

Safeguarding adults from abuse in Barnet



What happens after
you report abuse

Introduction

This booklet has been produced by Barnet's Safeguarding Adults Board. This Board is made up of people from Barnet Council, the Police, the NHS and other organisations who work with adults at risk of abuse.

An adult at risk of abuse is someone over 18 whose circumstances may make them vulnerable. This could be because of their age, disability or illness.



Illustrations by Teresa Robertson

What is abuse?



Please read the 'Say no to abuse' easy-read booklet for more information about:

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

You can see this booklet on Barnet Council's website at **www.barnet.gov.uk/safeguarding-adults**.

You can get a copy from your local library or council office, or you can call the Communications Officer for Adult Social Care and Health.

Tel 020 8359 7150

Email adultsocialservices@barnet.gov.uk

In this booklet

This booklet explains what we will do when you tell us about abuse of an adult at risk. This could be you or someone you know.

Reporting abuse in Barnet

Anyone can tell us about abuse.
You can tell these people about abuse.



Social Care Direct at Barnet Council

Tel 020 8359 5000

Text (SMS) 07506 693707

Email socialcaredirect@barnet.gov.uk



Police Community Safety Unit

Tel 020 8200 1212

But in an **emergency 999**

Email sxmailbox-tib@met.pnn.police.uk



An inspector at the Care Quality Commission

Tel 03000 616161

Email enquiries.london@cqc.org.uk

Information is also available on the Barnet Council website at www.barnet.gov.uk/safeguarding-adults

Deciding what we will do next

We will always take it seriously when someone tells us about abuse, or a situation which they think could lead to abuse.

Everyone is different and will need different support depending on their situation. What we do next will depend on things like:

- **how much danger the person is in.**

For example, if the person is in physical danger, or if there is a chance that the abuse could happen again



- **how much support they need.**

Some people will need lots of support in their daily lives so might need more help to stay safe



- **what the person wants to happen.**

Sometimes people do not want support from the council or other organisations like the police or health services.

We will talk to the person involved about all these things and we will make any arrangements needed to keep them safe.

Sharing information with other people

Information given to us is sometimes shared with other people, such as the police or health professionals. This only happens if they need to have this information to help keep someone safe.



Finding out more about the situation

A social worker from the council will plan with other people (like health staff and the police) how they can find out more about the abuse and how to stop it.

This is called an investigation.



They will decide:

- who will do the investigation
- who they will speak to
- when they will do it.

An investigation could be carried out by a social worker, a health practitioner or manager of a care agency.

If a crime has been committed, this will be carried out by the police.



Investigations of abuse

The investigation will look at all the information available to work out:

- exactly what has happened
- why the person is at risk of abuse
- how to make sure that the person is safe in the future.

The person doing the investigation will usually meet with the adult at risk of abuse and ask them what has happened.



Staff understand that people may be afraid to talk about it. The person will be given information so that they can decide what should happen next.

They can choose to have a person they trust with them at this meeting, such as a family member, personal assistant (PA) or advocate. This cannot be someone who is involved in the abuse.

To help staff understand more about the situation, they might also talk privately to other people who know the person at risk of abuse.

How long will this take?

Because each situation is different, it is difficult to say how long an investigation might take. It will depend on:

- who is involved
- how serious the situation is
- what the person at risk wants to happen.

If the person is in immediate danger, we will act quickly to keep them safe.

A social worker will always keep the person at risk of abuse up to date with what is happening. When the investigation is finished, a report will be written about what was found out and how to stop the abuse happening again.

Keeping information safe

If you tell us you are worried about someone being abused, you may not always be told all the details of what has happened.



This is because the council has a duty to keep information about people safe.

Planning your safety

If the investigation finds that someone is unsafe, a meeting will take place to plan for their safety. Professionals call this meeting a case conference.

The adult at risk of abuse will always be invited to the meeting, so that they can help to plan for their own safety. Other people who will be invited are people who can help to make sure the person is kept safe. This could be family members, social workers, health professionals or the police.

Everything that is said at the meeting is private. When you are invited to a case conference you will be given more information about what is involved.

At this meeting, a protection plan will be made, which will explain all the things that different people will do to help keep the person safe.

If you don't want to attend this meeting, a social worker will speak to you on your own to talk about how to keep you safe.



What is in a protection plan?

This could include:

- more support for the person at risk of abuse
- a change in support
- action taken against the person who has caused the harm
- action taken against the service that provides the care
- support to help the person to recover from the abuse.

After a protection plan has been made, a date will be set in the future to make sure the person is still safe and the protection plan is working.



Barnet Safeguarding Adults Board



Central London Community Healthcare 
NHS Trust

Barnet ■ Hammersmith and Fulham ■ Kensington and Chelsea ■ Westminster

Barnet, Enfield and Haringey 
Mental Health NHS Trust

Barnet and Chase Farm Hospitals 
NHS Trust



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This booklet is available on audio tape or CD, in large print, Braille or in an alternative language. To request your preferred format, please contact the Communications Officer for **Adult Social Care and Health on 020 8359 7150 or email adultsocialservices@barnet.gov.uk**.

Information about Safeguarding Adults can also be found on the Barnet Council website - **www.barnet.gov.uk/safeguarding-adults**