

## Who else can help?

**Crime Stoppers** 0800 555 111 (call anonymously with information about crime)

**Croydon Welcare** 020 8688 5151

Offer a family support advice service, advocacy, informal counselling and practical support to families.

**Croydon Women's Aid Lay Advocacy Service**

(Based at Family Justice Centre) 020 8688 0100  
Helping to empower and support people experiencing domestic violence wishing to access civil/criminal action against partners.

**Broken Rainbow** 08452 60 44 60

National helpline for lesbian, gay, bisexual and transgender people who experience domestic violence.

**Men's Advice Line and Enquiries (MALE)**

0808 801 0327. Provide emotional support, practical advice and sign-posting of services for men experiencing domestic abuse.

**Action on Elder Abuse** 0808 808 8141

**Carers Information Service** 0208 649 9339

**Croydon Trading Standards** 0208 407 1310

**Consumer Direct** 08454 04 05 06 advice on consumer issues

**Disability Croydon** 020 8684 5538

**Housing Anti Social Behaviour**

**Enforcement Team** 0208 726 6100

**Refuge National Hotline** 0808 2000 247

**Safer Neighbourhood Team** 0300 123 1212

**Victim Support in Croydon** 020 8681 7711

**VoiceAbility** 0845 017 5198

## Translations

Ask for other formats at the address below.

### French

Ces informations sont disponibles en Français. Veuillez contacter l'adresse ci-dessous.

### Portuguese

Esta informação está disponível em português. Por favor, contacte o endereço abaixo.

### Turkish

Buradaki bilgileri Türkçe olarak bulabilirsiniz. Lütfen a\_a\_idaki adresle temasa geçiniz.

### Albanian

Kjo informatë është në përdorim edhe në gjuhën Shqipe. u lutemi kontaktoni adresën e poshtshënuar.

### Somali

Macluumaadkan oo af Somali ku qoran baad helikartaa. Fadlan, cinwaanka hoos ku qoran la xirii.

### Tamil

இத் தகவல் தமிழில் உள்ளது. அதைப் பெறுவதற்கு கீழ் தரப்பட்ட விலாசத்தில் தொடர்பு கொள்ளவும்.

### Urdu

یہ معلومات اردو میں دستیاب ہیں۔ برائے مہربانی مندرجہ ذیل پتے پر رابطہ کیجئے۔

### Chinese

這些訊息備有中文翻譯，如欲索取，請聯絡以下地址

### Punjabi

ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਵਿਚ ਮਿਲਦੀ ਹੈ। ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਹੇਠਲੇ ਪਤੇ 'ਤੇ ਮਿਲੋ, ਲਿਖੋ ਜਾਂ ਫੋਨ ਕਰੋ।

### Gujarati

આ માહિતી ગુજરાતી ભાષામાં પ્રાપ્ય (મળે) છે.  
મહેરબાની કરી નીચેના સરનામે સંપર્ક કરો:

Access Croydon -Taberner House,  
Park Lane, Croydon CR9 2BA

## Safeguarding adults at risk from abuse

# Do you need help?

## Staying safe in Croydon

Adult Abuse Reporting Line  
020 8760 5697

## Keeping safe from harm

Everyone should be allowed to feel safe from harm. If someone is hurting you at home or if you know of someone who is being hurt we can help.

The Croydon Safeguarding Adults Board is here to help protect adults who are vulnerable because of their mental health, their disability, an illness or because they are an older person (65yrs +).

The London multi-agency policy and procedures to safeguard adults from abuse, known as the **Pan London Guidance**, sets out how we will ensure vulnerable adults stay safe.

We not only make sure the person who has been hurt is made safe, we also make sure the person or people abusing are not able to hurt anyone else.

You can see the most up to date version of our procedures on the council website here [www.croydon.gov.uk/healthsocial/sva/](http://www.croydon.gov.uk/healthsocial/sva/)

## Who abuses?

Anyone might abuse. It could be someone in your family, professional staff, care workers, volunteers, other service users, neighbours, friends or strangers.



## Are you being hurt?

There are lots of reasons why people are mean, we call it abuse:

## Ways of hurting

**Psychological (emotional) abuse** – shouting and swearing at you, making you feel small (humiliation), being bullied and threatened.

**Physical abuse** – hitting, pushing, bullying, bruising, slapping, kicking and burning.

**Sexual abuse** – someone forces you to do something sexual and you do not want to.

**Financial or material abuse** – your money or things that belong to you are taken away from you. You may not notice that someone who is helping you manage your money is taking some of it away from you.

**Neglect** – someone who is meant to be looking after you does not provide you with the essential care you need.

**Discriminatory abuse** – hurting someone because they are: black (racism); gay or lesbian, bisexual or transgendered (homophobia); a woman (sexism); disabled (disabilism); an older person (ageism) or because of their religious beliefs.

**Institutional abuse** - are poor standards of care, rigid routines, inadequate staffing, staff not receiving necessary induction, training and supervision, poor recording of incidents involving service users, residents or patients and inadequate skills and knowledge within the service generally

## Who do you contact?

**Emergencies** – If the person is injured or in immediate physical danger, contact the police and other appropriate emergency services without delay – **dial 999**.

**Adults at Risk**– If you or the person you are calling about is over 18 and vulnerable because of their mental health, their disability, illness or because they are an older person, contact the **Adult Abuse Reporting Line** – **dial 020 8760 5697**.

## Family Justice Centre

The Family Justice Centre is a safe place where victims of domestic violence, family violence, abuse of older people, children and extended families can receive all the help they need to rebuild their lives. The centre addresses the full range of social, welfare, economic, safety, accommodation, criminal and civil justice needs of individuals living with or escaping from abuse.

**020 8688 0100.**

**Children** – If you suspect a child is being abused report it to the **Duty Assessment Service 020 8726 6400**.

All of these services will put you in touch with the right people to help but you can also find out more on your own by using the numbers on page 5.