

# Keeping you safe from abuse



## Reporting Abuse

This booklet has information about  
how to report abuse

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You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website.

[www.surreysab.org.uk/resources/](http://www.surreysab.org.uk/resources/)

You can read this booklet alone or with someone to support you.



## Acknowledgements

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# Speaking up about abuse is hard



Abuse and neglect are never OK.



Speaking up about abuse is not easy.

You might feel:

- scared
- stressed
- ashamed
- embarrassed



You might be worried that no one will believe you.

You might be worried about getting into trouble.



Abuse is **never your fault**. It is OK to speak up about abuse.

People who support you, will listen to you.

# What to do if you know the person who is doing the abusing



Speaking up about abuse can be harder if you know the person doing the abuse.



They might:

- tell you to keep it a secret
- tell you that you are confused
- tell you that it's your fault



They might:

- Tell you they will hurt you, your family or your pets
- Tell you no one will believe you



It is still important to speak up and get help. Tell someone that you trust.

# Talk to someone you trust



Think about someone you trust and feel happy talking to.

This could be:

Someone in your family

A friend

A carer or support worker

A social worker

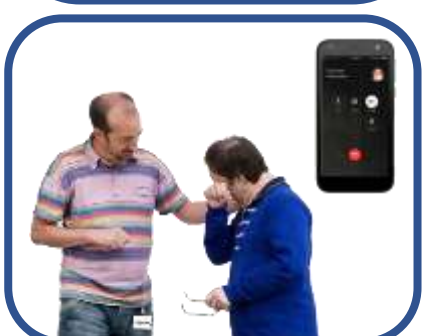
An **advocate**

The police

A nurse or doctor

Someone from a charity like Mencap, Age UK or Mind

Someone from the **Care Quality Commission**



Tell them you have something important you want to talk about.

You could tell them in person or using your phone.



An **advocate** is a person who can help you to speak up.

The **Care Quality Commission** check that services are doing things as they should do.

# Finding a time and place to talk



Think about when you might want to talk to someone.



Think about where you could talk to someone.



If you can:

Choose somewhere private where other people won't hear you.

Choose a time where other people won't disturb you.

Choose somewhere you feel safe and comfortable.



It might feel like there is never a good time but it is still important that you speak up and tell someone.

Don't give up!

# It is good to talk



Sometimes it can be good to just talk to someone.



It can help you think about what is happening and you can hear what another person thinks.



They might be able to help you sort out whatever is wrong.



You can ask someone you trust to report abuse for you.



You can report abuse if you think it is happening to someone else.

# If you don't have a person you can trust



If you are in danger, please call 999 to get help straight away.



Anyone can report abuse if they are worried.



If you don't have anyone you can tell or trust, speak to Surrey County Council.

Telephone: 0300 470 9100 (option 2, option 2)



Surrey County Council could arrange for a social worker or **advocate** to come and speak to you.

An **advocate** is a person who can help you to speak up.



# Your information



An advocate will speak up for you if you need them to.  
You can ask an advocate to help you report abuse.



The Police and Surrey County Council want to make sure everyone living in Surrey is safe. It is important for us to know if someone is being abused or neglected.



Information about you is kept private and will not be shared with anyone who doesn't need to know.



If Surrey County Council does have to share private information with others to keep you safe they will ask you if it is OK first.

# How to report abuse



There is a team of people who will support you to feel safe again.

## **In an emergency**

Dial 999 for the police.

If you can't speak and are calling on a mobile, press 55 to have you call transferred to the police.



## **9-5 on weekdays**

Contact the MASH (Multi-Agency Safeguarding Hub):

Telephone: 0300 470 9100 (option 2, option 2)

MASH email: [ascmash@surreycc.gov.uk](mailto:ascmash@surreycc.gov.uk)

## **Evenings and weekends**

Adult Social Care Emergency Duty Team:  
01483 517898



## **Reporting abuse online**

[surreycc.gov.uk/safeguardingadults](https://surreycc.gov.uk/safeguardingadults)



If you would like this information in an alternative format or language, please contact us on:

Telephone: 0300 200 1005

Text (SMS): 07527 182 861 (for deaf or hard of hearing community)

Textphone (via Relay UK): 18001 0300 200 1005

British Sign Language: [www.surreycc.gov.uk/bsl](https://www.surreycc.gov.uk/bsl)

Email: [asc.infoandadvice@surreycc.gov.uk](mailto:asc.infoandadvice@surreycc.gov.uk)