



# Safeguarding Adults Fact Sheet 3

**What happens when  
abuse or neglect are  
reported?**

If you or someone else reports alleged abuse or neglect, this is sometimes called raising a safeguarding concern.

The concern may be raised by anyone - a friend, a family member, a neighbour, a member of the public, a paid carer, a professional or a volunteer. Social services will look into the risks being reported and decide if any action is needed to keep the person safe.

This is what happens next:

### **Step 1.**

A safeguarding worker will initially talk with you and possibly others, such as family and friends, or your support workers. They will do this to understand what risks there are to your safety, your thoughts and wishes and help identify any immediate ways to keep you safe.

The safeguarding worker will check whether you are happy to talk about the concerns yourself. If you prefer a friend or family member to support you or talk on your behalf, that is fine. The safeguarding worker can arrange for advocacy support if you need independent help with talking about the concern.

The safeguarding worker might be a person from Adult Social Care or an NHS organisation e.g. Mental Health Team.

### **Step 2.**

After talking with you and other people as appropriate, the safeguarding worker will seek your agreement to refer your situation to the Bath and North East Somerset Council (B&NES) Safeguarding Adults Team. They will then decide whether the situation meets the Government's definition of the need for safeguarding.

The definition of when the Local Authority should make safeguarding enquiries comes from the Care Act (2014), which states that a Local Authority should make enquiries:

“where it has reasonable cause to suspect that an adult, aged 18 or over, in its area –

- (i) Has **needs for care and support** (whether or not the authority is meeting any of those needs);
- (ii) Is **experiencing, or is at risk of, abuse or neglect**, and
- (iii) As a result of those needs **is unable to protect himself or herself** against the abuse or neglect or the risk of it.”

We want to work in close partnership with you and will make every effort to seek your agreement to starting safeguarding procedures but, if the identified risks are high, or they affect other people, or if a criminal offence may have

been committed, the decision may be that safeguarding procedures are needed even if you disagree.

B&NES Council Adult Safeguarding Team aims to make a decision about whether further safeguarding enquiries are needed or not within four working days or sooner depending upon the level of risk.

If the decision is that formal safeguarding procedures are **not** needed other actions may still be recommended.

If the decision is that further safeguarding enquiries **are** needed, formal safeguarding procedures will be initiated.

Whichever way, you will be informed of the decision.

### **Step 3**

Where safeguarding procedures are started the next step is to arrange a Planning Meeting (usually within two weeks of referral) and this will normally include you and other relevant people. The safeguarding worker will check with you how you want to be involved – you may wish to attend the Planning Meeting yourself, with support, or have a representative attend on your behalf (see fact sheet 4 for more information).

At the Planning Meeting it may be decided that further safeguarding enquires are needed to better understand the concerns and consider the best ways to keep you safe. After this, the safeguarding worker will write a report summarising the findings, involving you and others as appropriate.

Once the report has been completed, a Safeguarding Review meeting is usually held where all concerned meet and discuss the findings from the report and agree a safety plan to support you to be safe. We may check with you and others to find how the safety plan is working and hold some further review meetings if those are needed (see fact sheets 5 and 6 for more information).

If you have any questions, please contact your safeguarding worker who will be happy to answer them.

### **For more information please see other available Fact Sheets:**

- Fact Sheet 1 - Safeguarding Adults from Abuse and Neglect – types of adult abuse and what you can do about it
- Fact Sheet 2 - Safeguarding Adults from Abuse and Neglect – types of adult abuse and what you can do about it (Easy read version)
- Fact Sheet 3 - What Happens when Abuse or Neglect are Reported?
- Fact Sheet 4 - What is a Planning Meeting or Planning Discussion?
- Fact Sheet 5 - What is a Safeguarding Enquiry?
- Fact Sheet 6 - What is a Safeguarding Review Meeting?

- Fact Sheet 7 - Information for Relatives and Friends
- Fact Sheet 8 - Information for Those Alleged to Have Caused Harm

The Fact Sheets and the Bath and North East Somerset Adult Multi-Agency Safeguarding Policy and Procedures are available for anyone to read at:

<https://bcssp.bathnes.gov.uk/what-safeguarding>

Date revised: August 2019.

Review date: August 2021