



**Adult Social Care**

**THE PROCESS FOR  
PROTECTING  
ADULTS FROM  
ABUSE AND  
NEGLECT**



**HARTLEPOOL  
BOROUGH COUNCIL**

# What happens when a concern is reported to us?

- We (the Council) will take seriously any concern reported to us about an adult who is or may be at risk of abuse or neglect.
- We have a duty in law (the Care Act 2014) to make enquiries about concerns or allegations reported to us.
- We are committed to ensuring that the person about whom the concern related to is involved at every stage of the safeguarding process.
- When a concern or allegation is received by adult social care we will contact you (or your representative) to discuss what you would like to happen next.
- If an adult has difficulty being involved and there is no appropriate person to represent and support them (e.g. family or friend), then we must arrange for an independent advocate to represent them to ensure their views are included.

## Safeguarding enquiries

- In response to the Care Act 2014 we have a duty to make enquiries when we are notified of concerns or allegation about abuse or neglect.
- We will make initial enquiries to help make a decision on what happens next - this will include speaking to you or your representative. We may also speak to other professionals involved in your care or support.
- The information we gather and share about you is restricted to the amount which is relevant to ensure your safety. In some cases we will require your consent to share information.
- Information can be shared without your consent if it related to a crime or if it could affect you safety or another person's safety. This will be explained to you in details by the person making the enquiries.

# Safeguarding Strategy Meetings

- We may hold a meeting and invite you to attend. This could be at your home, a relative's, a care home or a council office - whichever is best for you.
- The meeting will be lead by a senior person from adult social care.
- The meeting may also involve your social worker, police (if it is believed a crime had been committed), health professionals (nurse or GP) and any other relevant professional, for example a housing support officer.
- If you feel unable to attend we can arrange for representative (friend or relative) of an independent advocate to attend on your behalf to ensure your views are heard. We can arrange to meet you outside of the meeting to hear your views.
- If the concern or allegation involves someone who cares for you they will not be invited to attend the meeting. If it is a paid carer, the manager of the organisation that they work for may be invited.
- The meeting will consider information from everyone that attends. This will include your view about what has happened and what you want to happen next - we call these your outcomes.
- The meeting will consider whether there is any risk of the abuse happening again to you or other people.

## Protection Plans

- The meeting will help decide what action needs to be taken to protect you from further abuse and how to support you. The actions are called a Protection Plan.
- If a Protection Plan is put in place there will be regular review meetings to check that the plan is working for you.
- You will be invited to the meetings and your views will form part of the review.
- We will ask you if the safeguarding process has achieved what you wanted (your outcomes) and if you feel safer.

# What happens after the safeguarding process?


- When everyone involved in your review agrees that the risk of further abuse or neglect is reduced to a safe level, a decision will be made that no further safeguarding meetings are needed.
- It may be recommended that you continue to receive support from adult social care or from other agencies.
- We will ask you, or someone else with your agreement, to complete a short questionnaire called Making Safeguarding Personal. This is an opportunity to share your experience of the safeguarding process and to tell us if you think we have done well or if the process could have been managed better. Responses will be recorded anonymously.

We follow the Teeswide Safeguarding Inter-Agency Adults Procedure. You can find more details on the Tees website at [www.tsab.org.uk](http://www.tsab.org.uk)

## Further help and support

### Hartlepool Advocacy Hub

 [adultscommissioning@hartlepool.gov.uk](mailto:adultscommissioning@hartlepool.gov.uk)


 [www.hartlepoolnow.co.uk/advocacyhub](http://www.hartlepoolnow.co.uk/advocacyhub)

Advocacy is about helping people to speak up for themselves and understand what their rights and entitlements are.

# HOW TO CONTACT THE SUPPORT HUB

If you, or someone you care for - or a relative or friend - is finding life a bit difficult at the moment and would like to talk about it, contact our Support Hub - [our gateway to information, advice, support and care.](#)

 Visit the Support Hub at **Community Hub Central**, York Road, TS26 9DE between 10am - 4pm Monday to Friday

 Call **01429 272905** between 8.30am - 5pm Monday - Thursday. 8.30am - 4.30pm on a Friday.

 Email [helping@hartlepool.gov.uk](mailto:helping@hartlepool.gov.uk)

*We will connect you to the things that will help you get on with your life.*

If you are **worried about someone being abused or neglected**, or if you need **information or support with hospital discharge** please contact:

The Integrated Single Point of Access (iSPA)

*You can contact the iSPA Monday - Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm*

 **01429 803100**

 [ispa@hartlepool.gov.uk](mailto:ispa@hartlepool.gov.uk)

 **07977709900 (Relay UK)**

## How to get help if we are closed

If you need urgent help when our offices are closed, you can contact the **Emergency Duty Team** on **01642 524522**