surrey safeguarding ADULTS BOARD

SURREY COUNTY COUNCIL

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.

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

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 may include people who are frail, people with physical disabilities, learning disabilities, long term conditions, mental ill health, autistic people and people who misuse alcohol or substances.

Safeguarding adults is about protecting a person's right to live in safety, free from abuse and neglect.

What is abuse?

Abuse can be:

- something that happens once
- something that happens repeatedly
- a deliberate act
- something that was unintentional due to 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, inappropriate restraint or rough handling.
- **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 or emotional 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 including restricting access to or controlling someone's money.
- **Neglect and acts of omission** - 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 and may include lack of leadership and supervision, insufficient staff or high turnover resulting in poor quality care, failure to manage residents with abusive behaviour.
- **Domestic abuse** - this includes physical, sexual, psychological and financial abuse occurring between partners or by a family member. It also includes harassment, stalking, gaslighting and coercive and controlling behaviour in a domestic situation.
- **Self-neglect** - this is an extreme lack of self-care. It is sometimes associated with hoarding and may be a result of other issues such as substance misuse.

How to report abuse to Adult Social Care

If you are concerned that you, or someone you know, may be experiencing abuse or neglect, or are at risk of the same, please report it. A team of professionals will support you to feel safe again and will deal with all matters in the strictest confidence.

Who can report abuse?

Anyone can refer a safeguarding concern. For example, a friend, family member, carer, a professional working with adults with care and support needs, or someone who thinks they have themselves 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.

In an emergency, dial 999 for the Police.

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

Key contact details

From 9am to 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**

For 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

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

Support services in the community that can help keep you safe

Many people live on their own and do not have family members nearby to help. However, there are many services in the community that can help to keep you safe and feel more confident.

The **Surrey Domestic Abuse Helpline** provided by **Your Sanctuary** offers an independent and confidential listening service to anyone affected by domestic abuse. If you, or someone you know, is experiencing domestic abuse you can talk about it in confidence with someone who is trained to provide you with emotional support, information and advice to help you make informed choices.

Contact the helpline:
- **Telephone:** 01483 776822 (9am to 9pm, seven days a week)
- **Textphone (via Relay UK):** 18001 01483 776822
- **Online chat: www.yoursanctuary.org.uk/onlinechat**

Visit **www.surreyagainstda.info** for further information on domestic abuse and support services available in your area.

Surrey Fire and Rescue Service's Safe and Well Visits provide personalised advice about fire safety in the home. This service is free of charge and available 24/7. The team can also arrange for smoke detectors to be fitted linked to a Telecare alarm and can also arrange for fire retardant bedding and other equipment to support adults at risk to be safe from fire in their own home.

If you or someone you know would benefit from a **Safe and Well Visit:**
- **Telephone (freephone):** 0800 085 0767
- **Text (SMS):** 07971 691 898
- **British Sign Language: www.surreycc.gov.uk/bsl**
- **Website: www.surreycc.gov.uk/safeandwell**

Buckinghamshire & Surrey Trading Standards provide consumer protection from illegal doorstep sellers and rogue traders. The 'no cold calling' sticker scheme is designed to empower you, giving you the confidence to deal with cold calling traders. Sticker packs can be collected from your local council office, police station or library.

For any advice, call the **Citizens Advice Consumer Helpline:**
- **Telephone:** 0808 2231133
- **Textphone (via Relay UK):** 18001 0808 2231133
- **Website: www.surreycc.gov.uk/tradingstandards**

Hate crime comes in many different forms and strikes at the heart of communities. Find out how to spot a hate crime, report it, or get help, support and advice.

Visit **www.surrey.police.uk/hatecrime** or use the following contact options.

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

For non-emergencies:
- **Telephone:** 101
- **Textphone (via Relay UK):** 18001 101

There are many **transport services** to support residents to travel safely or with assistance to get to key appointments or stay connected to their community. These include bus on demand services, community transport and travel assistance schemes.

Visit **www.surreycc.gov.uk/communitytransport** or contact the **Community Helpline:**

- **Telephone:** 0300 200 1008 (9am to 5pm, Monday to Friday, excluding bank holidays)
- **Textphone (via Text Relay):** 18001 0300 200 1008
- **Text (SMS):** 07860 053 465
- **British Sign Language: www.surreycc.gov.uk/bsl**

Visit **www.connecttosupportsurrey.org.uk** to find local support and services to help you, or your loved ones, stay independent. Search for the wealth of support available where you live, such as food deliveries to your home, transport options, help to stay active or feel less isolated, support for people looking after someone, home care and much more.

Other organisations that can help

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. For more information visit **www.surreysab.org.uk**

Surrey Police
In an emergency:
- **Telephone:** 999
- **Textphone (via Relay UK):** 18000 999
- **British Sign Language: 999bsl.co.uk**

For non-emergencies:
- **Telephone:** 101
- **Textphone (via Relay UK):** 18001 101
- **Website: www.surrey.police.uk**

Citizens Advice
- **Telephone:** 0800 144 8848 (national adviceline in England)
- **Textphone (via Relay UK):** 18001 0800 144 8848
- **Website: www.citizensadvice.org.uk** (use the website to find your nearest Citizens Advice office)

Healthwatch Surrey
- **Telephone:** 0303 303 0023
- **Text (SMS):** 07592 787 533 (for the deaf or hard of hearing)
- **Textphone (via Relay UK):** 18001 0303 303 0023
- **Email:** enquiries@healthwatchsurrey.co.uk
- **Website: www.healthwatchsurrey.co.uk**

Care Quality Commission
- **Telephone:** 03000 616161
- **Textphone (via Relay UK):** 18001 03000 616161
- **Website: www.cqc.org.uk**

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