



# Newsletter

*Working in partnership to enable adults in Somerset to live a life free from fear, harm or abuse*

This is the 22nd edition of the Somerset Safeguarding Adults Board (SSAB) newsletter, and we hope you continue to find it a useful resource and an interesting read.

To all our new subscribers who have recently signed up to receive copies of our newsletter, a very warm welcome and our thanks for your interest in being part of our local safeguarding community here in Somerset.



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# Latest news from the Safeguarding Board

As we head into Spring, this is an opportunity to look forward with fresh eyes and review our objectives for the new financial year ahead.

In February, we held a Safeguarding Adults Board Development Day exploring recurrent themes emerging from our Safeguarding Adults Reviews (SARs) over recent years and hearing feedback and updates from our Board members.

We have considered the learning and updated our Strategic Plan 2024-27 to provide evidence-based, meaningful objectives that will support us work in partnership to enable adults in Somerset to live a life free from harm and abuse. You can read more about the updated plan overleaf. I am keen to prioritise improved engagement with our communities and those with lived experience of safeguarding, and I ask for your participation and contribution to this.

We also held a Safeguarding Adults Board meeting in February, receiving presentations from the Probation Service and how it links with other agencies locally to support people with care and support needs, as well as an update from Avon & Somerset Constabulary on progress against their 'Right Care. Right Person' work intended to provide the most appropriate responses for individuals with mental health needs.

I am delighted to see the launch of our monthly Safeguarding Adults Practice Updates (webinars) covering topics and matters of interest prevalent to effective safeguarding activity – see p5 for more details about the programme and how to join these.



Finally, to the new subscribers to our newsletter, we offer a very warm welcome and our thanks for your interest in being a part of our local safeguarding community. We always welcome any suggestions for improvement, future content or any contributions you would like to make. Happy Easter.

**Professor Michael Preston-Shoot**

**Somerset Safeguarding Adults Board Independent Chair**



# Somerset Safeguarding Adults Board Strategic Plan 2024-2027

The SSAB is very pleased to share with you the [Strategic Plan for 2024-2027](#), which sets out our objectives; we will update the Board on our progress against this:

## 1: Community Engagement

### Desired outcomes:

- Strong engagement with local people and those who use our services to inform our decision making.
- Safeguarding policies and procedures that are co-produced with people with lived experience.
- Robust working links in our local communities to raise awareness of and confidence in adult safeguarding.

## 2: Promotion of MCA and how it can be used

### Desired outcomes:

- People understand how to apply MCA
- People know what how to respond if they believe someone needs an assessment
- Create an environment and culture in which practitioners are confident in applying the Mental Capacity Act.

## 3: Role of the Somerset Safeguarding Adults Board

### Desired outcomes:

- All organisations understand the role of the Safeguarding Adults Board and how it supports assurance of safeguarding adults.
- Information and guidance are accessible and understandable for all to reference.
- Maximise engagement with both internal and external services and organisations to promote safeguarding in our communities.

## 4: Transitional Safeguarding and Exploitation

### Desired outcomes:

- Recognise that the needs of young people do not change or stop when they reach 18.
- Provide support for young adults who may experience exploitation post 18 who may not otherwise be eligible for a safeguarding response unless they have a formal mental health diagnosis or diagnosed learning disability.
- Align services for child and adults and encourage partnership cultures to respond better to the changing needs of adolescents and young adults.
- Have an overarching partnership which aligns our approach to transitional safeguarding, including exploitation, county line and substance misuse.

## Connect Somerset Success Story

A family was referred to a food bank after the parent had to leave employment due to poor mental health. After speaking with the parent, the Village and Community Agent Service delivered by Community Council for Somerset (CCS) found out more about the family's situation, including the issues that may be leading to poor mental health and school attendance. The parent was struggling with debt and the family's living situation was inadequate.

The Village and Community Agent Service were able to support by:

- Applying for funding that the family was entitled to.
- Applying to Homefinder to look for more suitable properties.
- Contact the child's school, who weren't aware of any concerns at home, for extra support.
- Making a referral to mental health services

Both parent and child have made good progress and our positive about their future.



**Connect  
Somerset**



[www.connectsomerset.org.uk](http://www.connectsomerset.org.uk)



[hello@connectsomerset.org.uk](mailto:hello@connectsomerset.org.uk)



# SSAB Effectiveness Survey

## SSAB Effectiveness – Board Member Survey Results (Jan 2024)

The Board has recently repeated its annual Effectiveness Survey to seek the views and experience of our multi-agency members on how the partnership is operating and delivering its core responsibilities. We were reassured to see improved confidence levels across all bar 1 of the 12 effectiveness statements when compared to results from early 2023, when we had just appointed a new Independent Chair, and reflecting the work and focus of our business unit, subgroups and members to tackle areas requiring improvement. There was consensus from our members on areas requiring further focus and this has helped inform our updated Strategic Plan.

Statement No.	Board Effectiveness Statement	% Agreed / Strongly Agreed (2024)	% Agreed / Strongly Agreed (2023)
1	The SSAB demonstrates effective leadership and coordinates the delivery of adult safeguarding policy and practice across all agencies with representatives who are sufficiently senior to get things done	100% ↑	71%
2	Partners contribute human and financial resources to the SSAB to enable it to function effectively	79% ↑	53%
3	The SSAB provides challenge and support on the outcomes for and experiences of people needing services and the impact and effectiveness of service delivery to its member organisation	74% ↑	65%
4	The SSAB has a clear understanding of how well it is performing and what difference it makes through regular self-assessment and benchmarking, and has a positive attitude to learning and improvement across partners	95% ↑	59%
5	The SSAB safeguards adults both proactively, through awareness raising and prevention of abuse and neglect, and responsively, by creating frameworks to effectively respond once concerns are raised	89% ↑	53%
6	The SSAB uses data, information and intelligence to identify risks and trends, and formulates action in response to these	84% ↑	65%
7	The Board has good quality legal, medical, nursing, social work and other advice available to it as necessary	89% ↑	65%
8	There are strong links between the SSAB and other local partnerships (eg the Health and Wellbeing Board, Community Safety Partnership and Children's Partnership)	74% ↑	29%
9	There are clear policies and protocols in place that integrate agency procedures in relation to adult safeguarding	74% ↓	76%
10	There are mechanisms in place to ensure that the views of people who are in situations that place them at risk of abuse and carers inform the work of the Board	47% ↑	41%
11	Reporting mechanisms (to the SSAB and from the SSAB to the Council and Boards of partner organisations) are clear and effective	63% ↑	47%
12	Board partners/members work in an atmosphere and culture of cooperation, mutual assurance, accountability and ownership of responsibility	95% ↑	94%
NEW	The SSAB is compliant with its statutory duties under The Care Act 2014	100% NEW	

## SSAB Effectiveness Survey – Feedback examples from Board members (2024)

Identified SSAB Strengths	Identified opportunities for improvement
<ul style="list-style-type: none"> <li>Feel the board has moved on significantly with new independent chair who brings a wealth of experience and knowledge. Also a strength is the positive working relationships and willingness/ enthusiasm to work together to improve Safeguarding related work within somerset by key agencies.</li> <li>Collaboration between sub-group members, which enables productive outcomes regarding policy and practice guidance. The interface between the sub-groups and SSAB now appears to work well with a culture of working together as opposed to seemingly operating as separate entities.</li> <li>A very good Chair with extensive knowledge brings a lot to the table. An effective Business Manager and good support at the Board.</li> <li>Increasing commitment to the Board and its work; a clearer and mutually agreed strategic plan informed by the lived experience of practitioners and managers.</li> <li>Our Independent Chair who comes with significant energy, knowledge and experience and has helped direct the Board forward and achieve positive results after his 1st year in office; SSAB communications - well established; regular newsletter/X (twitter) that is well received and regarded; webinars and training opportunities being progressed; conferences; cross-regional engagement; a relaunched SSAB website; Effective and efficient business manager who balances the many demands of the Board/subgroups despite no wider business unit support; Networks / commitment from members; Policy and Procedures: Detailed, clear, extensive across a range of key areas and linked with region as appropriate; a strong NHS sub-group chair in this space; Strong evidence of scrutiny in relation to quality and performance reporting each quarter (standing board agenda item) informing clear recommendations for action; good focus on MSP within LA Safeguarding Service performance/approach.</li> <li>Board Independent chair and Business Manager and support. Publishing awareness of Safeguarding Adults and all wanting to progress and be better for our communities</li> </ul>	<ul style="list-style-type: none"> <li>Having the voice of lived experience evidenced in all we do and everything we develop as a board moving forwards.</li> <li>When learning reviews take place extremely rich learning come from them and is shared well. However there has been a substantial delay in the undertaking of the reviews making some of the learning out of date, or not coming out in a timely way.</li> <li>Continued public awareness raising. Possibly more clarity regarding roles, responsibilities and reporting mechanisms (or if these are already in place, clarity on where to find the information).</li> <li>More evidence of how we listen to the lived experience voice to help shape the future.</li> <li>Increasing commitment to the Board and its work; a clearer and mutually agreed strategic plan informed by the lived experience of practitioners and managers.</li> <li>Co production and meaningful engagement with the public and those with direct experience of safeguarding, and ensuring our info is accessible and engaging; Continuing to ensure robust embedding of learning from SARs across our system; Maintaining readiness for CQC assessment contributions; more focus/support for younger adults (those with LD/MH) and the safety of transitions</li> <li>Links to other boards and partnerships, to be able collaborate and do things once together instead of several ways several times, often involving the same professionals. Have more all age work to support transitional safeguarding.</li> </ul>

Join us for...

# SAFEGUARDING ADULTS PRACTICE UPDATES

Learning from safeguarding enquiries, local and National safeguarding Adult reviews and new policy updates.

These sessions will provide you with essential practice updates and emerging learning from safeguarding enquiries, great CPD opportunities for any health and social care professional in Somerset.

First Thursday of the month

Topics of interest and  
relevance

Lunch and learn  
12 – 12:45

- Sessions will be recorded and available soon after on the [Somerset Safeguarding Adults](#) website
- Sign up to the [Somerset Safeguarding Adults](#) Board (SSAB) Newsletter and receive quarterly news
- Social Worker Sessions Podcast with Carolyn Smith also available to listen to on Spotify - [Making Safeguarding Personal with Professor Michael Preston-Shoot - Social Work Sessions | Podcast on Spotify](#)

Join us on **Thursday 1st February** for our first session where we will be launching the updated [Self-Neglect Tool kit](#).

## Future dates and topics...

**March 7th** - Multiple Agency Risk Management Process & Resolving Professional Differences

**April 4th** - Information Sharing within adult safeguarding & the Risk Decision Making Tool

**May 2nd** - Drop in – come along and ask us any safeguarding adult related questions and the panel will try and help

**June 6th** - Mental Capacity & Adult Safeguarding

**July 4th** - Cuckooing & County Lines

**August 1st** - Topic to be confirmed

**September 5th** - Drop in – come along and ask us any safeguarding adult related questions and the panel will try and help

**October 3rd, November 7th & December 5th** - Topic to be confirmed

[Click here to join the meeting](#) where we will be sharing new and emerging learning, tools, new policies, practice guidance, review outcomes and matters of interest within adult safeguarding.

## Raising awareness of the negative effects of violence and aggression, the Knife Angel will be in Somerset next month



A sculpture which aims to raise awareness of the negative effects of violence and aggression will be in Somerset next month as part of a nationwide tour.

The Knife Angel stands at 27 ft tall, weighs 3.5 tonnes, and was designed by artist, Alfie Bradley at the British Ironwork Centre using 100,000 knives and blades retrieved from amnesty bins from across all 43 UK police forces.

Somerset Council and Taunton Town Council are supporting and encouraging a 30-day campaign of anti-conflict awareness raising with schools, community groups and local businesses.

The Knife Angel will be placed outside the Market House in Taunton from 03 - 30 April.

Somerset remains a safe place to live with relatively low levels of knife crime, we fully support the aims of the sculpture and strongly condemn all forms of violence. We hope the presence of the Knife Angel in Somerset during April will help raise awareness of an important national issue. Learn more here: [www.somerset.gov.uk/knifeangel](http://www.somerset.gov.uk/knifeangel).



Somerset Emotional Wellbeing Podcast: Dr. Tresidder, Dr. Coope and Dr. Bagshaw are joined by expert guests for weekly health and wellbeing discussions. A free weekly show hosted by Dr. Andrew Tresidder and Dr. Peter Bagshaw. Each episode features a different topic related to mental and emotional wellbeing and the doctors are frequently joined by special expert guests. The show is aimed at the people of Somerset and beyond; the advice and guidance provided should apply to anybody who needs it, whenever they need it.

Check out [The Somerset Emotional Wellbeing Podcast](#) for all episodes!

## Hoarding and Fire Risk

Hoarded homes are a fire risk. The number of possessions can also lead to exit routes becoming blocked, making safe evacuation more difficult. Fires spread faster, especially if doors cannot be closed and where there are flammable items such as newspapers or cardboard lying around.

Tips to prevent a fire in a hoarded home

If someone you know lives in a home that is full of belongings, help them to live more safely by:

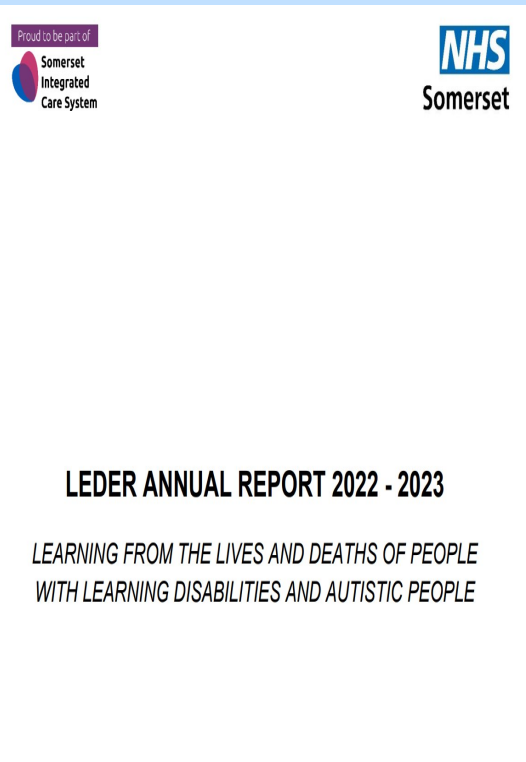
- *helping them to plan and practise a fire escape plan. Stress the importance of clear routes and exits in case of a fire. Practise the plan often. Exit routes may change as new items are brought into the home.*
- *installing working smoke alarms in the home. Test them every week (or at least once a month).*
- *making sure flammable items (such as tea towels, dishcloths and clothes) are kept away from portable heaters, the stove or the oven*
- *checking electrical wiring - it may be old or worn from the weight of their possessions. Pests can chew on wires. Damaged wires can start fires.*
- *helping them to manage their paperwork - newspapers and mail are particularly flammable. Recycle newspapers and post as soon as it is finished with. In the event of a fire, they would cause it to spread rapidly.*
- *encouraging safe smoking habits such as smoking outside, discarding cigarettes in a suitable ashtray, and regularly emptying ashtrays. Find out more about how to support a friend who is a smoker.*

If someone wants to get rid of items, professional help is available. There is a register of professional de-clutterers who can work with people to support them to remove excess belongings.



## Learning from lives and deaths – People with a learning disability and autistic people

Learning from the lives and deaths of people with Learning Disabilities and Autistic People (LeDeR) is a national service improvement programme that was set up with the aim of reducing health inequalities and preventing premature mortality by making changes to services both locally and nationally. The aim of the report is to share learning from the LeDeR programme in Somerset in order to promote change across the health and social care system. This report summarises what has been found out from the LeDeR reviews carried out in the reporting period, highlighting good practice and areas for improvement. Click on the Annual Report page to view the full report.



Somerset's Principal Social Worker launched a new public-facing podcast earlier this year ('The Social Work Sessions') providing information and promoting learning through discussions with people in social work, from the front line, academia and elsewhere. Episodes have included discussions with members of the Somerset social care workforce, as well as renowned national figures in the world of social work including Bryony Shannon, Lyn Romeo, and SSAB Chair, Professor Michael Preston-Shoot. [Social Work Sessions | Podcast on Spotify](#)

*There is no need to download Spotify, it will simply play within the browser window.*

[Click here to listen now.](#)





# Somerset Lifeline



Somerset Lifeline is an emergency alarm comprising a button worn on the wrist or around the neck, and a small alarm unit that plugs into your electricity socket and phone line. At the touch of a button help is on hand from our Somerset based response team 24 hours a day, 365 days a year.

## Digital Switchover

Throughout 2024, we will be replacing older Lifeline units with new 'digital ready' machines for our existing customers. This is in preparation for the national switchover of the telephone network to digital-only telephone lines.

[Digital Switchover \(somersetlifeline.co.uk\)](https://somersetlifeline.co.uk)

## **Becoming a Micro-Provider**

From your feedback, our Enterprise Team understands that the registration journey for new Micro-Providers is challenging. Being a successful Micro-Provider is no mean feat! However, we realise the importance of having accessible resources which could help you learn and develop your Micro-Provider enterprise.

To that end, and in the short-term future, members of the Enterprise Development are updating, re-developing, and condensing the resources we share with all Micro-Providers. We hope these changes will:

- improve our communication regarding the registration journey,
- keep our information up-to-date for longer periods of time,
- make things easier to digest and,
- direct Micro-Providers to resources quicker.

We have started with two documents:

A '[Step-by-Step Guide to Becoming a Micro-Provider](#)': Step-by-Step Guide to Becoming a Micro-Provider

A document containing initial guidance for developing your business portfolio: [MP Portfolio Guidance](#)

Further guidance may be found at: [Micro-Providers \(somersetprovidernetwork.org.uk\)](https://somersetprovidernetwork.org.uk)

Feel free to share these documents with your fellow Micro-Providers or anyone who may be interested in becoming one.

Furthermore feedback is very welcome. Please send any comments or suggestions to: [communityenterprise@somerset.gov.uk](mailto:communityenterprise@somerset.gov.uk)

# SCAM - No blame, no shame campaign

Recent research from [AgeUK](#) has shown that, of 10,000 people aged over 50 who were surveyed, 41% say that they have been scammed in the last five years. The average for those who have lost money is £2,022.

AgeUK feel that those figures are an estimate, as so few older people will report scams.

It is time that the stigma and shame felt by victims is removed. When people say 'how could he have fallen for that scam?', it puts the blame on the victim, rather than the scammer, and leaves the victim feeling stupid, naïve or greedy. The blame, of course, should be on the criminal.



The narrative needs to be changed. Friends Against Scams want people to talk openly about scams, share stories if they have been a victim of scamming, and swap tips to help avoid being scammed. You can read more about the Friends Against Scams #NoBlameNoShame Campaign [here](#)

There are also ways that you can become involved in helping to beat the scammers at their game, by becoming a friend against scams, or a SCAM champion. More information is available on the [Friends Against Scams website](#).

## Self-Neglect

Just as self-neglect can take many different forms, there may be many different contributory factors. Sometimes a disturbance in physical or mental health prevents the person from managing their self-care effectively. This may affect their ability to wash, tidy or perform other everyday tasks. It may also, or instead, affect their ability to recognise when such tasks need carrying out or to act on this recognition.

Somerset SAB has recognised the increase of self-neglect in SARs and has published updated guidance on self-neglect and provided a safeguarding update to promote its importance, click on the list below to take you to the guidance:

- 1 [1. SSAB Self Neglect Tool kit - Working with people who experience self neglect Nov 23](#)
- 2 [2. SSAB Self Neglect Toolkit - Flowchart Nov 23](#)
- 3 [3. SSAB Self Neglect Toolkit - Hoarding guidance Nov 23](#)
- 4 [4. SSAB Self Neglect Toolkit -MCA and Self Neglect Nov 23](#)
- 5 [5. SSAB Self Neglect Toolkit- Legal powers and responsibilities Nov 23](#)
- 6 [6. SSAB Self Neglect Toolkit- Directory of Services in Somerset Nov 23](#)

# Mind in Somerset mental health courses

## April – June

'Mind in Somerset' deliver funded courses in partnership with Somerset Skills and Learning - for you, your friends, and family who want to learn more about mental health.

Here are the final course dates for this academic year.

### **Mental Health and the Menopause Awareness:**

22 April: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/mental-health-and-the-menopause-starter/>

### **Understanding Anger Awareness:**

23 April: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/understanding-anger-awareness-starter/>

### **Hearing Voices Awareness:**

24 April: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/hearing-voices-awareness-starter/>

### **Transgender Awareness:**

26 April: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/transgender-awareness-starter/>

### **Support Skills for Bereavement Conversations:**

1 May: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/support-skills-for-bereavement-conversations-developer/>

### **Introduction to Suicide Intervention Support Skills:**

20 May: 9:30am-12:30pm (online) <https://www.sslcourses.co.uk/courses/course/introduction-to-suicide-intervention-support-skills-and-services-developer/>

### **Youth Level 2 First aid for Mental Health:**

5 & 6 June: 10:00am-1:00pm (online) Assessment date to be agreed with learner during the session. <https://www.sslcourses.co.uk/courses/course/youth-level-2-award-in-first-aid-for-mental-health-online-enhancer-2/>

### **Adult Level 2 First Aid for Mental Health:**

11 & 13 June: 10:00am-1:00pm (online) Assessment date to be agreed with learner during the session. The course link is not yet live. When it opens it can be found on the website: Upcoming Courses and Workshops | Mind in Somerset

Important: These courses are open to anyone aged 19+, who has lived in the UK for 3+ years and has a Somerset address (Excluding North Somerset & BANES). If you would like to sign up any of the courses, it is essential that you use a personal email and home address when enrolling in order for MIND to claim funding for your space. Work email addresses and business addresses will not be accepted.

This year, courses are being divided into tiers to promote learners to progress their knowledge:

Tier 1 – Awareness – designed to provide an overview or introduction to a subject. Suitable for learners who wish to gain insight to the subject - £5

Tier 2 – Skills – suitable for learners who have completed a beginner level or have previous experience and knowledge in the chosen subject or within a similar subject area and who wish to progress and explore the subject in depth - £10

Tier 3 – Intervention – suitable for those wishing to explore further and learn more comprehensive content. These are accredited programs that provide advanced learning, specialized techniques, and strategies to support learners in becoming proficient in their chosen field - £15

If you have any questions regarding these courses please visit their website:

<https://www.mindinsomerset.org.uk/training/upcoming/>



somerset  
carers  
part of CCS

Sign Up for our Newsletter  
[Click here](#)

Contact Us  
[Click here](#)

## Free support & information for Carers

If you regularly look after someone in a caring capacity, the Somerset Carers Service can support you with advice and guidance. Caring for another person is very rewarding, but can be overwhelming and lonely at times. The Somerset Carers Service can help you to find groups and events in your area, to get facts and information that will help the person you are caring for with their particular needs.

You can receive support from Somerset Carers for free if you are over 18 and you look after someone in an 'unpaid' caring capacity (not employed or self employed as a Carer).

The person you look after could be a loved one, friend, partner, parent or child (it doesn't matter if they are under or over 18) on a regular or irregular basis.

Somerset Carers will do their utmost to ensure you receive the right support you need in your day-to-day life, by working with healthcare providers, and other local services to create a tailored, integrated package of care that works for you.

Somerset has renewed its commitment to carers with a refreshed strategy, launched at an event in Taunton. On Tuesday 19 March, Somerset Council joined forces with NHS Somerset and community organisations to launch the strategy explaining their ongoing commitment to supporting unpaid carers in Somerset.

Read more via: [Somerset Council renews support for unpaid carers](#)

- [Free support & information for Carers just like you. - Somerset Carers](#)
- [Carers Groups - In Person & Online! - Somerset Carers](#)
- [Carers Downloadable Resources - Somerset Carers](#)

## Training and Development

It is the responsibility of all organisations to ensure they have a skilled and competent workforce who are able to take on the roles and responsibilities required to protect adults at risk and ensure an appropriate response when adult abuse or neglect does occur. The SSAB does not provide any single or multi-agency training but has published a [Somerset Adult Safeguarding Learning Framework](#).

### Somerset Survivors: e-Learning (free)

- [Professional e-Learning modules on domestic abuse](#)
- [Domestic Abuse and Modern Slavery e-Learning modules for the public](#)

Social Care Institute for Excellence: e-learning (please note that SCIE are now charging for this content)

- [e-learning: Adult Safeguarding Resource](#)
- [e-learning: Mental Capacity Act](#)

### Other resources

- [FutureLearn Safeguarding Adults Level 3 Training](#)
- [Friends Against Scams Practitioner E-Learning](#)
- [Health Education England e-Learning Mental Capacity Act e-Learning](#)
- [Home Office Prevent e-learning](#)

## Useful Safeguarding Adults links

- [Secure professionals e-referral form](#)
- [Joint Safeguarding Adults Policy](#)
- [Somerset Adult Safeguarding Guidance](#)
- [Practice guidance and resources](#)
- [Get the SSAB Website on your phone or tablet](#)

## Your Adult Safeguarding Experience Feedback

Somerset Council's Adult Safeguarding service would like hear feedback not just from people who have been supported by adult safeguarding services, and their carers, but also from those who advocate or support them on a professional basis. The forms below have been developed in partnership with Healthwatch Somerset.

- [Adult Safeguarding Service Questionnaire for adults who have been supported by safeguarding services](#)
- [Adult Safeguarding Service Questionnaire for carers, relatives or friends](#)
- [Adult Safeguarding Service Questionnaire for Advocates, IMCAs and Providers](#)

### Get in touch

If you have any suggestions for future topics or comments about this newsletter, please contact us via:

[ssab@somerset.gov.uk](mailto:ssab@somerset.gov.uk)

**If you are worried about a vulnerable adult, don't stay silent**

Phone: 0300 123 2224

Email: [adults@somerset.gov.uk](mailto:adults@somerset.gov.uk)

Or complete a secure

[Professionals e-referral form](#)

In an emergency always contact the police by dialling 999.