



## Adult Safeguarding in Warwickshire

# What happens after you report abuse

### Introduction

This leaflet explains what we will do when you tell us about abuse or neglect of an adult with care and support needs in Warwickshire. This could be you or someone you know.

### What is abuse?

Abuse is when someone does or says things to you that hurt you or make you feel upset or frightened. You may be too scared to speak out or stop them.

You may be abused on purpose, or by someone who may not realise what they are doing is abusive.

Abuse happens when someone has power over you and you do not agree to what is happening to you.

More information on what abuse is can be found on Warwickshire County Council's website at [www.warwickshire.gov.uk/safeguardingadults](http://www.warwickshire.gov.uk/safeguardingadults)

### Reporting abuse in Warwickshire?

Anyone can tell us about abuse or neglect by contacting Adult Social Care on:

**01926 41 20 80**

To report a crime or raise a concern about abuse with Warwickshire Police, you can phone the non-emergency number: **101**.

But if it is an emergency you should always dial **999**.

## Deciding what we will do next?

We will always take it seriously when someone tells us about abuse, or a situation which they think could lead to abuse.

Everyone is different and will need different support or advice depending on their situation. What we do next will depend on things like:

- **How much danger the person is in.**

For example, if the person is in physical danger, or if there is a chance that the abuse reported could happen again.

- **How much support the person needs.**

Some people will need lots of support in their daily lives, so might need more support to stay safe.

- **What the person wants to happen.**

Sometimes people do not want support from the council or other organisations like the police or health services.

## Sharing information with other people

Information given to us is sometimes shared with other people, such as the police or health professionals. This only happens if they need to have this information to help keep someone safe.

## Keeping information safe

If you tell us you are worried about someone being abused, you may not always be told all the details of what action is taken. This is because the council has a duty to keep information about people safe.

## Finding out more about the situation

A social worker from the council will plan with other people (like health staff and the police) how they can find out more about the abuse reported and how to stop it.

This is called a ***safeguarding enquiry***.

They will decide:

- Who will do the enquiry.
- Who they will speak to.
- When they will do it.

An enquiry could be carried out by a social worker, a health professional or the manager of a care agency.

If a crime has been committed, the enquiry will be carried out by the police.

## **Making enquiries into the abuse reported**

The enquiry will look at all the information available to work out:

- Exactly what has happened.
- How the person is at risk of abuse.
- What the person wants to happen now.
- How to support the person to be safe in the future.

The person doing the enquiry will usually meet with the adult at risk of abuse and ask them what has happened, and what help they need to keep safe and to stay in control of their life.

To help us to understand more about the situation, we might also talk privately to other people who know the person at risk of abuse.

We understand that someone may be afraid, or find it difficult, to talk about what has happened to them. The person will be given the information and support they need so that they can say what they want to happen about the abuse reported.

We may invite the adult at risk of abuse to a meeting with other people who can help to make sure the person can keep safe. This could involve, family members, social workers, health professionals or the police.

At any meetings, the person can choose to have someone they trust with them, such as a family member, a friend or an advocate. This cannot be someone who is involved in the abuse.

The person can choose to have someone they trust to attend meetings and speak for them if they wish.

## **Arranging independent support**

If we think that the person at risk of abuse needs more support to be fully involved in a safeguarding enquiry, in some circumstances we will arrange for an independent advocate to support them.

## **How long will a safeguarding enquiry take?**

Because each situation is different, it is difficult to say how long an enquiry might take. It will depend on:

- Who is involved.
- How serious the situation is.
- What the person at risk wants to happen.
- If the person is in immediate danger, we will act quickly to keep them safe.

A social worker will keep the person at risk of abuse up to date with what is happening. When the enquiry is finished, the person will be told what was found out, how abuse can be stopped from happening in the future, and provided with any other advice or support that is required.

## **What is a safeguarding plan?**

If the enquiry finds that someone is still at risk of abuse, a plan may be put in place that will explain all the things that different people will do to help the person to keep safe.

The plan could include:

- Support to help the person take action to keep themselves safe and stay in control of their life.
- A change of support or accommodation for the person at risk of abuse.
- Action taken against the person who carried out the abuse
- Action taken against the care and support service that was responsible for the abuse.
- Support to help the person to recover from the abuse

When a plan has been made, a date will be set in the future to make sure that the person is still safe and that the plan is working.

### **For further information**

If you require further information about our services please contact Warwickshire County Council on 01926 410410 in the first instance.

### **Compliments, comments and complaints**

If you have any comments or complaints about our services, please let us know by contacting:

Customer Relations Team  
P.O. Box 9, Shire Hall  
Warwick  
CV34 4RR  
Tel: 01926 410410

### **Information in other formats**

If this information is difficult to understand, we can provide it in another format, for example, in large print, on audio tape, easy read, or in another language. Please contact the Interpreting and Translation Unit on 01926 410410.

Customers can also contact the Coventry and Warwickshire Sign language Interpreting service for the information to be translated into Sign language:

Text: 024 76229667 Voice: 024 76520378  
Fax: 024 7622 6326 Email: [office@cwslis.co.uk](mailto:office@cwslis.co.uk)

### **Are we getting it right?**

We are interested to know what you think of our information. For any feedback please contact:

Promotions and Publications  
Saltisford Office Park  
Ansell Way  
Warwick  
CV34 4UL  
Email: [promotionsandpublication@warwickshire.gov.uk](mailto:promotionsandpublication@warwickshire.gov.uk)  
Tel: 01926 410410



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