Safeguarding Adults

Organisations across Derby and Derbyshire are working together to ensure that:

- Adults living in Derby are supported to safeguard themselves from abuse and can report any concerns they may have
- There is a zero tolerance approach to the abuse of Adults where this occurs.

Who does this apply to?

Under the Care Act 2014, the safeguarding adults procedures apply to anyone aged 18 or over who:

- Is in need of care and support and
- Is at risk or is experiencing abuse or neglect and
- Is unable to keep themselves safe because of their care and support needs.

What do we mean by ‘abuse’?

Abuse is a violation of a person’s rights or dignity by someone else. There are many kinds of abuse including:

- **Physical** - this could be hitting, slapping, pushing and kicking.
- **Sexual** — this includes rape and sexual assault or sexual acts to which the adult at risk has not consented, could not consent or was pressured into consenting
- **Psychological** - this could be emotional abuse, threats of harm or abandonment, depriving the person of contact, humiliating, blaming, controlling, intimidating, coercing, harassing, verbally abusing, isolating or withdrawing the person from services or support networks
- **Financial or material** — this includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, misusing or misappropriating property, possessions or benefits
- **Neglect or acts of omission** — this includes ignoring medical or physical care needs, failing to provide access to appropriate health care, social care, education services, misusing medication, or inadequate nutrition or heating.
- **Discriminatory** — this includes racist, sexist behaviour and harassment based on a person’s ethnicity, race, culture, sexual orientation, age or disability, and other forms of harassment, slurs or similar treatment.

Who commits abuse?

It can be done by anyone — including relatives and family members, professional staff, paid care workers, volunteers, other users of services, neighbours, friends and associates, or strangers.
Where you can get help…

If you are the victim of abuse, or you think you know someone who is being or has been abused, it is really important to get help and advice. Contact us and we will take your concerns seriously.

Our contact details

During office hours (Monday to Friday 9am to 5pm):

Contact details to make a referral to Derby City Council, Multi-Agency Safeguarding Hub (MASH):

Telephone: 01332 642855
Minicom: 01332 640666
Fax: 01332 643299

Outside office hours:

You can contact Careline (Derby city out-of-hours emergency social care service):
Telephone: 01332 786968
Minicom: 01332 785642
Fax: 01332 786965
SMS Text message number: 07890 034081 (for Deaf people only)

If something needs to be done straight away to protect someone from abuse or harm, call the emergency number 999

Alternatively, if it is a non-emergency criminal matter, you can call the local Police on telephone number 101, text 07800 002414 or fax 01773 571102

For further information:

Telephone: 01332 640777
Fax: 01332 643299
Minicom: 01332 640666
Web: www.derby.gov.uk/healthandsocialcare
We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 640777
Minicom: 01332 640666

Polish
Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.
Prosimy o kontakt: 01332 640777  Tel. tekstowy: 01332 640666

Punjabi
ਇਕ ਮੱਢਜੋੜੀ ਲਾਲੀ ਗੁਲਾਬੀ ਫਿਲੀ ਦੀ ਚੌਕੀ ਵਾਲੀ ਰਾਲੂ, ਜਿੰਮੀ ਦੀ ਗੀਤ ਮੁਠ ਨਾ ਵੇਲੀ ਬਿੰਦੂ ਦੇ ਸੁਤਰੇ ਪੋਹ, ਫਿਲੀ ਨੋਡ ਤੇਂਦੁਆ ਲਾਲੀ ਬਿੰਦੂ ਫ਼ਲੀ ਮਿੱਡੀਡਿਆ ਬਰ ਮਾਲਤੀ ਵਾਪਰੀ। ਬਿਦਾਖਾ ਲਖਵੇ ਰੱਖੇ ਤੋਂ ਤੇਲ ਟੈਲੀਬੀਕਟ 01332 640777  ਟੇਲੀਕੌਮ 01332 640666  ਦੇ ਮੇਲ ਵਾਲੀ।

Urdu
01332 640777
01332 640666

Derby City Council

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