

Keeping you safe, keeping you in control

Dear

You or someone who knows you has raised concerns about your safety. This is what we call a **safeguarding concern**.

Your views and wishes are important to us. We need to know what you want us to do.

Our job is to work with you and make sure you are safe, and then to see if there is anything we can do to make things better for you. This is called safeguarding.

What happens next

If we think you are in immediate danger, we will work with you quickly to make you safe. I will explain what is happening.

If we think you are NOT in immediate danger, we will talk to you and decide what to do next.

Our promise to you. We will:

- Listen to you
- Involve you in everything we do
- Work with you or your advocate to make sure you are safe and in control while we investigate the safeguarding concern
- Ask you what you would like to happen
- Explain to you what our concerns are
- Look into your concerns
- Take your concerns seriously
- Give you help and support.

Your contact person for this safeguarding concern is

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I will keep you informed about what is happening in relation to this safeguarding concern. You can contact me if you have any questions.

My contact details are:

Phone

Email

I can be contacted at these times

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Signature

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More information

As your contact person, I can explain anything you want to know.

The following information sheets are also available for you and your family. I can give you these information sheets and talk them through with you if you would like.

- What abuse is
- The safeguarding process
- A guide to safeguarding meetings
- Information on advocacy
- Information for your family or carers
- What a safeguarding plan is
- What to do if you are unhappy with how the safeguarding was managed
- Information on mental capacity

These information sheets are also available on the Solihull Safeguarding Adults Board website:

www.ssab.org.uk