

Social Care offices

Biddulph Office

Tel: 01782 297810

Mobile textphone number: 07773 792322

Email: biddulph.socialservices@staffordshire.gov.uk

Burntwood Area Office

Tel: 01543 510410

Mobile textphone number: 07773 791907

Email: burntwood.socialservices@staffordshire.gov.uk

Burton Area Office

Tel: 01283 239888

Mobile textphone number: 07773 792327

Email: burton.socialservices@staffordshire.gov.uk

Cannock Area Office

Tel: 01543 510300

Mobile textphone number: 07773 792325

Email: cannock.socialservices@staffordshire.gov.uk

Cheadle Office

Tel: 01538 483800

Mobile textphone number: 07773 792322

Email: cheadle.socialservices@staffordshire.gov.uk

Codsall Area Office

Tel: 01902 434000

Mobile textphone number: 07773 792326

Email: codsall.socialservices@staffordshire.gov.uk

Kidsgrove Area Office

Tel: 01782 296705

Mobile textphone number: 07773 792324

Email: kidsgrove.socialservices@staffordshire.gov.uk

Leek Area Office

Tel: 01538 483112

Mobile textphone number: 07773 792322

Email: leek.socialservices@staffordshire.gov.uk

Lichfield Area Office

Tel: 01543 510800

Mobile textphone number: 07773 791907

Email: lichfield.socialservices@staffordshire.gov.uk

Newcastle Area Office

Tel: 01782 296005

Mobile textphone number: 07773 792324

Email: newcastle.socialservices@staffordshire.gov.uk

Rugeley Area Office

Tel: 01889 256016

Mobile textphone number: 07773 792325

Email: rugeley.socialservices@staffordshire.gov.uk

Stafford Area Office

Tel: 01785 276969

Mobile textphone number: 07773 792323

Email: staffordadults.socialservices@staffordshire.gov.uk

Tamworth Area Office

Tel: 01827 475506/7

Mobile textphone number: 07773 791907

Email: tamworth.socialservices@staffordshire.gov.uk

Uttoxeter Area Office

Tel: 01889 256300

Mobile textphone number: 07773 792327

Email: uttoxeter.socialservices@staffordshire.gov.uk

For confidential advice call the Action on Elder Abuse helpline: 080 8808 8141

For general enquiries about safeguarding vulnerable adults in Staffordshire, email: adult.protection@staffordshire.gov.uk



Social Care & Health Directorate

Protecting vulnerable adults in Staffordshire from abuse and neglect



We can also provide this information in larger print, on audio, in Braille, in easy words and pictures or in different languages. Contact our helpline on 01785 276900 for this service.

What is abuse?

Abuse is behaviour towards a person that causes him or her distress, endangers life or violates their rights. Neglect is also seen as abuse if it leads to harm or distress. It can happen to both men and women.

Who is vulnerable?

A vulnerable adult can be anyone over the age of 18, who has a physical or sensory impairment, learning disability or a mental health problem and who may be unable to protect themselves from harm or abuse. Many frail or confused older people are especially vulnerable.

Where does abuse occur?

Abuse can happen in many different settings:

- someone's own home;
- in a care home;
- in a hospital;
- in a day centre; or
- in a public place.



If you feel you are being at risk, then it is important

Who may be an abuser?

Abuse is carried out by many different people, but it's usually someone who is known and trusted. It may be:

- a family member;
- a neighbour;
- a care worker or volunteer;
- a friend, or
- anyone with access to the person.

What do you need to do?

Recognise it.

Abuse comes in many forms and more than one type of abuse may be happening at the same time.

Report it.

If you feel you are being abused or know a person you believe is at risk, then it is important to tell someone. You can contact your local social care office, listed on the back of this leaflet. They will work with you to make sure everyone is safe.

You may be worried about the consequences of reporting abuse. The person concerned may not be able to report the abuse themselves and may rely on you to voice your concerns. You will be offered advice and support.

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nt to tell someone.



You must never assume that somebody else will recognise and report what you have seen or heard.

What will happen next?

What happens next depends on the wishes of the person and the seriousness of the situation.

In response to your call, trained staff will carry out a careful and sensitive enquiry in line with locally agreed procedures.

Information and advice will be offered so that the person and their family can make an informed choice about any practical help they need or action they wish to take.

If they are unable to make an informed choice, care will be taken to support and protect them and do what is best for them.

Safeguarding Vulnerable Adults in Stoke on Trent and Staffordshire Board.

The Board brings together lead officers from all agencies concerned with the wellbeing and protection of vulnerable adults.

By having contact between agencies it promotes the development of strategies and procedures to protect vulnerable adults.

Who can you contact?

- Staffordshire Police
Emergency: 999
Main switchboard: 08453 302010
- Commission for Social Care Inspection
0121 600 5300
- Your local social care office, listed on the following pages