

# Protecting adults at risk: guide to safeguarding adults from abuse in North Yorkshire (Book Two)

## What happens after you have reported that abuse has happened

### What is this guide about?

This guide has been written by the North Yorkshire Safeguarding Adults Board to explain how they help protect people from abuse and neglect. It is also used to help people understand how they can report abuse and what happens when they do.

The North Yorkshire Safeguarding Adults Board is a group made up of lots of different people who represent organisations such as the North Yorkshire County Council, the police and health services.

We are responsible for making sure that adults at risk of harm in North Yorkshire are protected from abuse and neglect.

When abuse or neglect has happened, the organisations work together to stop the abuse happening and protect people from further harm.

**We have developed this guide because we want to support you to make your own choices to stay safe and make your own decisions to reduce risks.**

This guide is divided into parts and you do not have to read it all.

It is for adults aged 18 and over.

You can ask for support to read it.

The guide is in two books.

**This is Book Two.**

Book Two tells you what happens after you report abuse.

Book One tells you what abuse is and how to report if you think you have been abused.

*There is also an Easy Read version of this guide.*

*If you would like a copy of this or a copy of Book One please contact the Safeguarding Adults Team on 01609 532438 or download from our website [www.northyorks.gov.uk/safeguarding](http://www.northyorks.gov.uk/safeguarding)*

**Safeguarding and protecting adults from abuse**  
[www.northyorks.gov.uk/safeguarding](http://www.northyorks.gov.uk/safeguarding)



## Reporting if you think you have been abused

If you think that you or somebody you know is being abused you should tell someone. You can contact North Yorkshire County Council Health and Adult Services directly.

You can tell someone you know and trust.

This could be:

- a nurse:
- a social worker:
- a police officer:
- a doctor:
- a carer: or
- a friend or someone in your family.

Once you have told someone you trust they should tell North Yorkshire County Council Health and Adult Services.

This is called making **a safeguarding adults alert.**

A safeguarding adults alert is when somebody tells us that abuse is happening or might be happening.

Anybody can make a safeguarding adults alert. To make a safeguarding adults alert phone:

0845 034 9410 (Monday to Friday 8am to 5:30pm, Saturday 9am to 5pm)

0845 034 9417 (outside these hours)

**If you or someone you know is in immediate danger you should call 999 and report it to the police.**

## What happens after you report abuse?

When North Yorkshire County Council has received the alert, someone will visit you to talk to you about your immediate needs and support and what you would like to happen next.

You will be supported to:

- communicate your wishes if you need it;
- make your own choices to stay safe;
- help you make your own decisions to reduce risks; and
- stay safe with a support plan if you need one.

You may be offered a community care assessment or re-assessment of your needs

There may be no further action needed.

## Taking it further; the safeguarding process.

If we think there is a risk of significant harm we will ask for your consent to look into this further.

There will be a strategy discussion which may involve meetings.

## What is a strategy meeting?

It is a meeting to agree what to do about what you have told us in the safeguarding alert. You may be invited to attend.

The meeting will:

- check that your immediate needs have been met;
- make a plan to protect you and any other adults at risk; and
- decide whether there needs to be an investigation.

We will talk to you about making your own decisions to keep safe and support you to be involved in the decision making process.

We will make sure that you have an advocate if you want or need one, who could be someone independent or a family member or friend.

Wherever possible you make your own decisions about how to keep safe.

We will ensure your wishes are respected about sharing information with family or carers.

If you choose not to be involved in the strategy discussion we will keep you informed.

The meeting might decide that there is no need for an investigation and we will inform you if this happens.

## What happens if there is an investigation?

An investigation is when we collect information and evidence about what has happened to you and the risk of harm to you in the future.

There will be a person involved in the investigation called an investigating officer. They will come and talk to you and get a statement in your own words. It will be someone from social care or the police. The investigating officer will speak to other people to find out what happened.

They will write an investigation report which will:

- say what they think has happened;
- suggest a possible protection plan;
- recommend what support may help you; or
- include a community care assessment of your needs.

They will support you to be involved in the decision making process.

They will make sure that you have an advocate if you want or need one, who could be someone independent or a family member or friend.

Different agencies may be responsible for other investigations.

After all the investigations have been done, there will usually be a case conference.

## Supporting you to stay safe – a case conference and protection plan

### What is a case conference?

A case conference is a meeting where people who are supporting you will hear findings from the investigation, make decisions about whether you or other adults are at risk and consider a protection plan to help keep you safe.

Before the meeting you can have support to help you to read and understand the investigation report, if you need it.

If you attend the meeting you can bring someone with you to help you have your say.

The meeting may be held in a place that you choose.

You will also be given information about the purpose of the meeting and who will be there.

You will be supported to take the lead in what should happen next to protect you and to reduce risk to your future safety.

### Do I have to go to the case conference?

You do not have to go if you do not want to. It is your choice.

If you do not attend the meeting your views can be represented at the meeting by someone who can support you. This might be an independent person, a family member or a friend.

If you do not attend you will be told about what happened during the meeting and who to contact if you do not agree with the plan or what has been discussed.

### Who will be at the case conference?

At the case conference there will be a chair person who will run the meeting and make sure you understand what is being said. This will usually be a manager from North Yorkshire County Council. You can meet the chair person before the meeting to discuss your views and any concerns you may have.

There will be someone at the meeting taking notes.

Other people may be there if they have useful information or can offer support to you. They may be:

- your support worker or health worker;
- the manager of your support services;
- someone from the housing department;
- someone from the Care Quality Commission;
- a police officer;
- a member of your family; or
- someone you choose to support you.

The person causing harm to you would not normally attend the same meeting unless you want them to be.

Only those people who attend the case conference will know what was said.

Everything discussed is confidential.

If someone else asks for information they must ask the chairperson for permission.

## What is a protection plan?

A protection plan is agreed by all agencies, including you, to help keep you safe.

You and other people at the case conference will want to make sure you agree with your protection plan. We will:

- help to support you to make your own choices to stay safe;
- help you make your own decisions to reduce risks; and
- help you to understand what will happen if you choose not to do this.

You will be given information about the organisations that will support you to keep safe.

You may also be offered emotional support and help to protect yourself in the future.

You will be given details for who to contact if you change your mind about the protection plan.

**You may not agree with the protection plan and may want to stop the safeguarding adult process at this time.**

If you change your views about this later and you want us to help you to keep safe, we will tell how to get in touch with us.

## What happens after the case conference?

After the conference you will be sent a copy of the notes with your protection plan or support plan.

We will check with you to make sure that the protection plan is working, by arranging a review meeting.

## Your feedback – we want to know what you think

We would like to know what you thought about the safeguarding process and whether you felt supported. We will ask you what went well and what we could do better. This will help us to improve what we do to protect adults from abuse.

## Useful information

More information about Safeguarding Adults is available on the North Yorkshire County Council website at [www.northyorks.gov.uk/safeguarding](http://www.northyorks.gov.uk/safeguarding)

## Useful numbers

Action on Elder Abuse (National Helpline)

**0808 808 8141**

Victim Support Helpline **0845 30 30 900**

The Samaritans **08457 90 90 90**

Age UK **0800 169 6565**

Shelterline **0808 800 4444**

Nuisance Call Advice **0800 661 441**

Women's Aid **0808 2000 247**

Citizens Advice Consumer Helpline

**08454 04 05 06**

North Yorkshire Police **101**

Care Quality Commission **03000 61 61 61**

Crimestoppers **0800 555111**

Independent Domestic Abuse Service (IDAS) **03000 110 110**

## Contact us

**North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD**

Our Customer Service Centre (social care enquiries) is open Monday to Friday 8.00am - 5.30pm,

Saturday 9.00am - 5.00pm. Tel: **0845 034 9410** email: **social.care@northyorks.gov.uk**

Or visit our website at: **www.northyorks.gov.uk**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

**Tel: 01609 532917 Email: communications@northyorks.gov.uk**

