



How will my adult safeguarding concern be dealt with?

This factsheet has been produced to help you understand what happens once a concern about abuse or neglect regarding an adult with care and support needs is reported to Nottinghamshire County Council.

What is the safeguarding process?

These are a set of procedures, which organisations must follow when a safeguarding adults concern is reported.

Referral:

The concern is first reported to Nottinghamshire County Council's multi-agency safeguarding hub (MASH), preferably with the consent of the adult, and what they want to happen from the safeguarding referral.

Triage:

Social workers at the MASH will make initial enquiries, undertake information sharing and gathering and make a decision about whether the concern needs advancing, or whether it can best be dealt with via care assessment or an alternative process. The information is then passed to the most appropriate place for further enquiries. This may be referred to as a 'section 42 enquiry'.

Safeguarding initial discussion:

The social worker and manager (and any relevant professionals e.g. police) will have a conversation to discuss any immediate risks, review the information from MASH and agree how best to proceed to achieve what the adult wants to happen.

Outcomes:

Wherever possible, safe and appropriate to do so, conversations will be held with the adult, their representative or advocate to work out

what they want to happen as a result of the safeguarding concern. The social workers will work with the adult to agree their desired outcomes, and agree what practical steps can be taken to reach these.

The social worker will also determine what, if any, other actions are required to protect the adult or others from the risk of future abuse and neglect. This might include e.g. asking the police to undertake a criminal investigation, or asking an employer to begin disciplinary proceedings.

Whichever individual or organisation is making safeguarding enquiries, their focus should be on the adult and the outcomes they want to achieve in line with the visit to the adult detailed above.

Feedback:

The outcome of any safeguarding enquiry will be passed on to the adult at risk. The referrer will receive notification from the MASH that the safeguarding concern is being dealt with.

What happens if I'm not happy with the way in which my concerns have been handled?

To make a complaint you can:

- **speak** to any member of staff
- **telephone** our Customer Service Centre on **0300 500 80 80**
- **use the complaints form:**
<http://www.nottinghamshire.gov.uk/contact-and-complaints/complaints/make-a-complaint-comment-or-compliment>

Reporting abuse

If you are being abused, tell someone you trust or call the number below and report your concern.

In an emergency, you should contact the relevant emergency service (police, ambulance, and fire and rescue service) by dialling 999.

If someone you know is being abused or you have a concern that they may be, you should first make sure that they're safe if it's possible to do so. You should then report your concern by calling Nottinghamshire County Council on 0300 500 80 80.

Contact information:

Online at: www.nottinghamshire.gov.uk/abuse
Phone: 0300 500 80 80

Email: enquiries@nottscc.gov.uk

Website: www.nottinghamshire.gov.uk

Minicom: 01623 869598

Emergency Duty Team: 0300 456 4546
Mon – Thurs: 5pm – 8.30am
Operates 24 hours at weekends from 4.30pm on Fridays to 8.30am on Mondays.
Operates 24 hours during all public holidays.

Phone 0300 500 80 80 if you need the information in a different language or format.

The Council is committed to protecting your privacy and ensuring all personal information is kept confidential and safe. For more details see our general and service specific privacy notices at:

<https://www.nottinghamshire.gov.uk/global-content/privacy>