A close-up of a sign

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Easy Read Guide

# Making Safeguarding Personal

A person sitting down with his hand on his face

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## What is Safeguarding?

Everybody has a right to be safe from harm and abuse.

This guide has been written to help you understand what happens if you are experiencing, or at risk of, harm or abuse and it is reported to the Council – either by you or someone else.

Under the law (which is called the Care Act 2014), the Council must carry out an investigation and ask a lot of people questions, if we think you are at risk of, or experiencing abuse or neglect.

This is called a ‘safeguarding enquiry’ and it is carried out by staff in the Adult Social Care Team.

If we believe that you have been abused in any way or neglected, or you are at risk of this (this is called being at risk of harm), we will find a way to stop it from happening.

A cartoon of a person meditating in a hand

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## What is Making Safeguarding Personal?

Making Safeguarding Personal is about making sure that you are at the centre of the safeguarding enquiry we carry out – that it is personal to you, what you want and your own particular circumstances.

We will listen to what you say and what support you tell us that you want, so we can help to keep you safe.

We will make sure you are involved in the safeguarding enquiry from the start to the end and let you know about what happens at each step.

Making Safeguarding Personal is also about looking at what you want to achieve (these are called your outcomes) and what is best for you.



## What is a Safeguarding Enquiry?

A safeguarding enquiry is about:

* finding out what happened;
* looking for information and evidence to back up what people are saying; and
* talking to people and staff who are involved. The safeguarding enquiry helps us to decide if anything can be done to support you and who will do it.

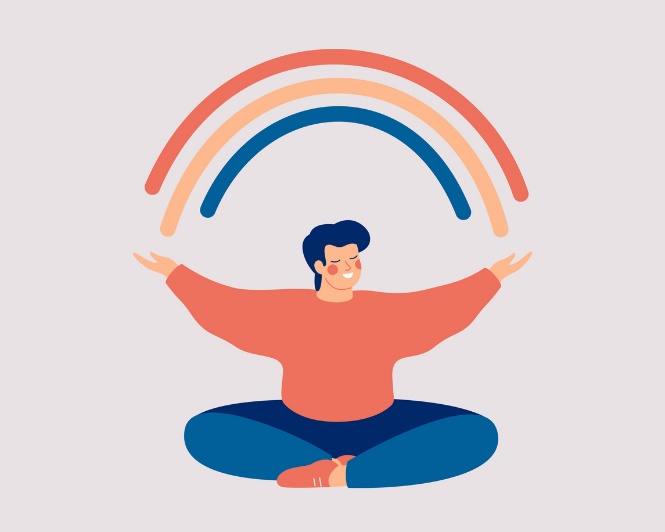
Once we have collected information from people who know you, we will decide whether we need to start the safeguarding enquiry.

Sometimes, we do not need to do a full enquiry, but if not, we will talk with you about what is upsetting you and how we can help keep you safe.

We may need to speak to some of your family, friends and members of staff who are working with you and anyone else who has information that would be helpful.

We will let you know who that will be and we will ask you if it is okay to talk to those people about what has happened.

We might have to speak to the police and ask them for advice. Sometimes we need their help too.



You can be involved as much or as little as you want, and you can ask someone to be with you to support you.

At the end of the safeguarding enquiry, there can be different ways in which we can help to stop the abuse or neglect from happening to you.

This means you will support you to have control over what happens to you, make sure you feel safe and know where to go for support.

We will check that you are happy with what is decided at the end of the enquiry. These are called the ‘final outcomes’.

A person sitting cross legged with her arms out and a rainbow above her

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You may also have a ‘safeguarding plan’ which we will make with you. This plan will have all the steps we agree in it. We will also agree to review it with you, at a later date.

We will check with you at each step about what you think about the process, to make sure you are involved so you can tell us about anything you think can make what we do better.



## How You can Report Abuse or Neglect

There are different ways that you can report abuse to us.

**You** can report abuse that is happening **to you**.

**You** can report abuse that you think is **happening to someone else**.

You can **ask someone** you trust to report it for you.

You can **ask someone called an advocate** to help you report abuse.

An advocate is an independent person who supports adults in things they want to say and also may help them get support they need.

A group of hands with question marks above them

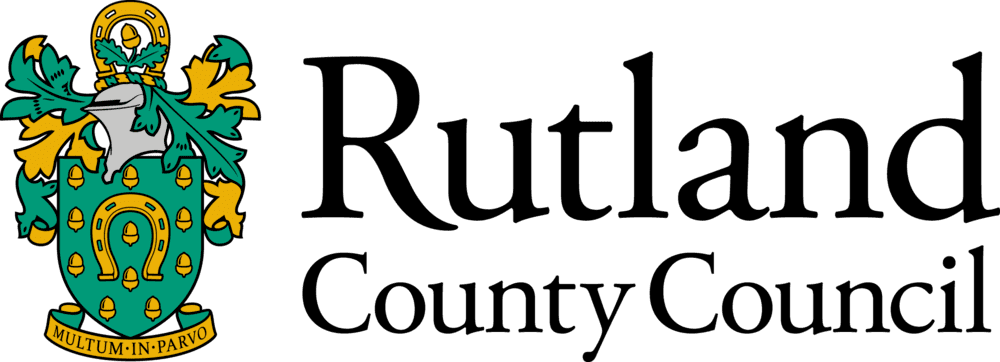
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## Who Should You Contact?

If you need to report any concerns of abuse, please contact someone on one of these telephone numbers.

**  
0116 305 0004**  
(Monday – Thursday 8.30am to 5pm  
and Friday 8.30am to 4.30pm)  
  
Out of hours - **0116 305 0888**

**  
0116 454 1004**  
(24 hours a day, 7 days a week)

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**01572 758 341**  
(Monday - Thursday, 8.30am to 5pm and Friday, 8.30am to 4.30pm)  
  
Out of hours adult social care service  
- **01572 758 341**

A black and white hat with a white star

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**Police**If you or someone else needs help immediately, ring **999**.  
Otherwise, ring **101**.