

**This applies to all residents of St.Helens regardless of setting,  
i.e. community, hospital or care establishment**

**BE ALERT:** to risks, suspicion, allegation, observation or disclosure of abuse/neglect

Deal with immediate danger (if any)

**Contact 999** if appropriate

Support and make the Adult as safe as possible

Preserve the evidence (if any/appropriate)

**Report the Safeguarding Concern**

**Inform Line Manager / Agency's Designated Person who must telephone St.Helens Council  
Contact Centre within 1 hour to report a Safeguarding Concern**

If Line Manager is likely to be unavailable for more than 1 Hour - **YOU MUST** telephone the Alert  
through yourself

**Telephone**

**St.Helens Council Contact Centre - 01744 676600**

(9.00am to 5.00pm - Monday to Friday)

**or Emergency Duty Team (EDT) - 0845 0500 148**

outside of the above hours

**Make a Record**