

# Fact sheet

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## Safeguarding Adults in Telford & Wrekin

### Safeguarding is everyone's business

Adults safeguarding means protecting people over the age of 18 from abuse or neglect, this factsheet explains what to do if you are worried that someone is at risk of harm.

The Safeguarding Adults Board in Telford & Wrekin includes all the organisations that work with people who are elderly, frail, poorly, disabled or who have learning disabilities or mental health problems. The Board is committed to making sure that everyone in the community stays as safe and healthy as possible, especially those who are or may be at risk of harm from other people.

To do this, we need everyone to keep a look out for people who may not be able to protect themselves, and to tell us about anything, which is worrying, or looks wrong. Let us know, and we will do all we can to find out more and to work with the person to reduce the risk and to help them keep safe.

### What is adult safeguarding

The Care Act 2014 sets out the responsibilities for adult safeguarding. It is mainly aimed at those with care and support needs, especially when they are unable to protect themselves or tell their own story. Safeguarding is the process for protecting adults if there are concerns of abuse or neglect.

The Care Act also described the different types of abuse that can affect people these are:

**Physical abuse** – includes acts such as assault, hitting, slapping, physical restraint or physical sanctions.

**Financial abuse** – includes having money or property stolen or misused, being tricked out of benefits or “scammed”.

**Neglect** or acts of omission – includes neglecting health, physical, emotional needs or care and support needs. It could also include not providing the necessities of life such as not being given enough to eat or drink.

**Sexual abuse** – includes acts that the adult is pressured to and has not consent to such as being touched or kissed when it is not wanted, being raped or made to listen to sexual comments.

**Discrimination** – abuse that occurs in relation to a person's age, disability, race, religion, gender reassignment, sex or sexual orientation. It can include harassment or other type of abuse for example jokes about someone's race or disability.

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**Psychological or emotional abuse** – included being threatened or bullied, threats of harm or abandonment, humiliation, intimidation, verbal abuse, deprivation of contact.

**Domestic violence** - psychological, physical, sexual, financial, emotional abuse.

**Modern slavery** - encompasses slavery, human trafficking, forced labour and domestic servitude.

**Organisational abuse** - neglect and poor care practice within an institution or specific care setting such as a hospital or care home.

**Self-neglect** - covers a wide range of behaviour neglecting to care for one's health or surroundings and includes behaviour such as hoarding.

There is no absolute definition of abuse so if you are not sure talk to us. Abuse can happen anywhere, in people's own homes, in care and nursing homes, in hospitals or out in the community. The people who carry out abuse and are responsible for the harm or risk can be from all walks of life, family members, neighbours, health professionals, care workers or even total strangers.

## Who should you talk to

If you suspect that a vulnerable person is being abused or neglected, please report this via:

- **Family Connect (option 3)** - on 01952 385385 (Monday to Friday from 9am - 5pm)
- **Emergency Duty team** - on 01952 676500 (out of normal office hours Monday to Sunday after 5pm – 9am)
- **West Mercia Police** (Non-emergency) - on 0300 333 3000 or 101.

If it is a serious matter or an emergency, always ring 999.

## This is what we'll do

If you report abuse to us we will:

- Find out more about what is going on with the person at risk and what they want
- Work together with the person themselves and with other professional colleagues in the police and health service to try to reduce the level of risk
- Make every effort using all available legal means to find ways of reducing risk and increasing people's safety
- Learn from everything that happens to make our work and our processes more effective in the future

To find out more about safeguarding adults and The Safeguarding Adults Board contact Telford & Wrekin Council website at [www.telford.gov.uk/twsab](http://www.telford.gov.uk/twsab)

**Don't forget! Safeguarding is everyone's business – Please say something.**



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