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

surrey safeguarding adults board
This booklet aims to help you stay safe from abuse.

We explain what abuse is and what happens when you report abuse.

You may be given a copy of this booklet when you tell someone you have been abused.

You may be able to read the booklet on your own. You can ask someone to help you to read and understand it.

Please help people to use this booklet so they can understand how to stay safe from abuse.

Acknowledgements

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Go to www.surreypb.org.uk for more information.

- The booklet was designed and developed by The Clear Communication People Ltd.
  Go to www.communicationpeople.co.uk.

- Many of the photographs used are photosymbols.
  Go to www.photosymbols.com.
Page 4: We will help you
Page 5: We will decide what to do
Page 6: Safeguarding Adults Strategy Meeting
Page 7: Who will investigate what happened?
Page 8 - 9: The Safeguarding Investigation
Page 10 - 13: The Police Investigation
Page 14: Going to court for a trial
Page 15 - 19: The Safeguarding Conference
Page 20: After the Safeguarding Conference
Page 21: Who you can contact for support
Page 22: Who to contact to report abuse

This is section two of the three sections of the website version of the booklet
To download sections one and three please go to:
www.surreycc.gov.uk/safeguardingadults
This section is about what happens when we hear you have been abused.

We will find out what happened.

We will help you stay safe.

We will protect you.

If we think that you, or anyone you told us about, is at immediate risk of being badly hurt, we will act very quickly to protect you.
What we will do

We will decide what to do within 48 hours of hearing about the abuse.

48 hours is two days

So if we hear about abuse on a Monday morning we will decide what to do by Wednesday morning.

If we hear about the abuse in the evening or weekend we will still decide what to do within 48 hours.

We may need to talk to you.

We may also talk to other people like your family, staff and sometimes the Police.

The Police will investigate if they think a crime has been committed.
We will plan a Safeguarding Adults Strategy Meeting.

At this meeting we will plan the best way to find out what happened to you.

We will have this meeting within five working days.

We invite people who can help to keep you safe to the meeting.

We will write a plan to say how we will help you stay safe from abuse.

The plan will say what help we will give you.
We will tell you which of the following three things will happen next. We may also tell your family or care worker if it is right to.

**The Safeguarding Investigation**

If the Police are not doing an investigation someone else may.

We will decide this at the Safeguarding Adults Strategy Meeting.

We will choose who will investigate, who we should talk to and how to support you.

**The Police Investigation**

The Police will do the investigation if people agree at the meeting that what has happened to you is against the law.

There is not always a Police investigation.

**No Investigation**

People at the Safeguarding Adults Strategy Meeting may agree that no investigation is needed.
Support for you.

A social worker may support you being interviewed. They have been trained by the Police.

This is your chance to tell us what happened.

You may find it difficult to tell someone what happened, so they may need to ask you lots of questions.

It is important to tell the interviewer everything you can remember about what happened.

It is okay if you cannot remember everything.

You can have someone you know and trust with you to support you.

You can have a break during the interview if you need one.
You can have someone to help you communicate or a language interpreter if English is not your first language.

If you find it difficult to say what happened, photos or pictures can be used to help you.

Other people will also be interviewed to find out what has happened.

When all the interviews are finished the Social Care Worker will write a report about what they find out.

The Safeguarding Conference will happen next. See page 25 for information about this.
There may be a Police investigation.

The Police will want to find out what happened to you by interviewing you.

You will be asked to go to a special place for your interview.

The Police will ask you questions about what happened.

You can bring a friend, family member or care worker to support you.

Surrey Police have special Police Officers to support you.

These Police Officers do not wear uniforms.

Surrey County Council has trained staff who help the Police with their interviews.
The special interview rooms.

When you get to the Police Station you will go to the special interview rooms nearby. There are 4 interview rooms in Surrey.

Photos of an interview room.

The camera records your interview.

You sit here. The Police Officer sits here.

Your supporter can sit next to you on the sofa.

There is a kitchen and toilet.
You can choose a drink.

You can look round the interview rooms before your interview.
Your interview with the Police.

This is your chance to say what happened.
You will not get into trouble for telling the Police what happened.
You must tell the Police everything you can remember.

You can take a break when you need to.
You can ask questions at the end of the interview. After the interview the Police will tell you what will happen next.

The Police will interview the person who has hurt you.
They will interview the person who has harmed you at the Police Station. They will ask them what happened.
They will find out if what they say is different to what you said.

The Police may need to talk to other people as well. This might take some time.
After the Police have finished investigating, there are three things that could happen.

1. The person may be charged with a criminal offence.

   The Crown Prosecution Service (CPS) will decide if the suspect should be charged with a criminal offence.

   If they are charged they will have to go to Court.
   It may take many months for the trial to happen.

2. The person may be cautioned by the Police.

   This means they will get a written warning.

   This caution is kept on record and may count against them if they commit another crime. The Police will talk to you if they are going to caution the person.

3. No further action may be taken.

   This is often because there is not enough evidence to take the case to court. You should be told why this is.

   We will still believe what you told us.
If the person is charged with a criminal offence you will be told when the trial will go to court.

You will also be told how long the trial will take.

**Special Measures**

If you are asked to go to court to answer questions you can ask for ‘special measures’. These can help you feel more comfortable in court.

- The Judge may take off his or her wig.
- A person, called an intermediary, can support you in court.
- Sitting in another room to give your evidence by video camera.
- Screens in court so you cannot see the suspect.
When the investigation is finished you will be invited to a Safeguarding Conference.

This a meeting to talk about what has happened, and how best to stop it happening again.

Going to the Safeguarding Conference.

The safeguarding conference will usually be at an office near your home.

Someone will take you to the meeting if it is hard for you to get there.

You do not have to come to the meeting.
You may be worried about going to the meeting.

You can ask a family member, friend or advocate to go with you to the meeting. They could also go instead of you.

You could write a letter to the people who will be at the meeting. You can tell them your feelings about what happened and anything else you want to say.

The people who may be at the meeting:

- the manager of your day service or care home
- your community nurse
- your support worker
- your social care worker
- a housing officer
- your Doctor
- your psychiatrist or psychologist
- the Police (if they did the investigation)
- the Care Quality Commission (CQC)
- any other person who can give information about what happened to you.
The Chairperson.

The chairperson’s job is to run the meeting.
They make sure you understand what will be talked about at the meeting.

You can talk to the chairperson before the meeting starts. They will explain who will be at the meeting and what people will talk about.

A report will be written for the meeting.

A social care worker usually writes the report.

We will show you the report before the meeting. You will have help to read the report if you need it.

If you do not want to go to the meeting someone you know will tell you what happened.
You can have your say at the meeting.

People will listen to you:

- you can talk about what happened to you
- you can say how you are feeling about it now
- you can say what you want to happen next.

Everyone else at the meeting will have time to say what they think has happened to you.

The meeting is confidential.

Only the people who were at the meeting will know what was said. They must not tell other people about it.

There will be a person who writes notes about what people say at the meeting.
The Safeguarding Conference

Safeguarding Plan.

Everyone at the meeting will agree a plan of how to help you and stop you being abused again.

The Chairperson will make sure that everything agreed at the meeting gets done.

There may be a second meeting if there are more things to talk about or to check if the plan is working.

The Chairperson will decide if a second meeting is needed and tell you at the end of the first meeting.

Notes of the meeting.

As soon as possible after the meeting you will be given a copy of the notes of the meeting.

The notes tell you what was agreed at the meeting and the plan to make you safe. Someone will read through the notes of the meeting with you if you want them to.

As an adult you have the right to make your own choices. People at the meeting will understand this, even if they are worried about some of your choices.
How to complain.

If you are unhappy about what has been said in the meeting, you can complain to the Chairperson or your social care worker.

Getting the support you need.

People who come to the meeting will talk to you about how you will be supported in the future.

You may need extra support to talk about what happened and how you feel about it.

These are the sorts of people who might help you:

- a doctor
- a psychologist
- a nurse
- a counsellor.

They can work with you on your own or in a group.

You can ask for help and support any time you feel you want it.
Who you can contact for support

**True Vision**
Police website for information about Hate Crime and where you can report a Hate Crime on-line.

**Website:**  www.report-it.org.uk

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**yourSanctuary Surrey 24 hour confidential helpline**
If you would like advice or information about domestic abuse, need somewhere safe to stay or simply want someone to listen to you.

**Helpline:**  01483 776822

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**Ann Craft Trust**
ACTing against abuse of people with learning disabilities.

**Website:**  www.anncrafttrust.org

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**Victim Support**
National charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.

**Website:**  www.victimsupport.org.uk  **Supportline:**  0845 30 30 900

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**Witness against abuse by health and care workers**

**Website:**  www.professionalboundaries.org.uk
**Phone:**  0203 468 4194

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**Care Quality Commission (CQC)**

**Website:**  www.cqc.org.uk
**Phone:**  03000 616161  **Fax:**  03000 616171
Who to contact to report abuse

In an emergency phone 999.

Surrey County Council

**Adult Social Care Helpline:** 0300 200 1005

**Minicom:** 020 8541 8914

Monday to Friday: 8am to 6pm

**SMS:** 07527 182861

**Out of office hours phone:** 01483 517898

**Email:** contactcentre.adults@surreycc.gov.uk

**Website:** www.surreycc.gov.uk/safeguardingadults

Surrey Police

**Phone:** 101

open 24hrs a day, 7 days a week

**Website:** www.surrey.police.uk

You can contact Surrey County Council or Surrey Police to let us know about abuse happening to you or someone you know.