

Recognising signs

Three different situations where people are victims and need support:

I am getting more frail and slow on my feet. When I travel on the bus a group of youngsters are always pushing me and telling me to hurry up. I feel very shaken afterwards.

My wife's behaviour is changing and her memory is getting worse. When I bring her an evening meal she forcefully knocks the tray out of my hands and says she doesn't want it and is frequently hitting, kicking and biting me for no apparent reason. I am getting more afraid of her changing behaviour.

When I go shopping with my care worker they spend half of my money on things for themselves. Then I do not have enough for myself.

Surrey Safeguarding Adults Board

The Surrey Safeguarding Adults Board (SSAB) is a partnership that works to protect adults at risk of harm. Local councils, the County Council, Police, Surrey Care Association, Surrey Fire and Rescue, NHS organisations, the independent voluntary sector and people who use our services and carers all work together on the Board to safeguard adults at risk of harm. The Board's objectives are much broader than just protecting adults at risk. They are also about allowing adults to live their lives and make decisions, whilst taking reasonable measures to ensure that risks of harm are minimised.

If you would like this information in large print, Braille, on tape or in another language please contact us on:

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email: contact.centre@surreycc.gov.uk

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو براہ مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔

Created by the Communications Design Team. 11.12.RN.CS2365.

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



Everyone has a right to live free from harm. This means feeling safe at home and when out and about in your local community.

What is harm?

Being harmed is anything that hurts or injures you or another person. Harm can be in the form of discrimination against a person, financial exploitation, physical, emotional, sexual or verbal harm, domestic abuse or neglect. In Surrey we aim to protect the residents most at risk of harm.

Who is an adult at risk?

- aged 18 or over
- may be unable to protect themselves against harm or exploitation because they are vulnerable
- may be at risk due to a physical disability, mental ill health, learning disability, age or frailty.

What to do if you think someone is being harmed:

- do not assume that someone else is doing something about it
- take action if you suspect a person is being harmed
- try to make sure that the victim is safe from immediate harm
- give the person your full attention
- call a doctor or ambulance if anyone is injured
- in an emergency dial 999.

What to look out for?

- unexplained injury
- signs of fear or distress
- withdrawal
- neglect
- theft, fraud or financial exploitation.

Support services in the community that keep you safe

Many people live on their own and do not have family members nearby to help.

However, there are many services in the community that can help to keep you safe and feel more confident:

Telecare provides a range of sensors which are designed to assist people of all ages to live more independently by alerting a 24 hour care centre should a potential emergency such as a fall, or a fire occur. A 12 week free trial is available under most circumstances. Contact 0800 1956035 or text 07976 843825 for initial enquiries.

yourSanctuary domestic abuse helpline 01483 776822 is available 24 hours a day, seven days a week. If you are experiencing domestic abuse and need to talk to someone in confidence who is trained in domestic abuse this organisation can offer emotional support and practical advice.

Surrey Fire and Rescue Service provides all Surrey households with a free home fire safety visit which focuses on three key areas of fire safety – prevention, detection and ensuring a safe escape is available in event of a fire. They can also arrange for smoke detectors to be fitted linked to a Telecare alarm, fire retardant bedding and other equipment to support adults at risk to be safe from fire in their own home. To arrange a free Home Fire Safety visit call freephone 0800 085 0767.

Trading Standards provide consumer protection from illegal doorstep sellers and rogue traders. The 'no cold calling' sticker scheme is designed to empower you, giving you the confidence to deal with cold calling traders. Sticker packs can be collected from your local council office, police station or library. Residents should contact Citizens Advice consumer service on 08454 040506 or log onto the website at: <http://www.surreycc.gov.uk/stopcoldcallers>.

Support with Confidence is a scheme to help people to make good and informed choices when selecting their care or purchasing goods or services with the confidence that members of the scheme are reliable, trustworthy and understand and can respond to their needs. The scheme is available to anyone buying their own social care, including those who can afford to pay for their own care.

Transport services – Dial A Ride, to help you continue to be mobile but in a safe environment. For further information search for 'Dial A Ride' at www.surreycc.gov.uk.

Neighbourhood Watch is made up of small groups of volunteer residents in towns and cities around the country who look out for signs of crime in their own neighbourhood and share that information with each other and local police. To join your local Neighbourhood Watch team, contact your local police station or neighbourhood policing team. Many communities run Good Neighbour Schemes using volunteers who can support other residents. Contact your local district or borough council for more information.

Contact details:

In an emergency call **999**

Surrey Police

Phone **101**

Open 24 hours a day, seven days a week.

Surrey County Council

Adult Social Care Helpline

Monday to Friday: 8am to 6pm

Tel: **0300 200 1005**

Minicom: 020 8541 9698

Text: 07527 182861

Email: contactcentre.adults@surreycc.gov.uk

Out of office hours:

Emergency Duty Team

Tel: **01483 517898**

Fax: 01483 517895

Minicom: 01483 517844

Text: 07968 833626

Email: edt.ssd@surreycc.gov.uk

All calls are treated in the strictest confidence.

If you need to report a safeguarding concern and would like to report it online you can use the Safeguarding Alert Form on the county council website at: www.surreycc.gov.uk/reportingadultabuse.