

# Safeguarding adults



Camden  
Safeguarding  
Adults Board

# Helping you to stay safe



# What is safeguarding adults?

Safeguarding adults is about making sure that people aged 18 and over can live safely free from harm, abuse or neglect.

It's about recognising when someone might be at risk and taking steps to protect them. For adults who may struggle to protect themselves due to age, illness, disability, or other challenges, safeguarding support helps people to maintain their safety while respecting their independence and dignity.



# Who needs safeguarding?

Adults who:

- \* Have care and support needs
- \* Are at risk of abuse or neglect
- \* May be unable to protect themselves from harm



**Not  
all care  
and support  
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visible.**

Not all care and support needs are visible; for example, mental health needs, learning disabilities, sensory needs, cognitive impairment, non-visible health conditions and chronic illnesses may not be immediately apparent.

Unpaid carers may also be at risk because of their caring role and may need support and safeguarding alongside the cared for person.



# How can you stay safe?

Keeping yourself safe starts with understanding your rights. You have the right to live without fear, to be treated with respect, and to make your own decisions.

Here are some ways to stay safe:

- **Stay connected** – keep in touch with friends, family, or trusted neighbours or organisations. Isolation can make you more vulnerable.
- **Be aware of risks** – whether online or in person, stay alert to situations that don't feel right.
- **Know your boundaries** – it's okay to say no if someone is making you feel uncomfortable.
- **Speak up** – if something doesn't feel right, trust your instincts and let someone know.

**It's also important to support others in your community.**

By looking out for one another, we can all help create a safer environment.

**Safeguarding is something we all play a part in.**

Every small action – whether it's sharing information, offering support or simply being a good neighbour – can make a big difference.



## Understanding abuse

Abuse happens when someone causes harm to another person, either intentionally or through neglect. It can take many forms, might involve one person or several, and it can happen once or repeatedly.

Here are some examples of different types of abuse:

- **Physical Abuse** – includes hitting, pushing, slapping, or causing physical harm. It can also include the misuse of medication or physical restraint.
- **Emotional Abuse** – making someone feel scared, upset or worthless through threats, insults, or controlling behaviour. This can also involve isolating someone from friends or family. It can also include bullying and harassment.

- **Financial Abuse** – stealing, misusing someone’s money, or pressuring them to give away their savings or possessions. It could also include scams or exploitation, over the phone, online or in person. More people are being affected due to the cost of living crisis
- **Act of Omission and Neglect** – failing to meet someone’s basic needs, like food, warmth or medical attention. Neglect can leave people vulnerable and at risk of harm.
- **Sexual Abuse** – inappropriate touching, forcing someone into sexual acts, or exposing them to sexual content without their consent.
- **Online Abuse** – bullying, harassment, scams or grooming that takes place over the internet, such as through social media, emails, or messaging apps.
- **Self-Neglect** – this happens when someone doesn’t take care of themselves properly. It includes things like not looking after their health, home, or personal hygiene. It can also include hoarding and refusing help from services that can improve their situation.
- **Modern Slavery** – this includes situations where people are forced to work against their will, are trafficked (moved or controlled for exploitation), or kept as servants in homes or workplaces without fair treatment.
- **Cuckooing** – this is when a person’s home is taken over, usually as a base for criminal activities. They may be befriended, coerced or offered something, like free drugs or alcohol, by the people who want to exploit them.

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- **Domestic Abuse** – this includes any kind of abuse within a relationship or family. It can be physical, emotional, sexual, financial, or controlling behaviour. It also includes harmful practices like forced marriage and female genital mutilation (FGM).
- **Organisational Abuse** – this happens when a care home, hospital, or service providing care at home fails to look after someone properly. It can be a one-time event or ongoing neglect due to bad practices or poor management.
- **Discrimination and Hate Crime** – this includes unfair or harmful treatment because of someone’s race, gender, age, disability, sexual orientation, religion, or identity. It can involve bullying, harassment, or exclusion.

**Abuse can happen anywhere**  
– at home, in care settings, out in the community or within relationships.

**Remember no one deserves to be treated in this way.**

Help is available if you or someone you know is experiencing abuse.

# Spotting the signs

It is not always easy to recognise abuse or neglect, especially when someone is trying to hide it or doesn't realise what they are experiencing is abuse. However there are often signs that something might be wrong. These could include:

- **Physical Signs** – unexplained bruises, cuts, burns, or frequent trips to the doctor or hospital.
- **Aggression** – a behaviour showing anger and a willingness to attack something or someone
- **Behavioural Changes** – becoming withdrawn, anxious or depressed, tearful or displaying sudden changes in mood or personality.
- **Financial Issues** – unexplained financial difficulties, missing possessions, or sudden change to a will or financial documents.
- **Neglect Indicators** – poor hygiene, dirty or inappropriate clothing, or living conditions that are unsafe or unsanitary.
- **Social Isolation** – someone suddenly cutting off contact with friends or family or being prevented from seeing people they trust.
- **Fearfulness** – a person appearing scared or nervous around certain individuals or hesitating to speak openly.

 **If you notice any of these signs, trust your instincts.**

It's better to raise your concerns and be wrong than to stay silent and risk further harm to someone vulnerable.



# What to do if you're worried about abuse?

If you are being abused or neglected, or if you think you know somebody who is, here's what you can do:

- 1 Talk to someone you trust.** This could be a family member, friend, or professional.
- 2 Contact Adult Social Care (see page 12).** They are there to help and will listen to your concerns.
- 3 Call 999 if someone is in immediate danger.**
- 4 Contact a local organisation for support (see page 12-13).**

You don't have to have all the answers. Simply sharing what you've seen or felt can make a big difference. Safeguarding professionals are trained to take your concerns seriously and act appropriately.

# What happens when you report abuse?

Concerns about abuse and neglect should be reported to Adult Social Care in Camden, who will:

- 1 Listen to you carefully** and gather information about what's happening.
- 2 If appropriate take immediate steps** and work with the person to find out what would help them feel safer and more in control
- 3 Work with other organisations** that can best support your needs.

Throughout the process, the person affected will be supported, and you will be kept informed. The aim is always to protect and help those at risk while respecting their wishes and rights.



## Your privacy matters

When you report a concern, your information is handled with care. Only those who need to know will be informed. We will ask your permission before sharing your details whenever possible. Or if you prefer you can report concerns anonymously.

Your privacy is a priority, and we will work to protect it while ensuring safety.

# We are here to help



If you need advice or want to report a concern, please contact Adult Social Care:  
<https://www.camden.gov.uk/safeguarding-adults>

In Camden, if you're worried about an adult, please contact Adult Social Care on ☎ **020 7974 4444** and when prompted, say 'Safeguarding'.



Deaf or Hard of Hearing people who use British Sign Language (BSL) can contact Camden Council using our Sign Video Web Access, an online sign language interpreting service:

<https://www.camden.gov.uk/en/using-our-website>

The service is available 24 hours a day, seven days a week and will require a webcam.



All organisations have a responsibility to help keep people safe. If you need help reporting your concerns, you could also speak to someone you already know or would feel more comfortable discussing this with, like your GP, housing officer or one of our voluntary sector partners, and they can help you contact Adult Social Care.



Examples of some of our partners who can help you include:

### **Age UK Camden**

Offers a variety of services to older people.

 **020 7239 0400**

### **Camden Safety Net**

Offers support for people experiencing domestic abuse.

 **020 7974 2526**

### **Camden Carers**

Supports people who are looking after or caring for someone else.

 **020 7428 8950**

### **ReThink**

Offers advocacy services to help people express themselves and know their rights.

 **0300 790 0559**

### **Hopscotch**

Offers a range of culturally sensitive services to women.

 **020 7388 8198**

### **forum+**

A local organisation that focuses on supporting the LGBTQ+ community.

 **020 7388 5720**

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There are many other organisations also offering support in Camden. Many of these can be found on Camden Council's website for adult care and support in Camden.

### **Camden Care Choices**

<https://camdencarechoices.camden.gov.uk>



# About Camden Safeguarding Adults Board (SAB)

The SAB is a statutory multi-agency partnership responsible for safeguarding adults from abuse and neglect. There are a number of agencies including the Council, Health, Social Care Services and the Police, that are under a legal duty to work in partnership and sit on the Board. Other partners include National Probations Service, London Fire Brigade, Camden People First, Hopscotch Women's Centre, Age UK Camden, Camden Carers Service.



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## Camden's approach to safeguarding adults in the borough animation



Scan the QR code to watch on YouTube







*Camden  
Safeguarding  
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