surrey safeguarding ADULTS BOARD

SURREY COUNTY COUNCIL

How to report abuse and explaining safeguarding enquiries

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 the deaf or hard of hearing community)
Textphone (via Relay UK): 18001 0300 200 1005
British Sign Language:
www.surreycc.gov.uk/bsl
Email: asc.infoandadvice@surreycc.gov.uk

www.surreycc.gov.uk/safeguardingadults

The vision of the Surrey Safeguarding Adults Board* is for adults in Surrey to live a life free from fear, abuse, and neglect. If you are concerned that you, or someone you know, who has care and support needs, is experiencing abuse or neglect, please report it. Reporting it can help bring it to an end. Anyone can report a safeguarding concern. It is everyone's responsibility to look out for others and protect them from abuse or neglect.

What happens when you report abuse or neglect to Adult Social Care?

The Adult Social Care Multi-Agency Safeguarding Hub (MASH) is the first point of contact when you report abuse or neglect.

MASH will:

- Listen to you and take your concerns seriously.
- Everything you say will be treated with confidentiality.
- Consider any immediate danger that you or the person you are concerned about may be facing.
- Make a decision whether a Section 42 enquiry will be carried out (see page 3).
- Consider your wishes and views, or the person you are concerned about.
- Speak to the police if it is also a criminal matter.

What is a Section 42 enquiry?

If you have care and support needs, are experiencing abuse or neglect and as a result of those needs are unable to protect yourself, then Surrey County Council Adult Social Care service must carry out an enquiry into what has happened. This is required by law in order to protect you. This is commonly known as a Section 42 enquiry and we will refer to this as 'the enquiry' from now on in this information leaflet.

The aim of the enquiry is to establish whether you have been abused or neglected or are at risk of abuse or neglect and decide on what action is needed to keep you safe.

What will happen during the enquiry?

The exact process varies depending on the circumstances, but will typically involve:

- Talking to you and understanding your thoughts, wishes and outcomes.
- Ensuring you are provided with support if needed. This could be either through family/friends or an independent advocate.
- Gathering information to establish facts. In some cases, this could involve a single conversation with you or the person you are concerned about. In other cases, this may also include looking at documents like care records or statements from witnesses or staff members.
- Taking action, where necessary, against the person who has caused the abuse or neglect.
- Liaising with the police and other organisations where appropriate.
- Developing a plan to protect you in the future.
- Establishing whether anyone else is at risk of abuse or neglect.
- Ensuring confidentiality is maintained through this process. Confidentiality may not apply if a disclosure is made about a serious crime or poses a risk to another person's life.

What happens when the enquiry is completed?

The enquiry means making various decisions on how best to protect you or the person you are concerned about. In some cases, other processes may run in parallel, for example, a police investigation or an investigation in a hospital or a coroner's inquest.

Once Adult Social Care has finished making its enquiries, the findings will be shared with you and other organisations as relevant, and it will be agreed what happens next so that you are able to live safely in accordance with your wishes.

How to report abuse to Adult Social Care

From 9am-5pm on weekdays, please use the following contact options:

- **Telephone:** 0300 200 1005
- **Text (SMS):** 07527 182 861 (for the deaf or hard of hearing)
- **Textphone (via Relay UK):** 18001 0300 200 1005
- **British Sign Language: www.surreycc.gov.uk/bsl**
- **Online: www.surreycc.gov.uk/safeguardingadults**

During evenings and weekends, contact the Adult Social Care Emergency Duty Team (EDT) on:

- **Telephone:** 01483 517898
- **Text (SMS):** 07800 000 388 (for the deaf or hard of hearing)
- **Textphone (via Relay UK)**: 18001 01483 517898
- **Email:** edt.ssd@surreycc.gov.uk

In an emergency, or if there is immediate danger, always dial 999 for the police.

- **Textphone (via Relay UK):** 18000 999
- **British Sign Language: 999bsl.co.uk**

You can also download more resources about safeguarding adults by visiting: **www.surreysab.org.uk/resources**

*Surrey Safeguarding Adults Board (SSAB) is a multi-agency partnership that has representation from organisations that support adults who have care or support needs. The partnership contributes to the development and delivery of the Board's Strategic Plan, helping to deliver activities that promote adult safeguarding across the county. The SSAB ensures the improved effectiveness of safeguarding activity by its members and partner agencies.

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