



Safeguarding Adults Procedures

Procedures and guidance on how to safeguard adults whilst taking part in physical activities



ACTIVE SURREY

October 2023

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Introduction

Active Surrey is committed to providing a safe environment for everyone to work in our organisation and take part in our programmes and activities. These procedures must be followed in any circumstances where an adult is at risk of harm.

The procedure should be implemented with reference to Active Surrey Safeguarding Adults Policy.

This procedure details the steps to be taken in responding to any concern that an adult involved in Active Surrey, our programmes or activities, is at risk of or is experiencing harm.

The procedures have two main sections:

Section 1: Recognising and Reporting concerns- **For everyone**

Section 2: What happens next – For Safeguarding Lead and organisational response

The information is presented in flow charts with accompanying text. Please refer to both as the text contains more detail.

Glossary

For more details please see the additional information sections of Active Surrey’s Safeguarding Adults Policy.

<p>Adult</p>	<p>The definition of adults that adult safeguarding processes may apply to is set out in section 42 of the Care Act 2014. They are people who:</p> <ul style="list-style-type: none"> • are aged 18 years or more, and • have needs for care and support (whether or not these are currently being met), • are experiencing, or are at risk of, abuse or neglect, and • as a result of those needs are unable to protect themselves against the abuse or neglect or the risk of it. <p>This includes adults with physical, sensory and mental impairments and learning disabilities, however those impairments have arisen, such as whether present from birth or due to advancing age, chronic illness or injury. Also included are people with a mental illness, dementia or other memory impairments, and people who misuse substances or alcohol.</p>
<p>Safeguarding adults</p>	<p>“Adult safeguarding” is working with adults with care and support needs to keep them safe from abuse or neglect. It is an important part of what many public services do, and a key responsibility of local authorities.’ – Care Act 2014</p> <p>All organisations have a duty to ensure that the welfare of all adults is ensured. As part of this they need to understand when to implement their safeguarding adults reporting procedures.</p> <p>Safeguarding duties apply to an adult who:</p>

	<p>Has needs for care and support (whether or not the local authority is meeting any of those needs) and; Is experiencing, or is at risk of, abuse or neglect; and; As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.</p>
Adult at risk of harm	<p>We have now moved away from the terminology of 'vulnerable adults' towards 'adults at risk of harm', usually shortened to 'adults at risk' in policies and procedures. There may also be reference to an 'adult with a care and support need'.</p> <p>The policy and procedures that any organisation implements should reflect this and include the current definition of adults at risk rather than that of vulnerable adults.</p> <p>The Care Act 2014 makes it clear that abuse of adults links to circumstances rather than the characteristics of the people experiencing the harm. Labelling groups of people as inherently 'vulnerable' is seen to be disempowering.</p>
Abuse	<p>Abuse is physical, sexual, emotional, economic or psychological actions or threats of actions that harm another person.</p>
Case Management Group	<p>A group created by a sports organisation to ensure the organisation carries out its role/s in individual cases of abuse or neglect AND to maintain an overview of the implementation of the organisation's safeguarding functions.</p>
Harm	<p>Damage done to a person's well-being. The Care Act recognises 10 categories of abuse that may cause harm to adults. https://www.anncrafttrust.org/resources/types-of-harm/</p>
MASH	<p>Multi-Agency Safeguarding Hubs are used as a one point of contact/safeguarding referrals in some areas. Where they exist a referral to MASH benefits from the information held by and the expertise of various agencies e.g. Local Authority, Police and Health.</p>
Mental Capacity	<p>The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to prepare for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this. Mental-capacity-act-code-of-practice.pdf (publishing.service.gov.uk)</p>
Safeguarding	<p>"Safeguarding" refers to measures designed to protect the health, wellbeing, and human rights of individuals.</p>

Safeguarding Adult Team	Surrey Safeguarding Adults Board (SSAB) is a multiagency 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. Homepage - Surrey Safeguarding Adults Board (surreysab.org.uk)
Safeguarding Adults Board (SAB) (England and Wales)	A statutory body set up in line with national legislation. Statutory membership includes the Local Authority, Police and NHS. Representatives from the voluntary sector and of 'citizens' e.g. a representative from a disabled people's forum are often also included. Their role is to coordinate safeguarding work across the Local Authority district.

Section 1: Reporting concerns

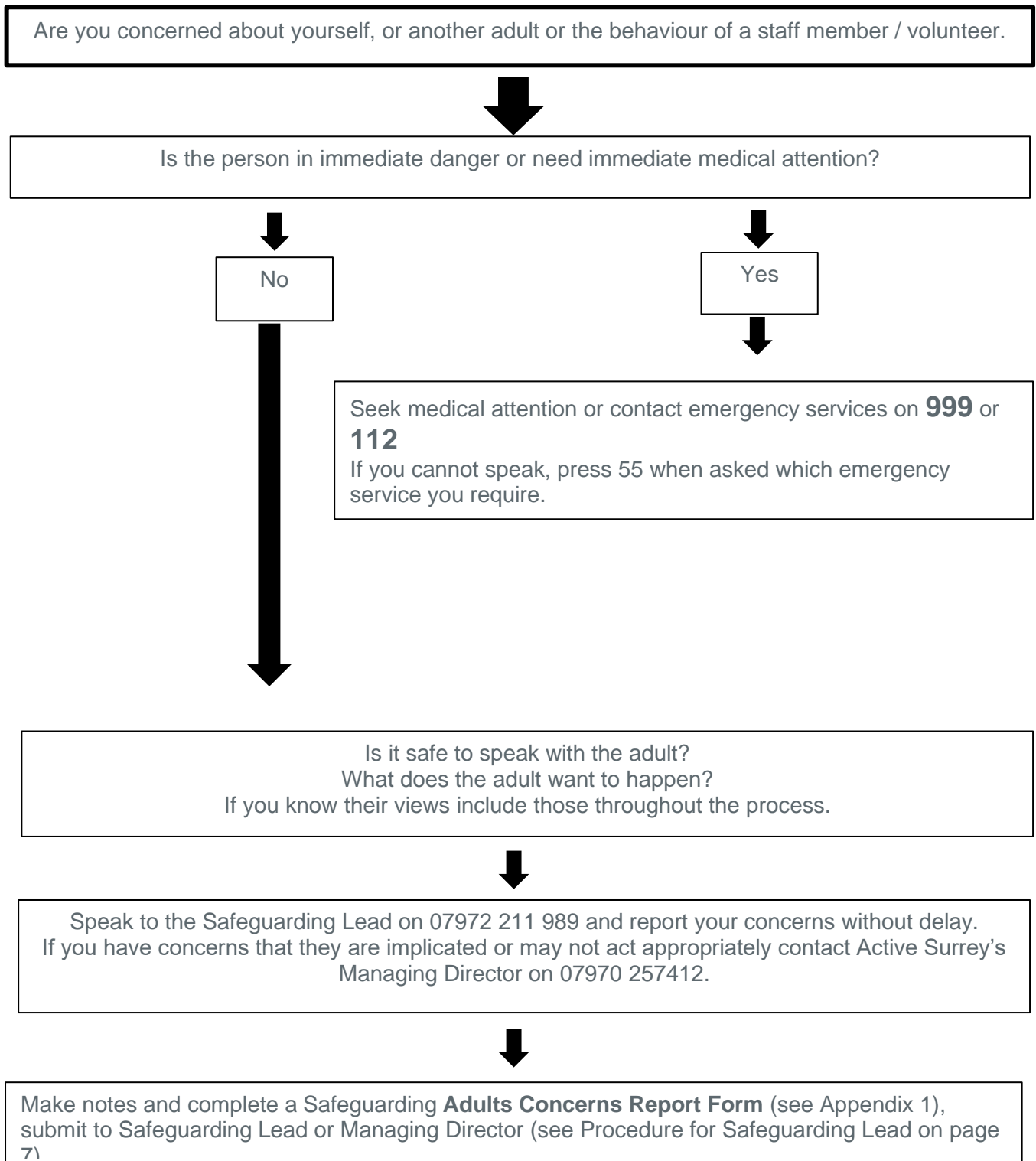
Reporting concerns about yourself

**If you are experiencing harm, contact our Safeguarding Lead, Wendy Newton:
wendy.newton@surreycc.gov.uk /
07972 211 989 or our Deputy Safeguarding Lead for Adults, Laura White:
laura.white@surreycc.gov.uk / 07973 975494**

- If you are in **immediate danger** or need **immediate medical assistance**, contact the emergency services on 999 or 112.
- Please contact the Safeguarding Leads. Alternatively, if you would prefer, please contact another member of staff who will help you raise the issue to the Safeguarding Leads.
- If the Safeguarding Leads are implicated or you think have a conflict of interest, then report to the Active Surrey's Managing Director, Elizabeth Duggan.
Elizabeth.duggan@surreycc.gov.uk
- You can also contact the Police, Social Services, your doctor or other organisations that can provide information and give help and support (see Appendix 2 Other sources of support).
- Active Surrey will follow the procedure in this document. If you do not think your concerns are being addressed in the way that they should be please contact Active Surrey's Board Chair, Richard Grey.
- At all stages you are welcome to have someone who you trust to support and help you to explain what happened and what you want to happen.

It is of upmost importance to Active Surrey that you can work with and take part in our programmes and activities safely and we will take every step to support you to do that.

Reporting concerns about others (Flowchart 1)

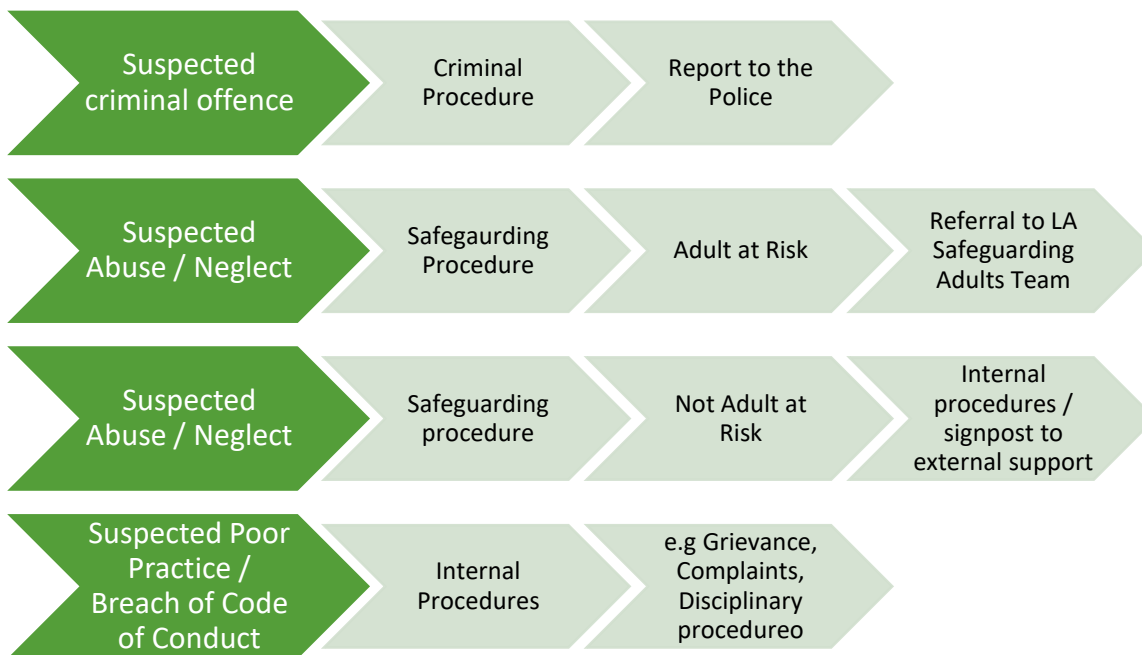


Section 42 of the Care Act 2014 says that when the tests are met (an adult who is experiencing or at risk of abuse or neglect which they cannot protect themselves from because of their care and support needs) there must be an adult safeguarding enquiry.

- If you are concerned about an adult with care and support needs, who is at risk of/ or is being abused or neglected you need to report it.
- To do this, contact [Surrey County Council, Adult Social Care:](#)
- **Phone: 0300 470 9100** (available 9am to 5pm, Monday to Friday)
- **Online: [Adult Social Care Safeguarding Online Referral](#)**

Possible responses for the concern to be dealt with

Concerns may involve multiple pathways and circumstances may change as more information comes to light.



Reporting concerns about others

You may be concerned about harm to another person because of something you have seen or heard, information you have been told by others or because someone has confided in you about things that are happening or have happened to them.

You should not keep safeguarding concerns to yourself. If you have concerns and/or you are told about possible or alleged abuse, poor practice or wider welfare issues you must contact Active Surrey’s Safeguarding Lead, **Wendy Newton**, as soon as you can on **07972 211 989**.

If the Safeguarding Lead is implicated or you think has a conflict of interest, then report to Active Surrey's **Managing Director, Elizabeth Duggan, on 07970 257412.**

If you are concerned about harm being caused to **someone else**, please follow the guidance below.

- It is not your responsibility to prove or decide whether an adult has been harmed or abused. It is however, everyone's responsibility to respond to and report concerns they have.
- If someone has a need for **immediate medical attention** call an ambulance on 999 or 112. If you cannot speak, press 55 when asked which emergency service you require.
- If you are concerned someone is in **immediate danger** or a **serious crime** is being committed, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police. If you cannot speak, press 55 when asked which emergency service you require.
- Remember to be **person centred/make safeguarding personal**. If it will not put them or you at further risk, discuss your safeguarding concerns with the adult and ask them what they would like to happen next. Inform them that you have to pass on your concerns to your Safeguarding Lead. **Do not** contact the adult before talking to your Safeguarding Lead if the person allegedly causing the harm is likely to find out.
- Remember not to confront the person thought to be causing the harm.

Responding to a direct disclosure

If an adult indicates that they are being harmed or abused, or information is received which gives rise to concern, the person receiving the information should:

- Take it seriously.
- Stay calm.
- Listen carefully to what is said, allowing the adult to continue at their own pace,
- Be sensitive.
- Keep questions to a minimum, only ask questions if you need to identify/ clarify what the person is telling you.
- Reassure the person that they have done the right thing in revealing the information.
- Ask them what they would like to happen next.
- Explain what you would like to do next.
- Explain that you will have to share the information with Active Surrey's Safeguarding Lead.
- Ask for their consent for the information to be shared outside the organisation.
- Make an arrangement as to how you/the Safeguarding Lead can contact them safely.
- Help them to contact other organisations for advice and support (e.g. Police, Domestic Abuse helpline, Victim Support – see Appendix 2).
- Act swiftly to report and carry out any relevant actions.
- Record in writing what was said using the adult's own words as soon as possible.

It is important **not** to:

- Dismiss or ignore the concern.
- Panic or allow shock or distaste to show.
- Make negative comments about the alleged perpetrator.
- Make assumptions or speculate.
- Come to your own conclusions.
- Probe for more information than is offered.
- Promise to keep the information secret.
- Make promises that cannot be kept.
- Conduct an investigation of the case.
- Confront the person thought to be causing harm.
- Take sole responsibility.
- Tell everyone.

Record keeping

- Complete a Safeguarding Adults Report Form (see Appendix 1) and submit to Active Surrey's Safeguarding Lead and Surrey Multi-Agency Safeguarding Hub (MASH) without delay.
- Describe the circumstances in which the concern came about and what action you took/advice you gave.
- It is important to distinguish between things that are facts, things that have been observed or overheard and opinions, in order to ensure that information is as accurate as possible.
- If someone has told you about the harm or abuse, use the words the person themselves used. If someone has written to you (including by email, message) include a copy with the form.
- Whenever a concern is raised, consider the available evidence, and whether you need to gather any additional evidence. You should retain any physical evidence to keep it safe from tampering. Also keep records of relevant evidence that you may need at a later date.
- Recording should be impartial, so write down what you see and not what you feel.

Section 2: What happens next?

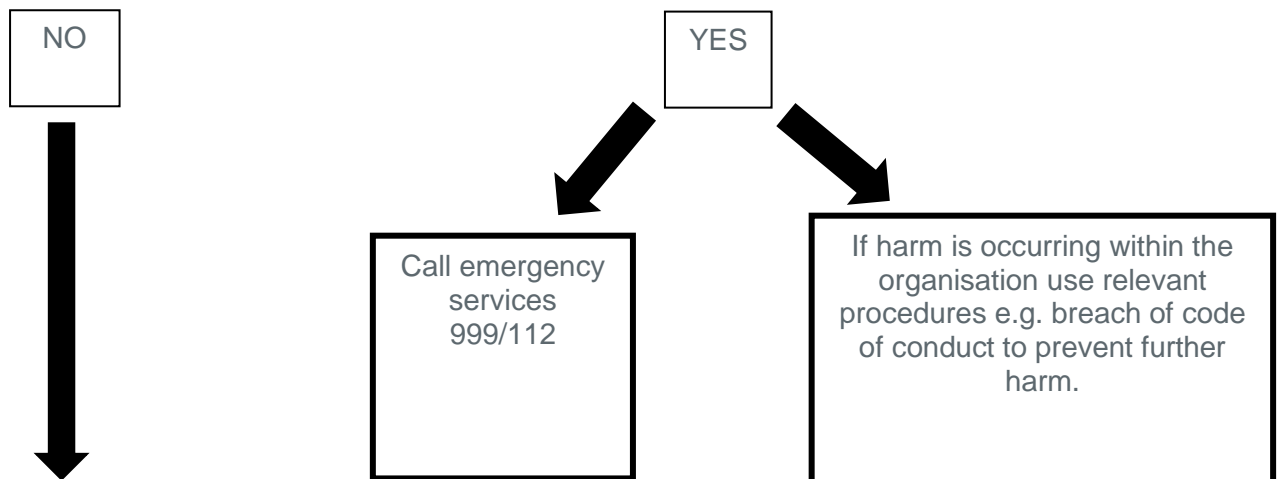
Safeguarding Lead and organisational response

Procedure for Safeguarding Lead (Flowchart 2)

Email the Safeguarding Lead for a plain text version of this information.

Steps 1 – 5 Initial response (as soon as you receive the Safeguarding referral)

Step 1: Is someone at immediate risk of harm/danger or in need of immediate medical attention?



Step 2 – Safeguarding Report Details

If you have been sent a Safeguarding Adults Report Form check that you can understand what is written and that all the necessary parts have been completed

If you are being contacted directly request a completed Safeguarding Adults Report Form (staff and volunteers) or fill in the form with the person making the report (public/adult themselves).

Step 3 – Person Making the Report

Inform, reassure and advise the person making the report e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.

Step 4 – Person at Risk

What are the risks? What are the views of the adult? Are they an adult at risk? Do they need support to make decisions about their safety? Do you need to contact the adult directly? Is it safe for you to do so?

Step 5 – Person at Risk

If it is safe to do so – ensure the person at risk has information about what will happen next. Make sure they have been given information about other organisations that can support them (see Appendix 2).

Steps 6 – 14 Taking Action (Email the Safeguarding Lead for a plain text version)

Step 6 – Consult and Decide

As needed consult Surrey Multi-Agency Safeguarding Hub (MASH) or Surrey Police and decide which one or more of the following actions need to be taken.

Step 7

If a serious crime is suspected contact the police

Criminal enquiry, investigation, proceedings

Step 8

If you believe there is an 'adult at risk' make a safeguarding adults report to the Surrey MASH

Safeguarding adults process led by Surrey Multi-Agency Safeguarding Hub (MASH)

Step 9

If harm is suspected of being caused within Active Surrey e.g. by an employee, contracted worker, volunteer or partner report to relevant manager/s

Active Surrey takes **short term steps** within relevant policy to **prevent harm** e.g. suspend employee, coach, volunteer etc

Step 10

Consult with and inform the adult

Active Surrey decides who will maintain regular contact with the adult/s who have been at risk of harm

Step 11

Take advice from and coordinate actions taken by Surrey MASH with those of other agencies. Attend and contribute to Safeguarding Adults strategy meetings.

Step 12

Attend Case Management meeting(s) to coordinate actions by Surrey MASH.

Possible outcomes: e.g.

- Criminal Caution or Conviction
- Police referral back to organisation
- Referral to Independent Barring Board
- Unsubstantiated – no further action

Possible outcomes e.g.

- LA enquiries triggered
- Adult supported to 'make safeguarding personal'
- Other adults at risk identified
- Multi-agency meetings to coordinate actions
- New/changed care and support and protection plan for any adult at risk
- NOT an adult at risk – information and advice provided

Possible outcomes: e.g.

- Informal resolution
- Education and training
- Formal warning
- Dismissal
- Role conditions applied
- Contract ended
- Referred to Independent Barring Board
- Unsubstantiated – no further action

Possible Outcomes: e.g.

- Adult receives information about the process
- Adult supported to have their views and experience heard
- Adult supported to gain support from other agencies
- Adult continues to participate in organisation / sport

Steps 13 and 14

Recording and reporting. Ensure decisions made, actions taken, and outcomes logged and reported.

Once a concern has been passed to Active Surrey's Safeguarding Lead, they will coordinate Active Surrey's Safeguarding Adults Procedure (see Flowchart 2 on page 7).

The Safeguarding Lead will keep clear records of decision making, actions taken, and the outcomes achieved. They will also collect feedback from the adult.

The Safeguarding Lead, where appropriate, in consultation with the Case Management Group, will take the following actions:

- Immediate response**
1. Ensure any **immediate actions** necessary to safeguard anyone at risk have been taken. If the risk is said to be due to the behaviour of an employee or other person involved in the organisation/activities use the relevant procedures (e.g. breach of code of conduct, breach of contract, disciplinary or grievance procedures) to prevent that person making contact with the adult being harmed.
 2. If you have been sent a **Safeguarding Adults Report Form** check that you can understand what is written and that all the necessary parts have been completed. If you are being contacted directly by a member of staff or a volunteer request that they complete a Safeguarding Adults Report Form if they have not already done so (see Appendix 1) as soon as possible. If the report is being made by the adult themselves or a member of the public fill in the safeguarding report form yourself gaining the details with the person contacting you.
 3. Inform, reassure, and advise the **person making the report** e.g. what to do/what not to do. Explain what will happen next. Reinforce the need for confidentiality.
 4. Consider what is known about the situation, what the risks are, what is known of **the views of the adult**, whether they have given their consent to the report being made and whether they might be considered to be an 'adult at risk'. Find out whether the person making the report believes the adult has the mental capacity to make decisions about what safeguarding actions they want to be taken (they are not expected to assess this, only provide their opinion). Decide if you need to **contact the adult** to get more information, determine their wishes, or explain what actions you need to take.
 5. Ensure that the **adult has been given information** about the process and what will happen next. Ensure that they have been provided with information about other **Taking action** organisations that can support them (see Appendix 2).

ONLY do this if you have a known safe way of contacting them.

In all situations you should ensure those in your organisation who can act (within their remit) to prevent further harm have the information to do so. This includes supporting the person at risk. Depending on the situation you may need to pass information to and work together with other organisations such as Surrey Police and Surrey and/or Surrey Safeguarding Adults Board safeguarding team.

6. Consult and Decide

If necessary, consult with Surrey Multi-Agency Safeguarding Hub (MASH) or Surrey Police and with Adult Social Care and decide which of the following actions need to be taken.

7. **Contact Surrey Police** (where the crime took place)

If:

- a serious crime has been committed.
- a crime has been committed against someone without the mental capacity to contact the police themselves.
- the adult has asked you to make a report to the Police on their behalf because they are unable to themselves.

8. **Make a referral/report** to the Surrey Safeguarding Adults Board or Multi-Agency Safeguarding Hub (MASH) (where the adult lives) if you believe they may be an adult at risk

AND

- the adult appears not to have the mental capacity to make decisions about their own safety and well-being.
- the risk is from a person employed or volunteering in work with adults with care and support needs (including within a sports organisations).
- there are other 'adults at risk' (e.g. another family member, another club member or other people using a service).
- the adult at risk lives in Wales or Northern Ireland (no consent required).
- the adult at risk lives in England or Scotland and they have asked you to make a report or have given their informed consent to you making it.

If a child is at risk, you must also make a child safeguarding referral to The Surrey Children's Single Point of Access (C-SPA). This includes all situations where there is domestic abuse within the household where the child lives.

If you are unsure whether or not to make a referral/report you can ask for advice by contacting the Surrey Safeguarding Adults Board or Surrey MASH and discuss the situation with them without disclosing the identity of the adult or the person who may be causing harm

9. **Use policy and procedures to stop harm within Active Surrey**

If the person who may be causing harm is a person involved in Active Surrey in whatever capacity inform the Safeguarding Lead, Managing Director, Board Chair or Surrey County Council HR.

Decide what policy and procedures the organisation will use to decide which actions will be taken e.g. breach of code of conduct, disciplinary procedures, breach of contract.

Agree what short term arrangements can be put in place to enable the adult, who may be being harmed, to be able to continue participating with the organisation/activity/programme.

The arrangements made must respect the rights of the person who may be causing harm and must be consistent with the relevant policy and procedures.

10. If statutory agencies are involved **work together** with them to agree the next steps, e.g. the Police may need to interview an employee before a disciplinary investigation is conducted.

Attend and contribute to any safeguarding adults strategy or case meetings that are called by the Surrey Safeguarding Adults Board.

If statutory agencies say that they will not be taking any action in relation to a referral this should not stop Active Surrey taking internal steps to safeguard the adult, e.g. the Police

may decide not to pursue a criminal investigation where there is an allegation against an employee, but the organisation should still follow its disciplinary procedure.

11. Decide who in the organisation will **maintain contact with the adult** to consult with them, keep them informed and make sure they are receiving the support they need.

Unless advised not to by Surrey Police or Surrey Safeguarding Board/Surrey MASH, and only if there is a safe way to do so, contact the adult to let them know about the actions you have taken and the outcomes so far. Find out if the actions taken are working, what matters to them, what they would like to happen next and what outcomes they want to achieve.

12. Convene a **Case Management Group meeting** to coordinate actions internally within Active Surrey:
 - share information about what has happened with those within Active Surrey who have a role in safeguarding the adult.
 - share the views of the adult.
 - share any actions being taken by Surrey Police/Surrey Safeguarding Board/Surrey MASH.
 - agree who will coordinate between Active Surrey and other agencies.
 - decide what actions Active Surrey will take.
 - Coordinate action by Active Surrey

These actions can include:

- Use of internal procedures such as breach of code of conduct/disciplinary procedures to address any behaviour that may have caused harm.
- Reporting any employee or volunteer found to have caused harm to the Disclosure and Barring Service.
- Communication with the adult about the safeguarding process, offering support to the adult and making any arrangements needed for them to continue their involvement with Active Surrey.
- Offering support to staff, volunteers and partners affected by the circumstances.
- Ensuring Senior Management Team are updated as needed.

13. Case Management Group meeting must be **recorded** so that decision making is transparent, and actions agreed are followed. **Follow up meetings** should be held as necessary until the actions needed are complete.

14. Ensure **records are complete and stored securely**. Collate monitoring information, including feedback from the person who was at risk of harm and **report to Senior Management Team and the Board as requested**.

Further information and useful contacts

Policies, procedures and supporting information are available on Active Surrey website:

www.activesurrey.com

Safeguarding Lead

Wendy Newton

Tel: 07972 211 989

Email: wendy.newton@surreycc.gov.uk

Deputy Adult Safeguarding Lead

Laura White

Tel: 07973 975 494

Email: laura.white@surreycc.gov.uk

Director

Elizabeth Duggan

Tel: 07970 257 412

Email: Elizabeth.duggan@surreycc.gov.uk

Surrey Multi-Agency Safeguarding Hub (MASH)

If you're worried that a person is at risk of harm:

Tel: 0300 470 9100 Monday to Friday, 9am to 5pm

Out of hours telephone: 01483 517898

Text: 07527 182861

Email: ascmash@surreycc.gov.uk

By post: Surrey MASH for Adults, Quadrant Court, 35 Guildford Road, Woking, Surrey, GU22 7QQ

Surrey Safeguarding Adults Board

Tel: 0300 200 1005

Tel: 07527 182 861

Email: contactcentre.adults@surreycc.gov.uk

Enquiry Form: <https://customer.surreycc.gov.uk/adult-social-care-enquiry>

The Surrey Children's Single Point of Access (C-SPA)

Tel: 0300 470 9100 Monday to Friday, 9am to 5pm

Out of hours telephone: 01483 517898

Email: scpa@surreycc.gov.uk

Support Form: <https://www.surreyscp.org.uk/documents/efr-request-for-support-form/>

Surrey Police

Tel: 999 or 112

Ann Craft Trust – Safeguarding Adults in Sport and Activity

Website: www.anncrafttrust.org

Email: ann-craft-trust@nottingham.ac.uk

Telephone: 0115 951 5400

Section 3: Appendices

Appendix 1 - Safeguarding adults report form

To be completed as fully as possible if you have concerns regarding an adult.

If it is safe to do so, it is important to inform the adult about your concerns and that you have a duty to pass the information onto the safeguarding lead. The Safeguarding Lead will then look at the information and start to plan a course of action.



- SAFEGUARDING ADULTS ALERT / CONCERN FORM -
- CONFIDENTIAL (when completed) -

If you have, a concern that an adult who has care and support needs is experiencing or at risk of experiencing abuse or neglect, please phone the Multi-Agency Safeguarding Hub (MASH) for advice and support. Some people may also want to complete a form, setting out in writing their concern. If so, please use this form to notify Adult Social Care that you have a concern an adult is at risk of abuse or neglect (including self-neglect). Anyone can fill in this form, including members of the public.

In an emergency, always dial 999 for the police.

Multi Agency Safeguarding Hub (MASH)

- Contact the Multi Agency Safeguarding Hub (MASH): 0300 470 9100
- Email: ascmash@surreycc.gov.uk

All emails must be sent from a government secure domain i.e. **.pnn.police.uk, .nhs.net, .gov.uk** you should mark the subject field [OFFICIAL-SENSITIVE]

All emails from any other email domain (such as members of the public) should now be marked [ENCRYPTED] and be sent via **Egress**

Out of hours

- Call Adult Social Care emergency duty team on: 01483 517898

1. Your details	
Date form completed:	
Time form completed:	
Name of Person completing this form	
How do you know the adult at risk / your involvement with them:	
Your Telephone:	
Your Mobile:	
Your email:	

2. Adult at risk's details	
Name:	
Address:	
Date of Birth:	
Gender:	
Does the adult have any language or communication difficulties:	

2. Adult at risk's details	
Does the adult have any known Mental Capacity issues:	
Their telephone:	
Their mobile:	
Their email:	

3. Details of concern			
Date of alleged abuse or neglect (if known):			
Type of suspected abuse or neglect (tick all that apply)			
Physical	<input type="checkbox"/>	Modern slavery	<input type="checkbox"/>
Domestic abuse	<input type="checkbox"/>	Discriminatory	<input type="checkbox"/>
Sexual	<input type="checkbox"/>	Organisational	<input type="checkbox"/>
Psychological	<input type="checkbox"/>	Neglect and acts of omission	<input type="checkbox"/>
Financial and material	<input type="checkbox"/>	Self-neglect	<input type="checkbox"/>
<p>Please give details about your concerns (such as what has happened to make you concerned that the person may be being abused / neglected, who was involved, were there any witnesses, whether you have any immediate concerns about the persons safety, whether any action has already been taken to keep the person safe such as have the police been called, medical assistance requested etc, is there anyone else who could be at risk due to your current concerns such as a child or another adult at risk/ vulnerable person):</p>			

4. Please tell us if you know whether other people are involved with the adult at risk.
<p>This may include people such as their GP, family, neighbours, professionals, other agencies. If possible, please include Name, Job Title (if any), Address and Telephone number.</p> <p>1. 2. Etc...</p>

5. Does the adult at risk know you are contacting us?	
Yes	No
If yes , what are their views, what would they like to happen? Please include whether they agree with the referral being made	If no , were there any reasons why you did not feel it appropriate to advise them that you were making contact with us

If you are sending the referral from a professional secure email address – this will be an email address containing:

- .gov.uk (Local or Central Government),
- .mod.uk (Military),
- .nhs.net (NHS mail),
- .pnn.police.uk (Police),

- .scn.gov.uk (Criminal and Justice),
- .cjsm.net (Criminal and Justice)

Please send your completed Safeguarding Adults Concern Form with the subject field marked as [OFFICIAL-SENSITIVE]

If you do not have one of the above secure email addresses please send the completed form, marked 'CONFIDENTIAL' by post:

Surrey MASH for Adults, Quadrant Court, 35 Guildford Road, Woking, Surrey. GU22 7QQ

Alternatively, you can register with the Egress system at www.egress.com. You can then send the form via their system, securely to the MASH the subject field should be marked [ENCRYPTED]

Appendix 2 – Sources of information and support
(Information accurate as at time of publication - October 2023)

Action on Elder Abuse

A national organisation based in London. It aims to prevent the abuse of older people by raising awareness, encouraging education, promoting research and collecting and disseminating information.

Tel: 020 8765 7000

Email: enquiries@elderabuse.org.uk

www.elderabuse.org.uk

Ann Craft Trust (ACT)

A national organisation providing information and advice about adult safeguarding. ACT have a specialist Safeguarding Adults in Sport and Activity team to support the sector

Tel: 0115 951 5400

Email: Ann-Craft-Trust@nottingham.ac.uk

www.anncrafttrust.org

Men's Advice Line

For male domestic abuse survivors

Tel: 0808 801 0327

National LGBT+ Domestic Abuse Helpline

Tel: 0800 999 5428

National 24-Hour Freephone Domestic Abuse Helpline

Tel: 0808 2000 247

www.nationaldahelpline.org.uk/Contact-us

Rape Crisis Federation of England and Wales

Rape Crisis was launched in 1996 and exists to provide a range of facilities and resources to enable the continuance and development of Rape Crisis Groups throughout Wales and England.

Email: info@rapecrisis.co.uk

www.rapecrisis.co.uk

Respond

Respond provides a range of services to victims and perpetrators of sexual abuse who have learning disabilities, and training and support to those working with them.

Tel: 020 7383 0700 or 0808 808 0700 (Helpline)

Email: services@respond.org.uk

www.respond.org.uk

Stop Hate Crime

Works to challenge all forms of Hate Crime and discrimination, based on any aspect of an individual's identity. Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

24 hours service:

Telephone: 0800 138 1625

Web Chat: www.stophateuk.org/talk-to-us/

E mail: talk@stophateuk.org

Text: 07717 989 025

Text relay: 18001 0800 138 1625

By post: PO Box 851, Leeds LS1 9QS

Susy Lamplugh Trust

The Trust is a leading authority on personal safety. Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

Tel: 020 83921839

Fax: 020 8392 1830

Email: info@suzylamplugh.org

www.suzylamplugh.org

Victim Support

Provides practical advice and help, emotional support and reassurance to those who have suffered the effects of a crime.

Tel: 808 168 9111

www.victimsupport.com

Women's Aid Federation of England and Wales

Women's Aid is a national domestic violence charity. It also runs a domestic violence online help service.

www.womensaid.org.uk/information-support

Active Surrey

Tel: 01483 518944

Email: active.surrey@surreycc.gov.uk

www.activesurrey.com

