:

- Feeling cold much of the time
- Feeling hungry much of the time
- Having only dirty or old clothes to wear
- Being put in danger
- Not getting the medical help you need
- Being ignored – no one talking to you

Adults can also self-neglect. This means they may be unable to look after themselves, their health or where they live.
Domestic abuse includes any type of abuse (emotional, physical, sexual and financial) which takes place between:

- family members,
- sexual partners, or
- girlfriends and boyfriends

This abuse also includes coercive and controlling behaviour and this is a crime.

Domestic abuse can also include situations where people are forced to marry and honour-based violence.
This is when people do or say bad things or treat you unfairly.

It can be because of:

- Your skin colour
- Your disability
- Your language or religion
- You are deaf or visually impaired
- You are lesbian, gay, bisexual or transgendered
Organisational abuse

Repeated poor care in a place such as a care home or hospital or in your own home by someone paid to support you.

Organisational abuse can include:

- Not having enough staff to look after you
- Rules or routines are decided by the managers and staff only
- Not having any choice about what you want to do and when you want to do it, such as what you want to eat
- Your personal items are used for other people
- Not being able to go into the community to do things you would like
- Not having the transport to take you where you need to or would like to go
Modern slavery

This is when people are forced to work against their wishes, with no choice about what they do or where they live, for little or no money.

Modern slavery includes:

- Through mental or physical threat being forced to work
- Being kept under control
- Being sold as if you were a piece of property
- Being physically confined or not being able to go places

**Human trafficking** is the buying and selling of people to make a profit. People are used often for sexual slavery or exploitation, forced labour, or movement of drugs and money.
Anyone can behave in a way that is abusive. It might be someone you know, such as a paid care worker, a family member or carer. It is often by a person you should be able to trust.
Abuse can take place anywhere, such as at home, in a day centre or college, in a hospital or at work.
What can I do?

Tell someone you trust.

You should tell someone you trust that you are unhappy. Tell them as soon as possible. You should tell them what has happened to make you unhappy. People you could tell include:

- Your family
- the police
- a social worker
- a friend
- a nurse
- a care inspector
- staff who support you
- a doctor
If you tell us that you are at risk of or are experiencing abuse we will:

Listen to you
▼

Understand your views and wishes
▼

Take you seriously
▼

Treat you with respect
▼

Support you to feel as safe as you want and understand your risks
▼

Support you to make your own decisions
▼

Keep you informed and involved
▼

Tell you what will happen next
Some important phone numbers

If there is immediate risk to life or medical attention needed, or if a crime is being committed, please dial emergency services on **999**.

To report abuse Monday to Friday during working hours you can ring Enfield Council:

**tel: 020 8379 3196**

We also have a dedicated phone line which is available day or night:

**tel: 020 8379 5212**

To report abuse in Enfield from a textphone:

**tel: 18001 020 8379 5212**
Text Relay services numbers

Text Relay connects people using a textphone with people using a telephone or another textphone. It lets deaf, hard of hearing and speech impaired people stay in touch with friends and family, and call businesses over the telephone.

If you’re using a textphone (sometimes called a Minicom) or you’re calling someone from a standard telephone and think the person at the other end may have a textphone, Text Relay will connect you.

It’s a fully automated service so, when required, relay assistants provide a text-to-voice and voice-to-text translation service.

**Making a call from a textphone**
Dial 18001 + number
Dial 18000 for EMERGENCY SERVICES

**Making a call from a telephone**
Dial 18002 + number
Useful contacts

Enfield Council, Adults Social Care
tel: 020 8379 1001 | www.enfield.gov.uk

Care Quality Commission
tel: 03000 616161 | www.cqc.org.uk

Action on Elder Abuse
tel: 020 8835 9280 | Helpline: 0808 808 8141
www.elderabuse.org.uk

Enfield Disability Action
tel: 020 8373 6228 | Textphone: 18001 020 8373 6228
www.e-d-a.org.uk

Mind in Enfield
tel: 020 8887 1480 | www.mindinenfield.org.uk

Respond
tel: 020 7383 0700 | Helpline: 0808 808 0700
Helpline open Thursdays from 10am-4pm
www.respond.org.uk

Victim Support
tel: 020 7336 1775 | Supportline: 0845 30 30 900
www.victimsupport.org.uk

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