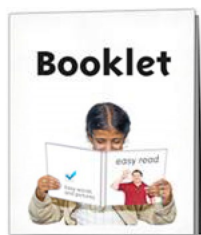


# The Safeguarding Process

Easy read version



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





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

This is called **safeguarding**.



We will work with the police, health services, housing and other local services and anyone else who can support to make sure you are safe.

We will work together and share information to make sure more abuse does not happen.



We will always keep in touch with you so you can work with us to decide what is good for you.

## What happens first?

Three things have to happen now.



- We will check to see whether you are in danger right now.



- You will have a person who will talk to you and listen to what you want to happen. This person will tell you what we are doing and why. You might hear them be called a 'contact' person.



- We will work with you to make sure you have the right support whilst we try to work out what is happening.

## What happens next?



If we think you are in danger now, we will work with you quickly to make sure you are safe.



For example, if someone is hitting you or stealing your money, we will work with you quickly to make sure you are safe.

Your contact person will tell you what is happening.



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

For example, your family might be worried that you are not looking after yourself and that this might cause you to have problems in the future. We would talk to you about their worries.



It gets more difficult if we think you are in danger right now but we also think you do not have mental capacity.

Not having mental capacity means that you do not understand what is happening and cannot make decisions about what to do.



For example, you might be too ill or confused to know you were not getting the right support for you.



Your contact person can tell you more about mental capacity. If we think you are in danger now but do not have mental capacity we will have to work quickly and do what we think is best for you.

We will work with the people who understand what you want and they will tell us for you.



Another problem is when there are other people at risk. We have to make sure everyone is safe and well. This may mean you do not agree with what we are going to do.

For example, you might not worry that a support worker is not giving you your medication but you not taking your medication might end up affecting someone else.

## How do we decide what to do?



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

We may also need to learn more about what is happening and sometimes we might need a safeguarding plan to make sure it does not happen again.

## What are safeguarding meetings?



Safeguarding meetings happen so what we can all get together to:

- Find out the facts
- Hear your views and wishes
- Work out if more needs to be done to make sure you are safe and well

x 2

There are normally at least two safeguarding meetings. The first is to find out if more information is needed.

The last meeting is to make sure that everyone knows what has happened.

## Can I come to my safeguarding meetings?



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



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

If you do not go to a meeting, we will always tell you afterwards what we talked about and what will happen next.



We are very careful with personal information so we will not invite someone to a safeguarding meeting where we have to talk about other people's personal details.

## Who else will be at the safeguarding meetings?



- Your contact person will always go to this meeting.



- We will invite other people who can be helpful to stop the harm.

People who go to the safeguarding meetings know that everything is private.

## What happens if an enquiry is needed?



An enquiry is to look more into the worries there are about your safety.



At the first safeguarding meeting we will decide who are the best people to do the enquiry.

This might be Solihull Council, the police, health staff or the care provider.





The people doing the enquiry will talk to anyone who can help with the enquiry so we can find out what happened. This may be your family or staff. They may also want to see your care records.



The people doing the enquiry will always talk to you whenever they can. They can ask for you to be supported by an independent advocate.



An independent advocate will:

- Listen to you
- Give you information
- Explain the choices you could have
- Help you reach your own decisions
- Support or speak up for you. The independent advocate should always support your views whether or not they agree with those views.



## What might happen to the person who is abusing me?



We can make sure that the person who we think might be abusing you is not allowed to get in touch with you if that is what you want.



If it is serious, the person who is abusing you may be arrested by the police who might accuse them of doing the crime.



It is more likely that we will suggest training or that we have to change how we do things.



If you want to carry on seeing this person we will try to make this happen with support services, advice and information.

## What happens at the end of the enquiry?



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

At this meeting we will talk with you or the person who is at the meeting for you. We will say what has happened and what needs to happen next.



If we think you are safe we will do nothing else 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 stop this happening again. This becomes your safeguarding plan.



We will write everything we have done on the computer system. You can ask to see what has been written down.

## What is a safeguarding plan?



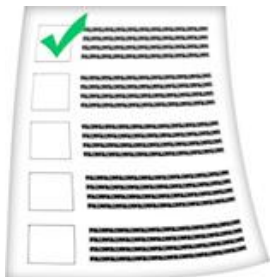
If we think you are still at risk of abuse we will put a safeguarding plan in place. This plan will show you what we have to do to help you stop being harmed or abused again.

We will keep on checking the plan with you and any other people involved in the safeguarding plan.

## What happens afterwards?

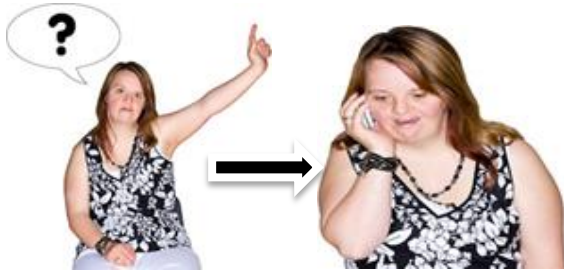
We will ask you:

- 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 well



We hope that you will tell us what you think so we can check how we do things and make changes if needed.

## How long will it take?



Sometimes it can be quick, but often it can take a month or more.

We will keep you up to date at all times. If you have any questions or worries at any time, please talk to your contact person.



This document has been made into Easy Read by Solihull Action through Advocacy  
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