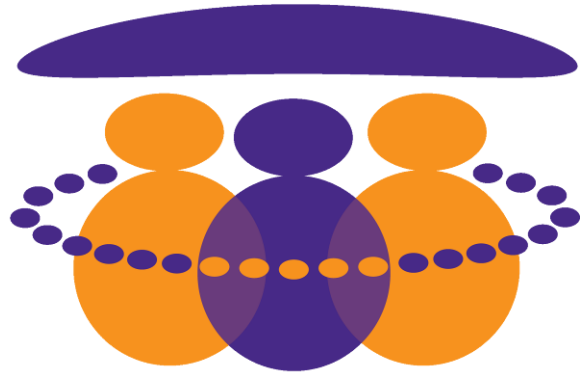




& our **Partners,**

**Committed to  
Safeguarding Adults**



# Keep Safe in Harrow

## (what happens after you report abuse?)

## (easy to read information)



in partnership with:



## Introduction

This information has been written by the Harrow Safeguarding Adults Board. The Board meets together every few months and people from the Council, the Police, the NHS and voluntary organisations discuss how to keep “adults at risk” of abuse as safe as possible.

When abuse or neglect has happened everyone should work together to stop it and protect people from more harm.



## In this leaflet

This leaflet explains what we will do when you tell us about abuse.



## Are you “an adult at risk”?

An adult at risk is someone who is over 18 years old and may be more vulnerable because they have care/support needs - and may not be able to protect themselves because of those needs.



## What is abuse?

Please look at “safeguarding adults from abuse in Harrow is everyone’s business – public information” (easy to read version) about:

- what is abuse
- who might be abused
- who can abuse
- where it can happen
- what to do
- who to tell



You can see this information on Harrow Council’s website at:

[www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)

Or you can call the numbers at the end of this leaflet.

## Reporting abuse in Harrow

Anyone can tell us about abuse. You can tell us about abuse or you can ask someone to call for you. You can tell these people about abuse:

### Access Harrow at the Council

(for older people and adults with a disability/learning disability)

Tel: 020 8901 2680

Email: [ahadults@harrow.gov.uk](mailto:ahadults@harrow.gov.uk)



### The Local Mental Health Trust

(for people over 18 years with a mental health difficulty)

Tel: 0800 023 4650 (CNWL single point of access)

Email: [cnw-tr.mentalhealthsafeguardingharrow@nhs.net](mailto:cnw-tr.mentalhealthsafeguardingharrow@nhs.net)

## **The Care Quality Commission (CQC)**

Tel: 03000 616161

Email: [enquiries.london@cqc.org.uk](mailto:enquiries.london@cqc.org.uk)



## **The Police**

Tel: 101 (non emergency)

999 (in an emergency)



## Deciding what we will do next

We will always take it very seriously when you tell us about abuse.

We promise to:

Listen to you



Understand your views and wishes



Take you seriously



Treat you with respect



Support you to feel as safe as you want and understand your risks



Support you to make your own decisions



Keep you informed and involved



Tell you what will happen next

Everyone is different and every situation is different. What we will do next could depend on:

- **how much danger you are in:**

For example if the person is in physical danger, or the abuse might happen again



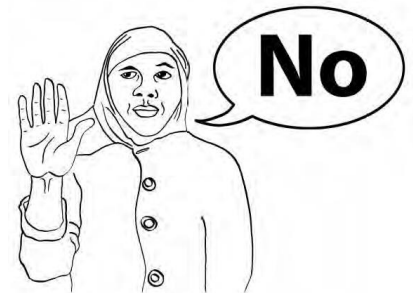
- **how much support you need:**

some people will need a lot of support each day, so might need extra help to stay safe



- **what you want to happen:**

sometimes people do not want help from the Council, the Police or NHS



We will talk to you about all these things and will decide with you what might need to happen to make you more safe.





## Meetings

There can be meetings to discuss your concerns and you will be asked if you would like to be there and where you would like them to be held.



Other people who might be asked to be at meetings are:

- people who know you
- people who can help to stop the abuse

Meetings are led by a person called the “chair”. That person will make sure that everything is discussed and that everyone can have their say.



You can choose to have a person you trust with you at any meetings (such as a family member, personal assistant or advocate). This cannot be someone who might be involved in the abuse.

You will be asked what you want to happen next.



## What if I don't want anything to happen?

If the abuse is happening to you, you have the right to say what you want to be done about it.

You have a right to say that you do not want personal information to be shared with other people.

You will always be asked what your views are and who you want to be involved.



### **BUT**

- sometimes the abuse is too serious for people to do nothing
- sometimes there are other people who may be in danger and we have to think about them too
- sometimes professionals might be worried that someone is forcing you to make a decision against your will

## Sharing information with other people

Sometimes the things you tell us are shared with other people such as the Police or nurses and doctors. This will only happen if you tell us that it's OK, or if they need to know the information to help keep you safe.



## Finding out more about the situation

A social worker from the Safeguarding Adults Team will talk to other people (like health staff and the Police) to find out more about the abuse and how to stop it. This is the start of an “enquiry” which often begins with a planning meeting.

The planning meeting will talk about:

- what you want to happen
- who will make the enquiries
- who they will speak to
- when they will do it



Enquiries are often done by a social worker. If a crime may have been committed it will be done by the Police.



## Enquiries about possible abuse

The enquiry will collect together all the information possible to try and find out:

- exactly what has happened
- why you are at risk of abuse
- how to help you to be as safe as possible in the future



The person doing the enquiry will always try and meet with you and ask you what happened and what you want done about it.



Our staff understand that you may be afraid to talk about abuse.



To help our staff understand more about the situation, they might also talk privately to other people who know you. This could be your family, friends, or other professionals like doctors.



## How long will this take?

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

- who is involved
- how serious the abuse is
- what you want to happen



If you are in immediate danger, we will act quickly to keep you safe.

A social worker will always keep you up to date with what is happening. When the enquiries are finished, a report will be written about what was found out and how to stop the abuse happening again.



## Keeping information safe

The Council and the NHS have a duty to keep your personal information safe.



## Safeguarding Adults Plans

If the enquiries find that you are unsafe, a meeting will take place to plan for your safety.



You will always be invited to the meeting, so that you can help to plan for your own safety.

Other people who will be invited are those who can help to make sure that you are kept safe. This could be your family members, social workers, health professionals or the Police. Your advocate can attend if you prefer not to be there.



Everything that is said at the meeting is private.

When you are invited to a meeting you will be given information about what will happen there – so that there are no surprises and you can think about what you want to say.



At this meeting, a (safeguarding) plan will be made, which explains all the things that different people will do with you to keep you safe.





If you don't want to be at the meeting, a social worker will speak to you on your own after the meeting about how everyone will support you to keep you safe. You can have your advocate with you if you would like them to be there.



## What is in the safeguarding plan?

This could be:

- more support for you
- a different type of support for you
- action taken against the person who has harmed you
- support to help you to recover from the abuse

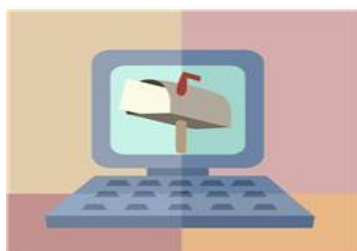


After a safeguarding plan has been made, a date will be agreed in the future to check that it is working and that you are still safe. This is called a safeguarding plan review.

## Who to contact if you are worried about abuse

The website for information is:

[www.harrow.gov.uk/safeguardingadults](http://www.harrow.gov.uk/safeguardingadults)



The e-mail addresses and phone numbers are:

[ahadults@harrow.gov.uk](mailto:ahadults@harrow.gov.uk)

(for older people and adults with a disability/learning disability)

Tel: 020 8901 2680 (Access Harrow golden number)

[cnw-tr.mentalhealthsafeguardingharrow@nhs.net](mailto:cnw-tr.mentalhealthsafeguardingharrow@nhs.net)

(for people over 18 years with a mental health difficulty)

Tel: 0800 023 4650 (CNWL single point of access)

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Children's Services "golden" number: 020 8901 2690