

Keeping you safe from abuse

Information on what adult abuse is and what to do if you, or someone you know, is being abused or neglected.



Who is affected by abuse?

Many people in Surrey live safely, free from abuse and are able to protect themselves from further risk. However, some people have care and support needs that make it difficult for them to protect themselves from abuse and neglect. In these circumstances they may need help and support to keep themselves safe. This will include people with disabilities, long term conditions or those who are frail and need extra support to live independently. Other people at risk of abuse are those with mental health issues, who are homeless, experiencing memory loss, or misuse substances. It also includes people who look after someone else, when the care they provide is unpaid. Safeguarding adults is about protecting those at risk of harm from suffering abuse or neglect.

What is abuse?

Abuse can be:

- something that happens once
- something that happens repeatedly
- a deliberate act
- something that was unintentional due to a lack of understanding
- a crime.

Abuse can happen anywhere, at any time and be caused by anyone. Abuse is always wrong.

Different kinds of abuse

Abuse can take many forms including:

- Physical abuse - this includes being hit, shaken, kicked, being locked in a room or inappropriate restraint.
- Sexual abuse - this includes an adult being made to take part in a sexual activity when they have not given, or are not able to give, their consent.
- Psychological abuse - this includes being shouted at, ridiculed or bullied, threatened with harm, blamed or controlled by intimidation or fear.
- Financial or material abuse - this includes theft, fraud, financial exploitation and pressure in connection with financial matters or misuse of someone else's finances.
- Neglect - this includes the failure to provide essential care and support needs that results in someone being harmed.

- Discrimination - this includes ill treatment, harassment, threats or insults due a person's age, gender, sexuality, disability, race or religious belief.
- Modern slavery - this includes human trafficking and forced labour.
- Organisational abuse - this is when abuse is caused by an organisation.
- Domestic abuse - this includes abuse occurring between partners or by a family member.

How to report abuse

If you are concerned that you, or someone you know, may be experiencing abuse or neglect, or are being exploited, please report it.

Our team of professionals will support you to feel safe again and will deal with all matters in the strictest confidence.

In an emergency

Dial 999 for the police.

9am-5pm on week days

Contact (the Multi-Agency Safeguarding Hub):

- telephone: 0300 470 9100 (option 2, then option 2)
- SMS: 07527 182861 (for the deaf or hard of hearing)
- secure email: ascmash@surreycc.gov.uk
- Textphone (via Text Relay) 18001 0300 200 1005

Evenings and weekends

Contact the Adult Social Care Emergency Duty Team on:

- telephone: 01483 517898
- SMS: 07800 000388 (for the deaf or hard of hearing)
- secure email: ed.ssd@surreycc.gov.uk
- Textphone (via Text Relay) 18001 01483 517898

Reporting abuse online

- **Online:** [Adult Safeguarding Referral online form](#). If you would like a Microsoft Word version of this form, please email us using the following address:
- **Email:** ascmash@surreycc.gov.uk

What happens after you report abuse?

Anyone can refer a safeguarding concern. For example, they might be a friend, family member, carer, a professional working with adults with care and support needs or someone who thinks they themselves have been abused. If you suspect abuse reporting it can help bring it to an end. It is everyone's business to look out for others and protect them from abuse.

When you report abuse we will:

- listen to you
- take your concerns seriously
- respond sensitively
- consider any immediate danger that the vulnerable adult may be in
- talk to the police if it is a criminal matter
- make enquiries about the concerns
- consider the wishes of the adult at risk
- develop a plan with the adult that will keep them safe in the future

Action may be taken against the person causing the harm.

Our commitment to people living in Surrey

The Surrey Safeguarding Adults Board is a statutory partnership where agencies come together to ensure adults who are unable to protect themselves due to their care and support needs, are kept safe. The agencies include health and care providers, local councils, Surrey County Council, Surrey Police, Surrey Fire and Rescue, the voluntary, community and faith sector and people who use services, their carers and families.

Working together we aim to:

- stop abuse or neglect wherever possible
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- support adults so they can make choices and have control about how they want to live
- promote an approach that concentrates on improving life for the adults concerned
- raise public awareness so that communities work alongside professionals and play their part in preventing, identifying and responding to abuse and neglect
- provide accessible information and support to help people understand the different types of abuse, how to stay safe and what to do if they are concerned about the safety or wellbeing of themselves or another person understand and act on what has caused the abuse or neglect;

- undertake reviews where a person has died or come to serious harm, and it is suspected agencies could have worked together more effectively to protect the adult with care and support needs.

Other organisations that can help

- Surrey Police
Website: surrey.police.uk
Telephone: 101 or 01483 571212
TextPhone (via Relay UK): 18001 101
- Surrey Fire and Rescue
Website: surreycc.gov.uk/people-and-community/surrey-fire-and-rescue
Book a free Safe and Well visit by contacting
Telephone: 0800 085 0767
Text/SMS: 07971 691898 (for the deaf or hard of hearing)
- Citizens Advice
Website: citizensadvice.org.uk
Telephone: 0800 144 8848
Textphone (via Relay UK): 18001 0800 144 8884
- Healthwatch Surrey
Website: healthwatchsurrey.co.uk
Email: enquiries@healthwatchsurrey.co.uk
Telephone: 0303 303 0023
Text/SMS: 07592 787533 (for the deaf or hard of hearing)
Text relay: 18001 0303 303 0023
- Care Quality Commission
Website: cqc.org.uk
Telephone: 03000 616161
Fax: 03000 616171
Text relay: 18001 03000 616161