

Contact
telephone
numbers:



● **Surrey County Council**

For Social Care Services

08456 009 009

Monday to Thursday: 8am to 8pm

Friday: 8am to 6pm

● **Elder Abuse Response**

080 8808 8141

Monday to Friday: 10am to 4.30pm

● **Surrey Police**

0845 125 2222

24 hour 7 days a week

● **RESPOND**

For people with learning disabilities

080 8808 0700

Monday to Friday: 1.30 pm to 5pm

In an emergency call 999

All calls are treated in the strictest confidence

Please say
something!

Everyday, people say nothing!

Don't ignore it

**Don't promise to
keep it a secret**

Don't put it off



Lily



Mark



Tom



Gita

Surrey Adult
Protection Committee

Surrey County Council, Social Care Services

08456 009 009

All calls are treated in the strictest confidence.
In an emergency dial 999.

**What to do if you suspect
a vulnerable adult
is being abused.**

Surrey Adult
Protection Committee

For more copies of this booklet please phone / email:
Office Services Team 0208 541 8708
ssd.officeservices@surreycc.gov.uk

Everyone has a right to:

- Live free from violence fear and abuse.
- Be protected from harm and exploitation.
- Be independent which may involve some risk.
- Say no to anything they don't fully understand.

Who is vulnerable:

- A vulnerable adult is some one who may be at risk because of mental, physical or learning disability, age or illness.
- Cannot always take care of themselves, or protect himself or herself against harm or exploitation.

Everyday, people say nothing!

What to look out for:

- Unexplained injury
- Signs of fear or distress
- Withdrawal
- Neglect
- Theft, Fraud or Financial Exploitation

What to do:

- ✔ Do act if you suspect a vulnerable person is being abused.
- ✔ Do talk to the person, listen carefully.
- ✔ Do to give the person your full attention.
- ✔ Do telephone one of the contact numbers over leaf, even if you are not sure.
In an emergency dial 999.

What not to do:

- ✘ Don't ignore it.
- ✘ Don't promise to keep it a secret.
- ✘ Don't put it off.

What will happen next?

Working with organisations, Surrey County Council will find out as much as possible about what has happened. We will:

- Talk to the person
- Talk to other people involved
- Plan what to do to protect the person
- Plan how to support them and their carers through the investigation.

If we suspected a crime; Surrey Police will carry out the investigation, with our help.

What are organisations in surrey doing about abuse?

We work with organisations across Surrey to protect and support people. We are raising awareness of abuse. We are raising standards of care. We hold abusers accountable for their behaviour.



If you are worried about a vulnerable person being abused or neglected by others... for their sake, **Please say something!**