

SAFEGUARDING

23rd July 2026

Reporting a concern

Adult policy



Your initial response



Stay calm.



If an adult is present, reassure them they are not to blame.



Keep questions to a minimum.



Adults should be more involved in the safeguarding process. Their views, wishes, feelings and beliefs must be considered when decisions are made (Ann Craft Trust).

All cases must be dealt with promptly, in a sensitive and confidential manner.

If you are in doubt about anything, remember you can always reach out to the following key contacts for guidance.

Essex County Council Adult Social Care
0345 6037630 (out of hours call 0345 6061212)

Southend Council Adult Social Care
01702 215008

Thurrock Council Adult Social Care
01375 511000

Essex LADO
03330 139 797
lado@essex.gov.uk

Action on Elder Abuse
020 8765 7000

Southend LADO
01702 534 539
lado@southend.gov.uk

Ann Craft Trust
0115 951 5400

Thurrock LADO
lado@thurrock.gov.uk

Follow the reporting process

Complete the reporting form here



You have a concern for an adult, which may have come through something you've seen, been told or heard.

Is the adult in immediate danger, or are they in need of medical attention?

YES

Call Emergency Services (999) Police and/or Ambulance.

THEN

Complete the reporting form.

The Designated Safeguarding Lead will now be notified and take any necessary action.

I'M NOT SURE

Contact 101 to speak to Police or Ambulance Services. Complete the reporting form with the person reporting.

The Designated Safeguarding Lead will now be notified and take any necessary action.

NO

Complete the reporting form with the person reporting.

The Designated Safeguarding Lead will now be notified and take any necessary action.

Helplines and supporting organisations

Men's Advice Line

For male domestic abuse survivors.

☎ 0808 801 0327

National 24 Hour Freephone Domestic Abuse Helplines

☎ 0808 2000 247

🌐 www.nationaldahelpline.org.uk/Contact-us

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.

☎ 020 7383 0700

OR HELPLINE 0808 808 0700

✉ services@respond.org.uk

🌐 www.respond.org.uk

Susy Lamplugh Trust

Its role is to minimise the damage caused to individuals and to society by aggression in all its forms – physical, verbal and psychological.

☎ 020 83921839

✉ info@suzylamplugh.org

🌐 www.suzylamplugh.org

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

National LGBT+ Domestic Abuse Helpline

☎ 0800 999 5428

Rape Crisis Federation of England and Wales

✉ info@rapecrisis.co.uk

🌐 www.rapecrisis.co.uk

Stop Hate Crime

Stop Hate UK provides independent, confidential and accessible reporting and support for victims, witnesses and third parties.

☎ 0800 138 1625 **OR TEXT** 07717 989 025

OR WEBCHAT www.stophateuk.org/talk-to-us/

✉ talk@stophateuk.org

Victim Support

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

☎ 0808 168 9111

🌐 www.victimsupport.com

Points for consideration

- Any actions taken to safeguard an adult must take their whole well-being into account and be proportionate to the risk of harm.
- If we are supporting someone to make choices about their own safety we need to understand 'What matters' to them and what outcomes they want to achieve from any actions agencies take to help them to protect themselves.
- 'Person Centered Safeguarding'/'Making Safeguarding Personal' means engaging the person in a conversation about how best to respond to their situation in a way that enhances their involvement, choice and control, as well as improving their quality of life, well-being and safety.
- The adult's views, wishes, feelings and beliefs must be taken into account when decisions are made about how to support them to be safe. There may be many different ways to prevent further harm.
- Working with the person will mean that actions taken help them to find the solution that is right for them. Treating people with respect, enhancing their dignity and supporting their ability to make decisions also helps promote people's sense of self-worth and supports recovery from abuse.
- Sharing information with the right people is central to good practice in safeguarding adults. However, information sharing must only ever be with those with a 'need to know'.
- This does NOT automatically include the person's spouse, partner, adult, child, unpaid or paid carer. Information should only be shared with family and friends and/or carers with the consent of the adult or if the adult does not have capacity to make that decision and family/ friends/ carers need to know in order to help keep the person safe.
- The purpose of Data Protection legislation is not to prevent information sharing but to ensure personal information is only shared appropriately.
- There are many situations in which it is perfectly legal to share information about adult safeguarding concerns outside the organisation. Importantly personal information can be shared with the consent of the adult concerned. However, the adult may not always want information to be shared. This may be because they fear repercussions from the person causing harm or are scared that they will lose control of their situation to statutory bodies or because they feel stupid or embarrassed. Their wishes should be respected unless there are over-riding reasons for sharing information.

The circumstances when we need to share information without the adult's consent include those where:

- it is not safe to contact the adult to gain their consent – i.e. it might put them or the person making contact at further risk.
- you believe they or someone else is at risk, including children.
- you believe the adult is being coerced or is under duress.
- it is necessary to contact the police to prevent a crime, or to report that a serious crime has been committed.
- the adult does not have mental capacity to consent to information being shared about them.
- the person causing harm has care and support needs.
- the concerns are about an adult at risk living in Wales or Northern Ireland (where there is a duty to report to the Local Authority).

*When information is shared without the consent of the adult this must be explained to them, when it is safe to do so, and any further actions should still fully include them.

* If you are in doubt as to whether to share information seek advice e.g. seek legal advice and/or contact the Local Authority and explain the situation without giving personal details about the person at risk or the person causing harm.

*Any decision to share or not to share information with an external person or organisation must be recorded together with the reasons to share or not share information.