

Everyone has the right to be safe and live free from fear!

You don't have to live with abuse. We can make it stop. We need you to tell us about it.

What is it?

Adult abuse can involve hitting, kicking, other physical acts, verbal abuse, threats, taking money from you, sexual acts that you do not want or someone neglecting to look after you.

What can I do?

If you or someone you know is being abused, we can help. Please contact us in confidence. We will work with you and listen to you.

Social Care and Inclusion

Telephone: 0845 111 2922

Textphone: 0845 111 2910

Email: initialintake@walsall.gov.uk

Website: www.wsapb.co.uk

Useful contacts

Walsall Police

If there is an emergency, always call 999.

To report crime or anti-social behaviour, to contact your local police station or to get police assistance in a non-emergency dial 101.

For all other police enquiries dial 0345 113 5000.

Walsall Domestic Violence Forum

Telephone 01922 406767

Email rogerss@walsall.gov.uk

CQC

CQC National Customer Service Centre
Citygate, Gallowgate
Newcastle upon Tyne NE1 4PA
Telephone 03000 616161

Comments, compliments and complaints

Telephone: 01922 650487

Email: customer-care-teams-social-care@walsall.gov.uk



Keeping Safe From Harm And Abuse



Walsall Council

What is adult abuse?

Abuse is when someone does or says something that makes you upset or scared

Who might abuse me?

Anyone could abuse you. This could be someone you know or a stranger. It can be one person or a group of people.

Where can abuse happen?

Abuse can happen anywhere, such as:

- In your home or someone else's home
- At work
- At a day centre
- At college
- In hospital
- At a club or social event



Different kinds of abuse

Physical Abuse - when someone hits you, kicks you, burns you or holds you down.

Sexual Abuse - when someone touches your body, does things to you that you do not like or understand, talks to you in a sexual way or makes you do sexual things you do not want to do.

Emotional Abuse - when someone says bad things to you, threatens, teases or bullies you.

Financial Abuse - when someone takes your money or your things without asking you or does not let you have a say in how you spend your money.

Institutional Abuse - when care or health workers do their work in a way that suits them rather than you.

Neglect - when someone who is supposed to look after you does not. It could be not taking you to the doctor or not helping you to get food, keep clean, keep warm or stay safe from danger.

Discrimination - when people say bad things to you or treat you unfairly because you are different from them.

What are we doing in Walsall to keep people safe?

Adults at risk can expect the following:

- We will work together to reduce the risks to your safety and well being and to keep you safe.
- We will work together to help you if you are harmed.
- We will take notice of what you tell us about what you want to happen and try to do what you want.
- You will know who does what and how to contact all people working in Adult Safeguarding.
- You will have the chance to tell us what you think worked well and what could be better and we will take notice of what you say.
- If we can't do something you have asked for, we will tell you why not.

Who can help?

If you think you or someone you know is being abused, contact us. We will work with you and listen to you.

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Fax 01922 478195

Email initialintake@walsall.gov.uk

