

Safeguarding adults – process



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



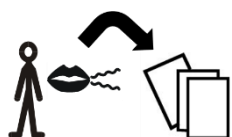
A Safeguarding Process is the plan that council workers have to follow for each concern once it is reported.



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 MASH team has people from:



- Education



- Police and community safety



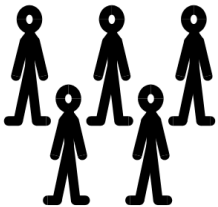
- Health



- 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.

The MASH team can ask questions 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.

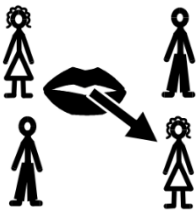


Part of the work that the MASH team does is to have lots of discussions.



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.



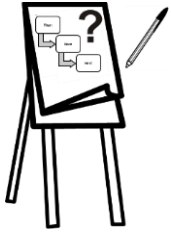
The meeting will look at what the safeguarding officer found from the information they collected.



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.

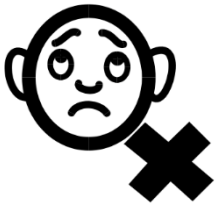


Everyone will talk about how to keep you safe and to make any risks smaller.



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:



Contact our [Customer Services Team](#)



Or email: complaints@nottsc.gov.uk

Reporting abuse

If you or someone you know is being abused, you can contact:



**In an emergency
dial 999**



If it is not an emergency, you can contact Nottinghamshire Police by dialing 101



You can [contact our Customer Services Centre](#)



The Customer Service Centre is closed in the evenings, at weekends, and public holidays.



At these times you can our
Emergency Duty Team by Telephone:
0300 456 4546



You can fill in our [online reporting form](#).

Other information



We have more information on other easy read documents:

[Safeguarding Adults – keeping safe](#) and
[Types of abuse](#)

Customer Service Centre



Our Customer Service Centre can answer most of your questions and help with information and form filling.

There are several ways to contact them, including:



Web: [Use our online contact form](#)



Telephone: 0300 500 80 80



Relay UK

Text Relay: 18001 0115 977 4050

People who have hearing or speech difficulties and prefer to communicate via text can use the Text Relay service through the [Relay UK app](#).



SignVideo

Sign Video

People who use British Sign Language to communicate can use the [SignVideo app](#) to speak with us.

Links in this document

Nottinghamshire County Council – online reporting form

nottinghamshire.gov.uk/reportabuse

Safeguarding adults – types of abuse

nottinghamshire.gov.uk/global-content/easy-read-library/safeguarding-adults-types-of-abuse-easy-read

Safeguarding adults – keeping safe

nottinghamshire.gov.uk/global-content/easy-read-library/safeguarding-adults-keeping-safe-easy-read

Nottinghamshire County Council – contact us form

nottinghamshire.gov.uk/contactform

Relay UK app

www.relayuk.bt.com/how-to-use-relay-uk/download-app.html

SignVideo app

signvideo.co.uk/download

For plain English web page version of this information, go to:

[How will my adult safeguarding concern be dealt with? |](#)

[Nottinghamshire County Council](#)

nottinghamshire.gov.uk/care/adult-social-care/social-care-publications/how-will-adult-safeguarding-concern-be-dealt-with

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