



Newham London

# What happens after reporting abuse?

Safeguarding  
Adults



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

## What is abuse?

Please read the 'Safe from adult abuse' easy-read booklet for more information about:

- what abuse is
- who might abuse
- where abuse might happen
- what to do
- who to tell.

You can see the 'Safe from adult abuse' booklet on Newham Council's website at **[www.newham.gov.uk/safeguardingadults](http://www.newham.gov.uk/safeguardingadults)**

This booklet explains what Newham Council will do when you tell us about suspected abuse of an adult. This could be you or someone you know.

## How to report abuse

Anyone can tell us about an adult at risk of abuse. In Newham this is called a *concern*.

You can tell one of the following organisations about abuse.

## Newham Council

The council has a dedicated 24-hour contact number for the public to report abuse and raise alerts at any time: **020 3373 0440**.

## Police

If you believe a crime has been committed then contact the Police Community Safety Unit by dialling **101**. Or if it is an emergency dial **999**.

If you are a care provider or in receipt of care you can also

contact an inspector at the Care Quality Commission (CQC) by emailing **enquiries.london@cqc.org.uk** or calling **03000 616 161**.

For more information about adult safeguarding visit: **www.newham.gov.uk/safeguardingadults**



## Sharing information with other people

The information you give to us is sometimes shared with other organisations such as the police or NHS. This only happens if they need to have this information to help keep someone safe. We will ask the person at risk of abuse for either written or verbal consent before sharing any information with other professionals.

## 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. You will be advised that your concern has been accepted and will be looked into, or that it has led to a formal enquiry.

You will only be notified of the outcome if you are directly involved in the enquiry process and if the person affected gives their permission.

## Finding out more about the situation

A social worker from the council will plan with other people, such as health professionals and the police, how they can find out more about the abuse and how to stop it. This is called an enquiry.

They will decide:

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

An enquiry could be carried out by a social worker or a health professional. If a crime has been committed, this will be carried out by the police.

## Safeguarding adults enquiries

The enquiry 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 staff member undertaking the enquiry will usually meet with the person at risk of abuse and ask them what has happened. Staff understand that people may be afraid to talk about it and will be sensitive to this. The person will be given information in a way they can understand so that they can decide what should happen next.

The person at risk of abuse can have someone they trust with them at this meeting – such as a family member, personal assistant (PA), interpreter or advocate – but

this will not 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?

Each situation is different so it is difficult to say how long this will take, but an enquiry will be completed in reasonable time. It will depend on:

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

When the enquiry is finished a report will be written about what was found and how to stop the abuse happening again. The person who has been harmed will receive a written copy of the outcome.

## Keeping the person at risk of abuse safe

The person at risk of abuse will be invited to a meeting to help plan for their own safety. This meeting is called a case conference. Other people, such as family members, social workers, health professionals or the police may also be invited. Everything discussed at the case conference is confidential.

If the person at risk of abuse does not want to attend the case conference they will be

contacted separately and given feedback about how to keep them safe.

At this meeting, a plan will be written up which will explain all the things that different people will do to help keep them safe. This is called a Safeguarding Plan.

After a Safeguarding Plan has been developed a date will be set in the future to make sure that the adult at risk is still safe and that the Safeguarding Plan is continuing to work as it should.





## Summary of what happens after you report abuse

- After making contact with the council to raise a concern, the adult at risk will be asked what they would like to see happen and an interim Safeguarding Plan will be put in place.
- Strategy meeting will be held to review what has happened and decide next steps to keep the adult at risk safe.
- Case conference will be held involving professionals and the adult at risk (and their representatives) to review evidence and outcomes.
- Safeguarding Plan will be developed to keep the adult at risk safe and decide whether to close the investigation or set another case conference for further actions.

For more information about adult safeguarding visit:  
**[www.newham.gov.uk/safeguardingadults](http://www.newham.gov.uk/safeguardingadults)**