



Say **NO**  
to adult  
abuse

How to protect  
yourself and  
report abuse

## What is Abuse?

Abuse is when someone does or says things to you that make you upset or hurt you, or when they take things from you.

## Abuse is not always done on purpose

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

If you are a carer in either of these situations please call the Carers Centre on: **020 7790 1765**.

Tower Hamlets understands how difficult these situations can be and know it is our job to ensure you are supported fully in your caring role.



## There are different kinds of Abuse



### Physical Abuse

This is when someone physically hurts you.

### Sexual Abuse

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



## 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 possessions without asking or forces you to let them take things.



## 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.



## Discrimination

This is when people say or do bad things to you because you are different. It might be because of your skin colour, a disability, your religion, sexuality or your age.

These kinds of abuse can take place anywhere including your own home or places like care homes.



## Who might abuse you?

Anyone could abuse you.

It could be someone you know or a stranger.



## Where might Abuse happen?



## Who can I tell?

Tell someone you trust as soon as you can.





## What happens next?

If you tell the police or your social worker they will:

- Listen to you
- Help you to stay safe
- Find out more
- Give you help and support

## Important contact numbers

**For general advice or information on safeguarding vulnerable adults, contact:**

**Tel:** 020 7364 2019

**Email:** [adultsafeguarding@towerhamlets.gov.uk](mailto:adultsafeguarding@towerhamlets.gov.uk)

**To raise a concern or to report abuse contact the Social Care Team**

**Tel:** 020 7364 5005

**Fax:** 020 7364 3860

**Email:** [adultcare@towerhamlets.gov.uk](mailto:adultcare@towerhamlets.gov.uk)

## Tower Hamlets out of hours team:

**Tel:** 020 7364 4079 (after 5pm)

You can also visit the council's website:

[www.towerhamlets.gov.uk/safeguarding](http://www.towerhamlets.gov.uk/safeguarding)

## The police

For non-emergency police matters, please call

**Public Protection** on 020 7275 4764

**Email:** [towerhamletssafeguarding@met.police.uk](mailto:towerhamletssafeguarding@met.police.uk)

**In cases of Emergency then please dial 999**

## Further Information

### Action on Elder Abuse

A National Charity working in the area of safeguarding older people provides a range of information.

**Tel:** 020 8835 9280

**Email:** enquiries@elderabuse

**Website:** www.elderabuse.org.uk

**Helpline:** 0808 808 8141

### Voice UK

A National charity, supporting people with learning disabilities, and other vulnerable people who have experienced crime or abuse, and their families, carers and professional workers.

**Website:** voiceuk.org.uk

**Helpline:** 0808 802 8686

### Domestic Violence

24 hour helpline Freephone 0808 2000 247.

### Victim Support

Call 0845 450 3936 to speak to the London victim care team. The line is open Monday to Friday from 8am to 8pm.

### Government Information

**Website:** www.direct.gov.uk

## Translation

This leaflet tells you how to protect yourself and report adult abuse. Adult abuse is when someone does or says things to you that make you upset or hurt you, or when they take things from you. If you would like this leaflet translated call **0800 952 0119**.

এই লিফলেটটিতে কিতাবে আপনি নিজেকে রক্ষা করবেন এবং বয়স্কদের উপরে নির্যাতনের কথা জানাবেন সেটি বলা হয়েছে। যদি কেউ আপনাকে এমন কথা বলেন অথবা এমন কাজ করেন যার ফলে আপনার মন খারাপ হয় অথবা আপনি আঘাত পান, অথবা কেউ যদি আপনার থেকে জিনিসপত্র নিয়ে যান তাহলে তাকে বয়স্ক নির্যাতন বলা হয়। আপনি যদি এই লিফলেটের অনুবাদ চান তাহলে **0800 952 0119** নাম্বারে ফোন করুন।

本單張是關於你應該如何保護自己以及如何舉報成人虐待事件。成人虐待是當有人因行為或言語上對你做成的煩惱或傷害，或當他們奪取你的物件。如果你希望獲取本單張的中文譯本請致電 **0800 952 0119**。

Tờ rơi này nói về làm cách nào để bảo vệ bạn và báo cáo xâm phạm đối với người lớn. Xâm phạm đối với người lớn là khi một người nào đó làm hoặc nói việc gì làm cho bạn buồn lòng hoặc đau đớn, hoặc khi họ tước đoạt vật gì của bạn. Nếu muốn có tờ rơi này dịch sang tiếng nói của bạn, xin gọi **0800 952 0119**.

Buugyarahan wuxuu ku saabsan yahay sida naftaada loo ilaaliyo isla markaana looga warbixiyo qof wayn oo lagu xadgudbayo. Qof wayn oo lagu xadgudbayo waa goortii qof uu kugu sameeyo ama kugu yiraahdo waxyaabo kaa careysiiya ama niyadda kaa dhiba, ama goortii ay kaa qaataan waxyaabo. Haddaad jeclaan lahayd in lagu turjumo buug yarahan soo wac telefoonka **0800 952 0119**.

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