



## What to do if someone treats you badly



Abuse means when someone does or says something that makes you unhappy, scared or angry and it does not feel right for you.



You may be abused on purpose, or by someone who may not realise that what they are doing is abusive.



It can be done by anyone. It might be someone you know or a stranger.



Abuse can happen anywhere, at any time.

**Abuse is always wrong and is never your fault.**

## There are different types of abuse

### Physical abuse

This is when someone physically hurts you.

Physical abuse can be:

- Hitting
- Kicking
- Pulling hair
- Pinching or shaking
- Giving someone too much medication or the wrong medication so they find things difficult to do



### Sexual abuse

When someone touches your body or private parts in ways you don't want them to. This includes:

- Someone making you touch them
- Undressing or having sex when you don't want to
- Being made to watch other people doing sexual acts when you don't want to
- Someone taking photos of you when you are naked and you don't want them to



## Financial abuse

When people take or control your money or belongings without asking you. This includes:



- Stealing your money or belongings
- Being forced to pay for other people's things
- Someone not letting you choose what to spend your money on
- Letters in the post or people who come to your house and try to make you buy things or spend money when you don't want to



## Neglect

When the people who look after you do not help you properly. This includes:



- Not keeping you warm, safe or clean
- Not giving you enough food
- Not taking you to the doctor if you are ill
- Not having clean clothes to wear
- Not having equipment when you need it like hearing aids or a wheelchair
- Not helping you with jobs you find hard

## Emotional abuse

This is when people say bad things to you to hurt your feelings, shout at you or threaten you. This includes:



- Calling you names
- Laughing at you
- Blaming you for things that aren't your fault
- Ignoring you
- Telling other people things you didn't want them to say about you
- Encouraging other people to say bad things to you or ignore you

## Discriminatory abuse

This means being treated unfairly because you are different. For example because of:



- Skin colour
- If you are lesbian or gay
- If you have a different religion
- If you speak a different language
- If you are disabled



## What to do if you think you or someone you know is being abused



You should tell someone you trust even if you feel scared or if someone tells you it's a secret.

You could tell:



- Your family
- A Police Officer
- A friend
- A nurse or doctor
- A social worker, care worker or support worker



## What happens next



The person you tell will need to make a Safeguarding Referral so they can get the right people involved to help you.



Or they will ring the Police so they can make sure you are safe



If the person you tell doesn't do these things, tell someone else!

## **What happens when a Safeguarding Referral is made**



Someone will come and talk to you. This is called an investigation. This person will:

- Listen to you
- Help you to stay safe
- Give you help and support
- Ask you questions about what is happening to you
- Try to stop the abuse that is happening to you
- Make sure no one treats you badly because of what you say



## **How long will the investigation take?**

Every person is different so investigations can take different amounts of time

Normally a decision will be made 2 days after the interview about what to do.



There will be another conversation called a Strategy Discussion or Meeting, which will usually happen after 5 days.



This is about getting more information to keep you safe.

There might be an investigation to find out more about what happened.

When the investigation has finished there will be a meeting called a Case Conference to find out:



- If things have changed for you
- What needs to happen next
- If you feel safer



It is important that you feel involved in all meetings.

If you do not want to go to a meeting that is OK. But it is important you are told what is said about you.



## Some helpful contact details

You can call any of these numbers if you think you or someone you know is being abused:

### Police

Police (non-emergency).....101

Police (emergency).....999

### National helplines

National Domestic Abuse Helpline..... 0808 200 0247

Samaritans.....0845 790 9090

Stop Hate UK (Information on hate crime).....0800 138 1625

### Other Organisations

Care Quality Commission.....03000 616161

Age Concern.....01225 466135

Action on Elder Abuse.....0808 808 8141

VOICE UK.....0845 122 8695

MIND.....0845 766 0163

Action for Advocacy.....020 7820 7868

National lesbian, gay, bisexual and transgender domestic violence helpline.....08452 604460