

Plymouth City Council
Adult Safeguarding Advice Line

Tel: 01752 304401

Monday to Friday 9am – 5pm (excluding Bank Holidays)

The Advice Line should NOT be used in an emergency or if there is an immediate safeguarding concern relating to an adult at risk. In these situations, your organisation's safeguarding policies and procedures should be followed.

The advice line is NOT a referral route; all adult safeguarding referrals must be made here: <https://www.plymouth.gov.uk/reportabuse> or by phone on 01752 668000.

Purpose:

The Advice Line is intended for anyone who is concerned about an adult(s), and think they may be in need of the statutory safeguarding process, because they

- have needs for care and support (whether or not the local authority is meeting any of those needs) **and**
- are experiencing, or are at risk of, abuse or neglect (including self neglect) **and**
- as a result of those care and support needs, are unable to protect themselves from either the risk of, or the experience of abuse or neglect. (Care Act 2014)

It is available to inform and support your decision making regarding whether or not a safeguarding concern should be raised to the Local Authority. If a safeguarding referral is not indicated, advice can be provided about other options for promoting the person's safety and wellbeing, or other appropriate referral routes.

How the Advice Line works:

The Adult Safeguarding Advice Line will direct you to a member of the Adult Safeguarding team who will be able to discuss your query.

In the event of your call not being answered, please leave a telephone message and one of the team will call you back either the same or the next working day.