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

Families Together SUFFOLK

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 Halesworth Shop Manager eBay Hub Manager	Lisa Cornish Mandy Greengrass Rebecca Mclean	07704 313122 07927 322506 07563 028715
Safeguarding Lead	Sarah Newell	07542 785649
Deputy Safeguarding Lead	Honor Warner Gina Clarke Jo Pearson	07415 689087 07563 029117 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)



