

Plymouth City Council
Adult Safeguarding Advice Line
Tel: 01752 304401
Monday to Friday 9 – 5 (excluding Bank Holidays)

This Advice Line should **NOT** be used if there is an emergency or there is an immediate safeguarding concern relating to an adult at risk. In these situations, your organisations safeguarding policies and procedures should be followed.

This advice line is NOT a referral route. Referrals can be made at;
<https://www.plymouth.gov.uk/adultcareandhealth/reportadultabuseorneglect>
Or by phone;
01752 668000

Purpose

This Advice Line is intended for anyone who is worried about a person and consider the person may be in need of statutory safeguarding processes because they;

- 1) Have needs for care and support (whether or not the local authority is meeting any of those needs) and;
- 2) Are experiencing, or are at risk of, abuse or neglect (including self neglect) and;
- 3) As a result of those care and support needs, they are unable to protect themselves from either the risk of, or the experience of abuse or neglect.
(Care Act 2014)

This advice line is to inform decision making about whether or not a safeguarding concern should be raised with the Local Authority. If a safeguarding referral is not indicated, advice can be provided about other options in terms of promoting the persons safety and wellbeing.

How this Advice Line Works

The Adult Safeguarding Advice Line will direct you to an answerphone which will be accessed by the Plymouth City Council's Safeguarding Adult Team.

The messages left on the answerphone will be listened to twice each day at 10.30am and again at 3.30pm.

The messages will be responded to either the same or the next working day.