

# Safeguarding Adults



who cannot protect themselves  
from abuse

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Clarity approved by  
Plain English Campaign



BIRMINGHAM  
SAFEGUARDING  
ADULTS  
BOARD

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# Introduction

We, The Birmingham Safeguarding Adults Board, include organisations such as the police, health trusts, and the Department for Work and Pensions. We work together to share information to try to safeguard vulnerable adults from abuse.

It is very important that the people of Birmingham know what safeguarding means and understand the different types of adult abuse.

This leaflet tells you about adults who may be at risk of abuse, the kinds of abuse that might happen, what you can do to help them and what happens once abuse has been reported to a social work team.

You can find contact phone numbers on pages 5 to 7, and useful organisations on page 10.



Birmingham and Solihull  
Mental Health NHS Foundation Trust

Birmingham East and North  
Primary Care Trust

Heart of Birmingham  
Teaching Primary Care Trust

South Birmingham  
Primary Care Trust

Heart of England  
NHS Foundation Trust

Sandwell and West Birmingham Hospitals  
NHS Trust

University Hospital Birmingham  
NHS Foundation Trust

## Who are you worried about?

Anyone who is 18 years old or over, who is vulnerable because of age, illness, a disability or a mental-health need, and cannot protect themselves from abuse.

The Birmingham Safeguarding Adults Board defines a vulnerable adult as:

- a person who is aged 18 and over;
- someone who is or may be in need of community care services because they are frail or have a learning disability, physical disability, sight or hearing disability or mental-health issues; and
- someone who is, or may be, unable to take care of him or herself, or take steps to protect him or herself from significant harm or exploitation.

## What is safeguarding?

Safeguarding is about making people aware of their rights, protecting them and preventing abuse.

We encourage you to report any suspected adult abuse, whether it has happened recently or not.

## What is abuse?

Abuse is any action that harms another person and includes the following.

- Physical abuse such as hitting, burning, pushing or kicking someone or locking someone in a room.
- Verbal abuse such as shouting or swearing.
- Emotional abuse such as bullying, taunting, threatening or humiliating someone.

- Sexual abuse such as inappropriate touching or forcing someone to take part in or witness any sexual act against their will.
- Financial abuse such as misusing, keeping or taking someone's money, property or other belongings without their agreement.
- Neglect such as not providing necessary food, heating, care or medicine.
- Discrimination such as ill-treatment or harassment based on a person's age, sex, sexuality, disability, religious beliefs or ethnic group.

## Where does abuse happen?

Abuse can happen anywhere at any time in any of the following places.

- In your own home or someone else's home.
- In a carer's home.
- At a day centre.
- In care homes.
- In hospital.
- At work.
- At college.
- In a public place.

## Who might abuse vulnerable adults?

Vulnerable adults may be abused by a wide range of people including:

- a partner, relative or family member;
- a volunteer;
- staff;
- another service user;

- a neighbour;
- a carer;
- a friend; or
- a stranger.

## What should I do if I think I am, or someone else is, being abused?

You should tell someone you trust.

**In an emergency phone 999.**

If you think there has been a crime contact the police straightaway.

Call West Midlands Police on 0345 113 5000.

Unless it's an emergency please contact the relevant Adults and Communities team listed.

- **Older People's Access Service**

Phone: 0121 303 1234

Minicom: 0121 303 6230

Fax: 0121 303 6245

Email: [olderpeoplesaccessservice@birmingham.gov.uk](mailto:olderpeoplesaccessservice@birmingham.gov.uk)

- **Physical disabilities**

Phone: 0121 303 3335

Fax: 0121 303 8877

- **Visual Impairment Service**

Phone: 0121 464 9455

Email: [visualimpairmentteam@birmingham.gov.uk](mailto:visualimpairmentteam@birmingham.gov.uk)

- **Services for people who are deaf, deafened or hard of hearing**

BID Services

Phone: 0121 246 6100

Text: 07736 126727

Fax: 0121 246 6125

Email: [duty@bid.org.uk](mailto:duty@bid.org.uk)

- **Learning disabilities**  
Phone: 0121 303 2202  
Fax: 0121 303 6244

## Mental Health

- **Central Birmingham**  
Phone: 0121 303 5188  
Fax: 0121 675 8293
- **South Birmingham**  
Phone: 0121 678 2830  
Fax: 0121 678 2801
- **North Birmingham**  
Phone: 0121 464 5123  
Fax: 0121 675 1095

## Hospital social-work teams

- **Good Hope Hospital**  
Phone: 0121 424 7880
- **Heartlands and Solihull Hospital**  
Phone: 0121 424 1622
- **Moseley Hall Hospital**  
Phone: 0121 442 3509
- **Royal Orthopaedic Hospital**  
Phone: 0121 685 4194
- **Sandwell and West Birmingham Hospital**  
Phone: 0121 507 4623 or 0121 507 4622  
or 0121 507 4626
- **Queen Elizabeth Hospital**  
(part of University Hospitals Birmingham)  
Phone: 0121 371 4593
- **West Heath Hospital**  
Phone: 0121 466 4360

**Office Hours for all Adults and Communities services listed are:**

**8.45am to 5.15pm (Mon - Thurs)**

**8.45am to 4.15pm (Fri).**

In an emergency outside office hours, on weekends and during Bank Holidays phone the Emergency Duty Team on 0121 675 4806 or the police and tell them you are worried about possible adult abuse. They will then put you in touch with the right person to talk to.

**The Emergency Duty Team is available at the following times.**

**5.15pm to 8.45am (Monday to Thursday) or**

**4.15pm to 8.45am (Friday to Monday).**

## **What should I do if I think a child is being abused?**

If you think a child is being abused you should contact **Children, Young People and Families, Integrated Access Team** on:

**North Birmingham**

Phone: 0121 464 8022

**West and Central Birmingham**

Phone: 0121 303 4362

**East Birmingham**

Phone: 0121 303 6541

**South Birmingham**

Phone: 0121 303 1888

Email: [childrensenquiry@birmingham.gov.uk](mailto:childrensenquiry@birmingham.gov.uk)

## What happens next?

If you contact one of our Adults and Communities services about possible abuse, we will:

- listen;
- take all concerns about safeguarding seriously;
- agree a possible action plan to keep a person safe;
- support the person at risk, and their carers;
- offer support in the future;
- work in line with the Data Protection Act 1998 and, where appropriate, ask for permission before sharing the person's personal information with anyone else; and
- tell the person who contacted us what is happening.

We might also:

- talk to the person at risk;
- talk to people who know the person at risk;
- share information with other agencies, such as the police or health services, in line with government safeguarding guidelines;
- decide whether we need to carry out an assessment or investigation; and
- invite the person at risk to an extra meeting, called a case conference, to speak to them about what has happened to them and what can be done to help them.

If we think the person is no longer at risk we will take no more action and the case will be closed as a safeguarding issue.

We will put details about the safeguarding assessment and investigation in the person's personal records and on our computer system, so that we know about past safeguarding issues.



## What might happen to the person I think is carrying out the abuse?

If they are important to the person at risk, we will, if possible, try to help them maintain the relationship.

If the person at risk does not want to see the person they say has abused them any more, we can help make this possible.

The person you think is carrying out the abuse may be arrested by the police, who might prosecute them.

## More information about adult safeguarding

The Birmingham Safeguarding Adults Board produces two publications.

- **Practitioners Guide.**
- **Policy, Procedure and Good Practice Guide.**

They both have detailed information for professionals about adult safeguarding processes and procedures. You can download them from the Birmingham Safeguarding Adults Board website at [www.bsab.org](http://www.bsab.org).

## Other useful contacts

- **West Midlands Police**  
Phone: 0345 113 5000
- **Care Quality Commission**  
(if the person is in a care home)  
Phone: 03000 616161  
[www.cqc.org.uk](http://www.cqc.org.uk)
- **Elder Abuse Response Helpline**  
For advice and support.  
Phone: 0808 808 8141  
Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)
- **Voice UK**  
Support for people with learning disabilities who have been abused.  
Phone: 01332 291 042
- **Saneline**  
Help and advice for people with a mental illness.  
Phone: 0845 767 8000
- **Birmingham Carers Helpline**  
A one-stop information and resource helpline for carers in Birmingham.  
Phone: 0121 675 8000
- **RESPOND**  
For adults with learning disabilities who have experienced abuse or trauma  
Phone: 0808 808 0700  
Website: [www.respond.org.uk](http://www.respond.org.uk)
- **Independent Safeguarding Authority**  
Helping to prevent unsuitable people from working with vulnerable adults  
Phone: 0300 123 1111  
Website: [www.isa.homeoffice.gov.uk/](http://www.isa.homeoffice.gov.uk/)



## Website

For more information about the Birmingham Safeguarding Adults Board, visit:

Website: [www.bsab.org](http://www.bsab.org)

## Your right to be heard

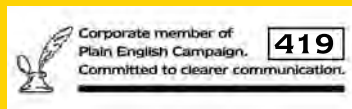
If you have any comments, compliments or complaints about any Birmingham City Council adult social care services, please contact:

**Customer Care and Citizen Involvement Team  
Birmingham City Council  
Adults and Communities  
Level 6  
Louisa Ryland House  
44 Newhall Street  
Birmingham  
B3 3PL.**

Phone: **0121 303 5161**

Fax: **0121 303 7208**

Email: [customercareteam@birmingham.gov.uk](mailto:customercareteam@birmingham.gov.uk)



If you would like a copy of this leaflet in another language, in large print, in Braille or on audio tape, MP3 or CD, please phone us on **0121 464 3123** or email [acccommunications@birmingham.gov.uk](mailto:acccommunications@birmingham.gov.uk)

[www.birmingham.gov.uk/adults](http://www.birmingham.gov.uk/adults)