

Flowchart for referral when concerned an Adult at Risk of Harm is being abused

NB: Any consultation should not delay a referral. In an emergency, dial 999

Step 1

If you are worried that an Adult at Risk of Harm is being abused:

e.g.

- You have seen something.
- An Adult at Risk of Harm says they have been abused.
- Somebody else has told you they are concerned.
- There has been an allegation against a member of staff.
- There has been an anonymous allegation.
- Someone has disclosed they were abusing an Adult at Risk of Harm.

Definition

An Adult at risk of Harm is someone who is:

- Is aged 18 years and over.
- Is at risk of, or is currently experiencing abuse.
- Has care and support needs.
- Is unable to protect themselves from harm due to their care and support needs.

(Examples of care and support needs are: physical disability, learning disability, mental health needs, physical health needs, long or short term illness, alcohol or substances misuse/dependence, elderly frail.)

Step 2

Talk to:

Eye Shop Manager	Sue Elsdon	07704 313122
Halesworth Shop Manager	Mandy Greengrass	07927 322506
eBay Hub Manager	Rebecca Mclean	07563 028715
Chief Executive	Angela Dennis	07936 913 928
Safeguarding Lead	Sarah Newell	07542 785649
Deputy Safeguarding Lead	Honor Warner	07415 689087
	Gina Clarke	07563 029117
	Jo Pearson	07933 801871

Consult

**Monitor &
Record**

**(Sign, date
& time)**

Step 3

Non-Urgent Referral:

If you have a safeguarding concern about an Adult at Risk of Harm and need to make a referral please use the online **Suffolk Adult Care Portal**

<https://earlyhelpportal.suffolk.gov.uk/web/portal/pages/adultsa#h1>

Urgent Referral:

If your safeguarding referral is urgent or you are unable to use the portal above, please call

Customer First on 0808 800 4005

Immediate danger to an Adult at Risk of Harm:

Call the **Police on 999** or
Suffolk Police 01473 613500

Safeguarding Advice:

If you have a safeguarding concern about an Adult at Risk of Harm and cannot contact any of the safeguarding personnel listed above and/or need further advice please call:

MASH (Multi-Agency
Safeguarding Hub)
Professional Consultation
Line on **0345 606 1499**
(Mon – Thur 0900-17.00,
Fri 09.00-16.25)