

How to report a safeguarding concern in Somerset



To do nothing is not an option. You must always tell someone if you come across or suspect an individual is at risk or is being abused

In an emergency

You should call the police (dial 999) immediately if any of the following apply:

- There is serious risk of significant harm occurring or harm has occurred
- There is likely to be evidence that needs to be preserved
- A recent sexual assault may have taken place
- Someone has been seriously injured as a result of a physical assault.
- The alleged perpetrator of the abuse may need to be removed
- The alleged perpetrator is still believed to be near the premises
- There is reason to believe that a crime is in progress

In non-emergencies

When a vulnerable person needs support Somerset County Council has a duty to support them.

Our Safeguarding duties apply to an adult who:

- has needs for care and support (whether or not we are 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.

Somerset County Council is responsible for making sure any concern about an adult at risk experiencing abuse or neglect is fully investigated and steps are put in place to protect the person.

If you are concerned that an adult at risk is being harmed, or neglected, or exploited, you should ring Somerset County Council on 0300 123 2224.

The person you speak to will have been trained to gather all the relevant information and will pass this to the Adult Social Care Safeguarding team straight away. Someone from the team may want to contact you for a further conversation. This will be to help them decide what action to take.

When you ring the following pieces of information will be very helpful:

- Name and address of the person you are concerned about
- Their age or date of birth
- Details of your concern – what do you think has happened or might be happening to them?
- Name of the person who might be abusing, neglecting or exploiting them
- Who lives with them
- Whether they have other family members they are in contact with

Don't worry if you haven't got all this information. If you are concerned it is important to ring anyway.