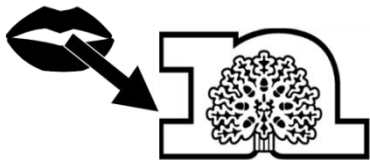




Easy Read information about:



Adult abuse (safeguarding adults process)



This document tells you about what happens once a concern has been reported to Nottinghamshire County Council.

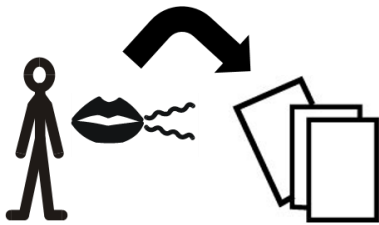


A Safeguarding Process is the plan that the council workers have to follow for each concern once it is reported.



If you have concerns or think someone is being abused.

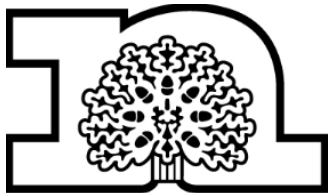
Report it.



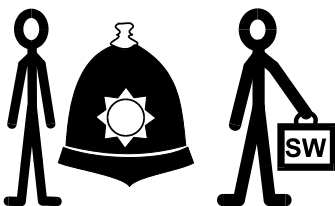
Referrals



A referral is when something is passed on to another person or organisation for advice, a review or an action.



A safeguarding referral is when a concern around an adult at risk is passed to Nottinghamshire County Council.



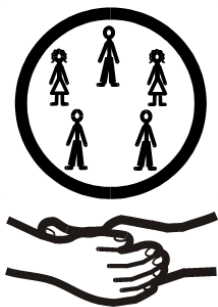
When a referral is made the person reporting it should always try and ask for your permission first before contacting the Council or the police.



The referral should also include what you would like the police or the Council to do.

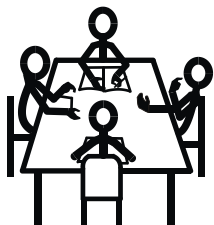


It helps them if they know what action or advice you would like.



In Nottinghamshire, the Safeguarding Team is called **MASH**. The name means **Multi-Agency Safeguarding Hub**.

They are a big team of people who deal with all the safeguarding concerns or referrals.

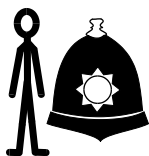


Multi-agency means that there are lots of different people and professionals, from different teams, working together to protect people from abuse.

The team has people from:



Education



Police and community safety



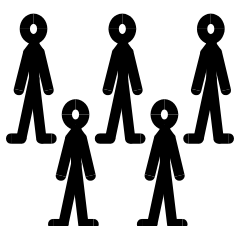
Health



Social care (adults and children)



Probation



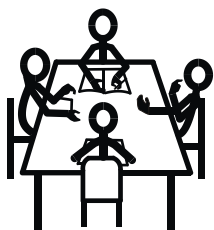
A hub means a place where people meet and work together. Like an office or a building



Triage



Triage is the term for deciding what to do with a referral or a concern.



The MASH team will look at every referral and decide what to do with it.

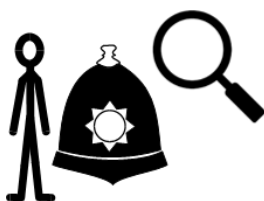
To do this they will:



Collect and read the information from the referral.



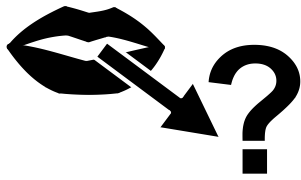
Contact more people to make sure they have all of the information.



Check if the referral needs to be investigated.



Choose a council worker to work on the referral. This person is called the **safeguarding officer**.



Enquiries



An enquiry is when someone asks for information. It can also mean looking into information like an investigation.

The MASH team can make enquiries for referrals. This means asking questions to find out more information.

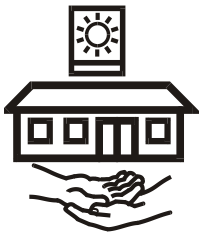


This can be to:

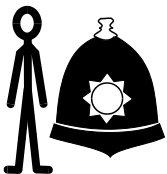
You or your family



A care provider, paid staff or a professional



Day Services



Police



GP



Care Quality Commission (CQC)





The safeguarding officer will make decisions about the enquiry. This is called a **Safeguarding Assessment**.



More than one kind of enquiry may be needed to look into what has happened.



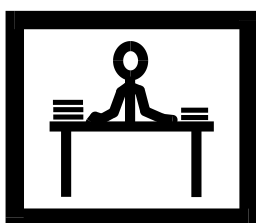
Information will be shared with the team who can best deal with the situation.



If they decide that more than one enquiry should be made, this could be:



Criminal investigation – meaning that a crime might have been committed



Disciplinary procedure – meaning that it might involve someone's job



The safeguarding assessment is where all the information is written down about the safeguarding referral.



Discussions



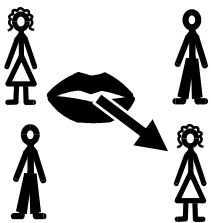
A discussion is when people talk to each other about a topic and tell each other what they think.

Part of the work that the MASH team does is to have lots of discussions.



In Safeguarding, one of the main ones will be called an **initial discussion**. This means that it is the first chance to talk about it.

To do this they will:



Arrange a time for the safeguarding officer, their manager and any professionals (police) to talk.



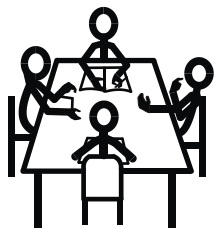
Talk about the risks to you and other people



Review all the information collected and see if anything is missing.



Think about what you want to happen.



Meetings



As part of the work that the MASH team does there will be lots of meetings.

In Safeguarding, the main one is called a **strategy meeting**. This means a planning meeting.



This meeting happens when all of the enquiries are completed.



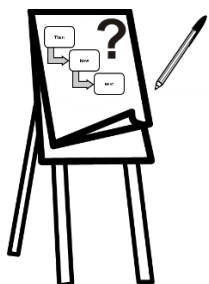
The meeting will look at what the safeguarding officer found from the information they collected.



You will be invited to this meeting. You can bring someone with you, like an advocate or someone who knows you well who can help you at the meeting.



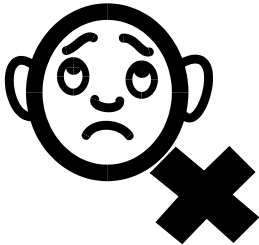
Everyone will talk about how to keep you safe and to make any risks smaller.



A safeguarding plan will be made with you. Everyone will agree a time to make sure the plan is working properly.



What if I want to complain?



If you are not happy with the way the Council is dealing with your concern.

You can:



Speak to a member of staff



Telephone Customer Services
0300 500 80 80



Answer questions by filling in the online form, click on the [Contact Us](#) link.



Email us:
complaints@nottsccl.gov.uk



Who do I contact?



Nottinghamshire County Council



Phone Customer Services on

0300 500 80 80



Email:

enquiries@nottsccl.gov.uk



Website:

www.nottinghamshire.gov.uk



Minicom:

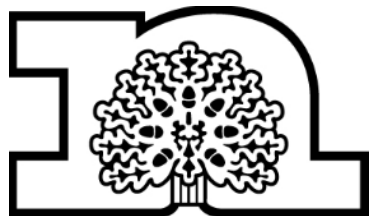
01623 869598



Tell us if you need the information in another language or format.



Reporting it



Nottinghamshire County Council

Phone 0300 500 80 80



Nottinghamshire Police

Phone 101



Emergencies

Phone 999

