

## Surrey Area of NAFAS

### What to do if you have concerns about possible abuse

#### Responding

1. Never promise to keep a secret
2. React calmly, be aware of your non-verbal messages
3. Don't stop someone who is talking freely about what happened
4. Don't ask leading questions
5. Reassure the person that they have done the right thing in letting you know
6. Tell the person what will happen next
7. Record using the person's own words and noting important dates and times.  
Do not include your own opinions

#### Actions

- If life threatening ring the Police. 999
- The Surrey Safeguarding team can be contacted on 03004709100 (24 hours) for both Children and Adults.  
Alternately you may email them. Adults [ascmash@surrey.gov.uk](mailto:ascmash@surrey.gov.uk) .  
Children [cspa@surreycc.gov.uk](mailto:cspa@surreycc.gov.uk)  
(Note the office is open Monday – Friday, 9am –5pm)  
Out of hours 01483 517898
- **Children.** If you have any doubts, you should contact the safeguarding team. It is your duty to disclose. One does not know if other people have already passed on concerns.
- **Adults.** The safeguarding team can only act if the abused person has given their consent for the safeguarding team to be contacted.
  
- Once you have passed on a concern you should get an acknowledgement, but any feedback may be minimal. The Surrey team will not come back to you to tell you what has happened as the process is confidential.

## Additional telephone numbers which may be useful

- Surrey Domestic Abuse – 01737 771350
- [www.nspcc.org.uk](http://www.nspcc.org.uk)  
Many useful resources, including research studies and fact sheets  
Tel 0808 8005000
- [www.stopitnow.org.uk](http://www.stopitnow.org.uk)  
A Freephone confidential helpline for people with concerns about child sexual abuse, which gives advice, support, and information.  
Tel 0800 1000900
- [Nationaidahelpline.org.uk](http://Nationaidahelpline.org.uk)  
Freephone, 24-hour National Domestic Abuse Helpline  
Tel 0808 2000247
- [www.wearehourglass.org](http://www.wearehourglass.org)  
Formerly Action on Elder Abuse  
24hour helpline  
Tel 0808 8088141