

What is adult safeguarding?

What you need to know about reporting abuse or neglect to the council

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'Safeguarding adults' is the name given to the multi-agency response used to protect any adult that has care and support needs, is experiencing or is at risk of abuse or neglect and is unable to protect themselves. Safeguarding is for people who, because of issues such as dementia, learning disabilities, mental ill-health or substance abuse, have care and support needs that may make them more vulnerable to abuse or neglect.

What happens after you report a safeguarding concern?

We have a responsibility to take safeguarding concerns about the abuse of an adult at risk seriously. We will listen to you and help to stop the abuse.

In some circumstances, we may not be able to share information on the progress or outcome with you. Each situation is different and we will consider the wishes of the person at risk or their representative, as well as what information sharing is appropriate to keep people safe.

How to report the abuse of an adult

You can report the abuse of an adult to Buckinghamshire Council. We call this a safeguarding concern.

You can submit a safeguarding concern using our online service in the section 'report abuse of an adult' on our website careadvice.buckinghamshire.gov.uk

If you would prefer to speak to someone directly, please call the First Response Team on **0800 137 915**. Outside of working hours, call our Emergency Duty Team on **0800 999 7677**.

If you feel the person is in immediate danger, dial **999**.

What happens if I make a safeguarding concern?

The concern will be reviewed by a social worker within 24 - 48 hours. The worker will then involve the adult at risk and decide about the type of risk and response required. We may refer the adult at risk to preventative agencies. Alternatively, we may decide that an enquiry is required.

What happens if an enquiry is carried out?

If we decide that an enquiry is needed then a series of meetings may be held to find a solution and discuss actions that need to be taken to protect the adult at risk from experiencing further harm. An initial discussion will be held by the team handling your concern to discuss what action needs to be taken immediately.

Someone from Adult Social Care will speak with the adult involved to find out further information and if they would like us to share concerns with relatives or friends. We can also involve these people in any meetings throughout the process to support the adult at the centre of the investigation.

If the adult involved does not want a relative or friend to be informed or involved then we will respect this decision and can arrange for an independent advocate to support them if they would like.

The aim of an enquiry is to find out what happened and what action, if any, needs to be taken to support and protect the adult. The enquiry could be as simple as a telephone conversation. It may also include speaking to people involved in the incident(s). The adult can have someone sit in with them for support if they would find this helpful.

Additional enquiries may also need to take place separately from the safeguarding enquiry – for example, a police investigation if a crime is suspected.

Who can I speak to if I have questions about the enquiry?

If anyone has questions or concerns at any time, the social worker or team manager will be happy to answer these.

If anyone is unhappy with the outcome of the enquiry, they can follow the complaints process (see Factsheet: 'I have a compliment or a complaint').

If you are an employee of an organisation and concerns have been raised about your practice or actions at work, we recommend that you speak to your employer.

Use this space to write down things you need to remember to tell us


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How to contact us

Adult Care Services


To get more information about adult social care services you can:

 **Go online:** [buckinghamshire.gov.uk](https://www.buckinghamshire.gov.uk) and click on 'Care for Adults'


 **Call:** Social worker: _____ Team: _____

Are you worried about somebody?


If you or someone you know is at risk of abuse or neglect:

 **Call:** 0800 137915 (24 hours a day)

If you would like to give us feedback

 **Go online:** Please complete the online form at [buckinghamshire.gov.uk](https://www.buckinghamshire.gov.uk)

If you prefer you can:

 **Call:** 01296 387844

 **Email:** complimentsandcomplaints@buckinghamshire.gov.uk