surrey safeguarding ADULTS BOARD

SURREY COUNTY COUNCIL

Keeping you safe from abuse

Reporting Abuse

This booklet has information about how to report abuse

Contents

Page 1 Front page
Page 2 Contents
Page 3 Speaking up about abuse is hard
Page 4 What to do if you know the person who is doing the abusing
Page 5 Talk to someone you trust
Page 6 Finding a time and place to talk
Page 7 It is good to talk
Page 8 If you don't have a person you can trust
Page 9 Your information
Page 10 How to report abuse

You can find Easy Read documents on keeping safe from abuse on the Surrey Safeguarding Adults Board website.
www.surreysab.org.uk/leaflets-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 200 1005

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.

SURREY COUNTY COUNCIL

Contact Surrey County Council

You can ask for this information in an alternative format or language.

Telephone: 0300 200 1005

Email:
asc.infoandadvice@surreycc.gov.uk

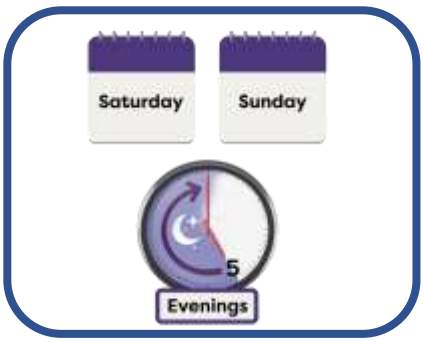
Contact us

Textphone (via Relay UK): 18001 0300 200 1005

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

British Sign Language:
www.surreycc.gov.uk/bsl

Reporting abuse online:
www.surreycc.gov.uk/adultatrisk



Out of Hours Emergency Duty Team
Telephone: 01483 517 898
Email: edt.ssd@surreycc.gov.uk
Textphone (via Relay UK): 18001 01483 517 898