

If you are worried about an adult at risk in Norfolk, please contact Norfolk County Council (Adult Social Services)

- Call **0344 800 8020** (available 24 hours a day)
- Text Relay **18001 0344 800 8020**
- Online form: Help an adult at risk of harm - Norfolk County Council

You can report your concern anonymously but please give as much information as possible so that it can be followed up. You can also use these numbers if you are worried about a child

In an emergency call the police on **999**

There is more information on the Norfolk Safeguarding Adults Board website www.norfolksafeguardingadultsboard.info/

What will happen next?

Your concerns will be listened to and, where necessary, work will take place with the adult at risk to put a plan in place that helps to keep them safe.

Sometimes there may be no action that can be taken. On other occasions we may not be able to give you details about action we are taking, to respect the person's confidentiality. However, we value your contact and would want to encourage you to call again if you are concerned.



**SEE SOMETHING
HEAR SOMETHING
SAY SOMETHING**



If you or someone you know is being abused or neglected then say something.

- Report it on **0344 800 8020**
- In an emergency call **999**
- Help an adult at risk of harm - Norfolk County Council



If you need this leaflet in another format or language, please call us on **0344 800 8020** or text phone **0344 800 8011** and we will do our best to help

www.norfolk.gov.uk/saysomething

Adult abuse is when someone hurts an adult at risk.

These are adults who need more help than others to stay safe. They are people who might need extra help to live their lives.

This includes:

- People with physical or learning disabilities
- Older people
- People with mental health problems
- People who are ill for a long time
- People who are misusing drugs or alcohol

There are many signs of abuse.

For example, when the person:

- Looks dirty or is not dressed properly
- Has an injury that is difficult to explain
- Seems frightened around certain people
- Seems unusually down or withdrawn
- Finds money is missing



For more information about the types and signs of abuse, visit Norfolk Safeguarding Adults Board website www.norfolksafeguarding-adultsboard.info/protecting-adults/abuse-and-neglect

Even if you're not sure if these signs mean abuse, you should still report them to us.

There are many different types of abuse, such as:

- **Physical abuse** - This is where people hit or injure adults at risk, usually on purpose
- **Emotional abuse** - This is where people are unkind, control, or bully others
- **Sexual abuse** - This is when someone is forced into sexual activity that they don't or can't consent to
- **Financial abuse** - This is when people take money or belongings without asking
- **Neglect** - This is when people who are there to help do not look after people properly
- **Discrimination** - This is when people treat others badly or unfairly because they are seen as different
- **Institutional abuse** - This is when paid staff in a hospital or care home do not care properly or respect people's rights
- **Domestic abuse** - This is threatening behaviour, violence or abuse between adults who are, or have been, in a relationship, or between family members
- **Self-neglect** - This is when people don't look after themselves to the extent they are at risk of harm
- **Modern slavery** - This is when people are forced to work or are bought or sold as if they were a piece of property

Lots of different people may abuse adults at risk:

Friends and family • Neighbours • Professionals and volunteers
Strangers who groom adults who are more at risk/less able to understand