

The Safeguarding Process

**Solihull
Safeguarding
Adults Board**
Protecting Adults Together



Introduction

If people are worried that you may have been harmed or abused in any way, our job is to look into this and make sure you are safe. This is called safeguarding.

This booklet explains what we do when someone tells us you may have been abused.

We can work with the Police, health services, voluntary organisations, and anyone else who can help to make and keep you safe. We work together and share information to try and protect you from further abuse.

We will involve you at every stage so you can work with us to decide what is best for you.

What Happens First?

There are things we have to do immediately, and these are as follows:

- We check to see if you are in any immediate danger.
- If we think you are in immediate danger we will work with you quickly to make you safe and explain what is happening to keep you safe. For example, if someone is hitting you or stealing your money.

- If we think you are NOT in immediate danger, we will talk to you about the concerns and decide with you about what to do next. For example, your family might be worried that you are not looking after yourself and that this might cause you problems in the future.
- You will have a contact person who will talk to you and listen to what you want to happen. They will also keep you informed of what we are doing and why.
- We will work with you to make sure that you have the right level of support.
- If we think you are in immediate danger but we also think you do not have mental capacity to make decisions about what to do, we will have to work quickly to do what we think is best for you. For example, you might be too ill or confused to realise you were not getting the right level of support.
- If you do not have mental capacity, we will work with people who can represent you and who understand your views to help decide what is best for you.

For more information about mental capacity please see the information leaflet titled '[Information about Mental Capacity](#)'.

If there are other people at risk, we will then have to ensure the safety and wellbeing of everyone. This may mean you do not agree with all our actions. For example, you might not worry that a support worker is not giving you your medication but missing that medication could be more serious for someone else.

How Do We Decide What to Do?

We usually hold safeguarding meetings as a first step, to find out what the problem is and what we need to do to make things better.

We may also need to carry out an enquiry to learn more about the situation. Sometimes we may also need a safeguarding plan to make sure the problem does not happen again.

What Are Safeguarding Meetings?

Safeguarding meetings are held so that we can all get together to:

- Establish the facts.
- Hear your views and wishes.
- Identify if further action is needed to ensure your safety and wellbeing.

The number of meetings held will depend on a persons' situation. The contact person will be able to advise of the course of action needed.

Can I Attend My Safeguarding Meetings?

Yes, always, and you can bring someone with you. That person can be an advocate, a friend, a member of your family, or anyone you choose.

If you do not want to attend or cannot attend, you can choose someone to go on your behalf or we will talk to you before the meeting so your views can be heard.

If you do not attend a meeting, we will always tell you afterwards what was discussed and what will happen next.

We are very careful with personal information, so we will not invite you to a safeguarding meeting where we have to discuss other people's personal details. You will not, for example, be invited to meetings about large scale enquiries.

Who Else Will Be at the Safeguarding Meetings?

Your contact person will always attend these meetings.

We will invite other people who have useful information to share or people who can help stop the harm.

People who attend the safeguarding meeting know that everything said is confidential.

How Should I Prepare for My Safeguarding Meetings?

It is often useful to think about what you want from the meeting, and who you need at the meeting. You may also want to:

- Read any reports given to you.
- Ask someone from your family, a friend, or your contact person to help you if you don't understand the reports. They can also help you prepare any questions you want to ask. Sometimes reports have jargon in them – don't be afraid to ask what they mean.
- Ask your contact person who else has been invited and why they have been invited.
- Make sure your contact person knows that the meeting place is suitable for your needs.

You can make some notes for yourself to help you remember what you want to say when you go to the meeting. There is some space at the back of this leaflet you can use.

What Happens if an Enquiry Is Needed?

An enquiry is a more detailed investigation into what has happened. At the first safeguarding meeting, we will decide who the best people are, to carry out the enquiry. This might be Solihull Council, the police, health staff or the care provider.

The people leading the enquiry will keep you up to date with what is happening. They can arrange for you to be supported by an independent advocate.

An independent advocate will:

- Listen to you.
- Provide information.
- Explain options to you.
- Help you reach your own decisions.
- Support or represent you. The independent advocate should always support your views whether they agree with those views or not.

They may also talk to anyone else who can help with the enquiry, so we can find out what happened. This may include members of your family or employed staff.

We may also want to see care records.

What Happens at the End of an Enquiry?

When the enquiry is finished, we will usually organise a final safeguarding meeting.

At this meeting we will discuss with you or your representative what has happened and what needs to happen next. If we think you are safe, we will take no more action and the case will be closed. If we think you are still at risk of abuse, we will talk about what can be done to prevent the abuse. This becomes your Safeguarding Plan.

We record all our actions on our computer system. You can see what is recorded.

What Is a Safeguarding Plan?

If we think you are still at risk of abuse, we will put a safeguarding plan in place. This plan will set out what we must do to help stop you being harmed or abused again.

A named person will make sure the plan is carried out.

We will review the plan on a regular basis with you and any other people involved in the safeguarding plan.

What Might Happen to the Person Who Is Abusing Me?

We can usually make sure that the person under enquiry is not allowed to contact you, if that is what you want.

In serious cases, the person who is abusing you may be arrested by the Police, who might prosecute them.

It is more likely that we will recommend training or suggest changes to how things are done.

If you want to carry on seeing the person, we will try to make that possible with services, advice, and information.

What Happens Afterwards?

We will ask you:

- If you feel safer now
- If you are happy with what we did to help you or is there anything more you would like us to do
- If you think we treated you properly

We hope you will tell us what you think, so we can review how we do things and make improvements if necessary.

How Long Will the Process Take?

The length of the process depends on what the concern was. Sometimes it can be quite quick, but often it can take a month or more.

You will be kept informed at all times. If you have any questions or concerns at any time, please talk to your contact person.

The following people have been invited to your safeguarding planning meeting on

Name	Position

The following people have been invited to your final safeguarding meeting on

Name	Position

If you have any questions, the contact person for this safeguarding concern is

Phone

Email

They can be contacted at these times:

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Notes

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