

Keeping you safe

at home and in
your community

If you suspect
a person is
at risk of harm
you have a duty
to report it



Do

- be alert to signs of abuse
- protect and support the person
- record
- know and follow your procedures
- report concerns to your manager or named person

Don't

- ignore it
- confront the alleged abuser
- do anything that might jeopardise an investigation
- keep it a secret

In an emergency call **999**

Surrey County Council Adult Social Care Helpline
(8am-6pm): 0300 200 1005

Text: 07527 182861

Emergency Duty Team (out of hours): 01483 517898

Surrey Police: **101**



Safeguarding Adults Alert Guide

This is quick reference guide for emergency front line services – when and how to refer.

Definition: An adult at risk is a person aged 18+ who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to protect him or herself against significant abuse or exploitation.

Is the person able to protect him/herself from significant harm or exploitation?

↓ Yes

Do you believe they may benefit from advice or information about services in the community?

↓ Yes

Provide the person with details of Surrey County Council Adult Social Care Helpline, 0300 200 1005, or if necessary request permission for you to refer details to the Adult Social Care Helpline on their behalf.

↓ No

1. Consider immediate safety of the person.
2. Contact emergency service where appropriate.
3. Contact police if you are concerned that a criminal offence may have been committed.
4. Record the words of the adult at risk.
5. Take the account seriously.
6. Record the full details, include the date and location that the incident took place.
7. Advise the adult at risk what you are doing and why.
8. Do not begin an investigation.
9. Pass the information on to the Adult Social Care Helpline as soon as practicable, by phone on 0300 200 1005 (or via fax on 020 8541 7390 using the Safeguarding Referral Forms).
10. Note: Faxed information will only be responded to during normal office hours, Mon-Fri 8am-6pm.