

**Are you, or someone  
you know, being  
abused or neglected?**



Coventry City Council

**ONE**  
**COVENTRY**

# What is abuse or neglect?

Abuse or neglect is when someone does or says something which harms you; everyone has a right to be treated with dignity and respect. No-one has the right to abuse you.

Abuse or neglect can be a single one off act or something that happens over weeks, months or years. It can be accidental or deliberate.

**Abuse or neglect can happen in lots of different ways. Abuse or neglect can be defined in many ways and there can be no exhaustive list, however the most recent guidance from Government identifies the following:**

- **Physical abuse:** hitting, slapping, pushing, kicking, misuse of medication, restraint and force feeding
- **Financial or material abuse:** theft, fraud or using a person's money, possessions, wills or property without their consent, internet scamming, coercion
- **Emotional/psychological abuse:** includes threats of harm or abandonment, isolation, humiliation, blaming, controlling, intimidation, harassment, verbal abuse, threats, bribes or cyber abuse
- **Organisational abuse:** includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or where the care is provided within their own home. This may range from one-off incidents to on-going ill treatment. It can be through neglect and poor professional practice as a result of the structure, policies, processes and practices within an organisation
- **Neglect:** failure to provide appropriate care (e.g. food, medication, heating, cleanliness and hygiene) or denying religious or cultural needs
- **Sexual abuse/exploitation:** includes sexual assault, rape, sexual acts to which the adult at risk has not consented or could not consent or was pressured into consenting
- **Discriminatory abuse:** includes racism, sexism, ageism and discrimination based on a person's disability or sexual orientation. This category of abuse could also constitute hate crime
- **Domestic Abuse:** an incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. Includes psychological, physical, sexual, financial, emotional abuse, honour based violence, female genital mutilation and forced marriage
- **Modern Slavery:** through mental or physical abuse or threat of abuse forced to work, owned or controlled by an 'employer', dehumanised, treated as a commodity or bought and sold as 'property', physically constrained or has restrictions placed on their freedom of movement. Includes human trafficking

- **Self-neglect:** covers a wide range of behaviour, neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding, inability (intentional or nonintentional) to maintain a socially and culturally accepted standard of selfcare with the potential serious consequences to the health and well-being of the individual and sometimes to their community

## ● What is adult safeguarding?

The Council has responsibility, under the Care Act 2014, for coordinating work to protect the most vulnerable from abuse and neglect. Those affected would be:

- People who are old, particularly the very old
- People who are frail
- People with a learning disability, physical or sensory impairment
- People with mental ill health
- And who are or maybe unable to take care of themselves, or unable to protect themselves against abuse or neglect

Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any actions.



## ● Telling us about the abuse or neglect

If you or someone you know is being abused or neglected, the social work team (or the police if someone is at immediate risk) should be informed immediately (see contact details at the end of this leaflet).

We call this a safeguarding concern. They will then:

- Contact you and listen to you to find out details and ask what you want to happen; we may identify that an advocate would be helpful to support you
- Offer immediate help and advice to keep you safe
- They will keep you informed and whenever possible will respect your wishes. If you do not want any action to be taken this will be respected except in the following circumstances:
  - If other adults or children are at risk when there is a duty to act to protect them
  - If the person thought to be causing the harm works or volunteers with vulnerable people or children there is a duty to act to ensure their safety

## ● What will happen after I've reported my concerns?

As well as the information you provide other people who know you well may be contacted. Exactly who is contacted will depend on your individual circumstances, for example a doctor, family members, care agency, police.

Be reassured information shared will be in line with the law and will only be that which is necessary to prevent harm.

Information and advice will be offered so that choices can be made and help can be provided.

Based on the information you and others provide a decision will be made about what to do next in line with locally agreed procedures which can include a safeguarding enquiry (as per Section 42, Care Act 2014).

## ● Who to contact

If you are worried about your safety, or you think you or someone you know is being abused or neglected contact:

In an emergency dial **999** or urgent situations report it to the police, call **101**. Adult Social Care on **024 7683 3003** or email **ascdirect@coventry.gov.uk**

For further general information about Safeguarding Adults visit:  
**[www.coventry.gov.uk/safeguardingadults](http://www.coventry.gov.uk/safeguardingadults)**

## ● Links to other sources of support

**Age UK** 0800 055 6112 [www.ageuk.org.uk](http://www.ageuk.org.uk)

Advises and supports adults aged 60+, their families, carers and friends

**Safe to Talk** 0800 111 4998 [www.safetotalk.org.uk](http://www.safetotalk.org.uk)

Support and information from Coventry Domestic Violence and Abuse Partnership

**Coventry Drug & Alcohol Service 'Change, Grow, Live'**

0800 7830447 [www.changegrowlive.org/drug-alcohol-service-coventry/info](http://www.changegrowlive.org/drug-alcohol-service-coventry/info)

Support and advice for people experiencing problems with drugs or alcohol

**Care Quality Commission** 03000 616161 [www.cqc.org.uk](http://www.cqc.org.uk)

Advice about care providers

**Safeguarding children**

024 7678 8555 [www.coventry.gov.uk/safeguardingchildren](http://www.coventry.gov.uk/safeguardingchildren)

Reporting any concerns about a child or young person under 18

## ○ Contact Adult Social Care Direct

Call **024 7683 3003**

or email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

or visit [www.coventry.gov.uk/health-social-care](http://www.coventry.gov.uk/health-social-care)

Speech impairment, deaf or hard of hearing? You can call using Next Generation Text (also known as Text Relay and TypeTalk): **18001 024 7683 3003**

If you require this information in another language or format, please email [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Jeśli potrzebujesz zawartych informacji w innym języku lub formacie, prosimy o wiadomość e-mail na adres [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਫਾਰਮੈਟ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) 'ਤੇ ਈਮੇਲ ਕਰੋ

اگر آپ کو یہ معلومات کسی دوسری زبان یا فارمیٹ میں درکار ہوں تو براۓ مہربانی [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk) پر ای میل کریں۔

إذا اردت الحصول على هذه المعلومات بلغة أو تنسيق آخر، يرجى إرسال بريد إلكتروني إلى: [ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

Dacă aveți nevoie de aceste informații într-o altă limbă sau format, vă rugăm trimiteți email la:

[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

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[ascdirect@coventry.gov.uk](mailto:ascdirect@coventry.gov.uk)

**Worried that someone you know is being harmed or neglected? Report it here**

