

About this guide

This guide provides information about what happens if you, or someone you know or care for, reports concerns about abuse or neglect of an adult to the Council.

This guide explains....

- What happens when a concern is reported
- Safeguarding enquiries
- Safeguarding strategy meetings
- Protection plans
- What happens after the safeguarding process
- Where to find further help and support



There is a separate guide on the process for protecting adults from abuse or neglect after concerns are reported to the Council.

If there is anything in this guidance that you do not understand, please speak to your health or social care worker using the contact details provided at the end of the guide.

Redcar & Cleveland Borough Council
Adult Social Care

Public Guidance

This is your guide to
The process for protecting adults from abuse and neglect

Contents

1. What happens when a concern is reported to us?	3
2. Safeguarding enquiries.....	3
3. Safeguarding strategy meetings	3
4. Protection plans.....	4
5. What happens after the safeguarding process?	4

1. What happens when a concern is reported to us?

- We (the Council) will take seriously any concern reported to us about an adult who is or may be at risk of abuse or neglect.
- We have a duty by law (under the Care Act 2014) to make enquiries about concerns or allegations reported to us.
- We are committed to ensuring that the person about whom the concerns relate to is involved at every stage of the safeguarding process. This is referred to as 'No decision about me without me'
- When a concern or allegation is received by adult social care, we will contact you (or your representative) to discuss what you would like to happen next.
- If an adult has difficulty being involved and there is no other appropriate person to represent and support them (e.g., family or friend), then we must arrange for an independent advocate to represent them to ensure their views are included.

2. Safeguarding enquiries

- In response to the Care Act 2014 we have a duty to make enquiries when we are notified of concerns or allegations about abuse or neglect.
- We will make initial enquiries to help make a decision on what happens next - this will include speaking to you or your representative. We may also speak to other professionals involved in your care or support.
- The information we gather and share about you is restricted to the amount which is relevant to ensure your safety. In some cases we will require your consent to share information.
- Information can be shared without your consent if it relates to a crime or if it could affect your safety or another person's safety. This will be explained to you in detail by the person making the enquiries.

3. Safeguarding strategy meetings

- We may hold a meeting and invite you to attend. This could be at your home, a relative's, a care home or a council office - whichever is best for you.
- The meeting will be led by a senior person from adult social care.
- The meeting may also involve your social worker, police (if it is believed a crime had been committed), health professionals (nurse or GP) and any other relevant professional, for example a housing support officer.
- If you feel unable to attend, we can arrange for representative (friend or relative) or an independent advocate to attend on your behalf to ensure your views are heard. We can arrange to meet you outside of the meeting to hear your views.
- If the concern or allegation involves someone who cares for you they will not be invited to attend the meeting. If it is about a paid carer, the manager of the organisation that they work for may be invited.

- The meeting will consider information from everyone that attends. This will include your view about what has happened and what you want to happen next - we call these your outcomes.
- The meeting will consider whether there is any risk of the abuse happening again to you or other people.

4. Protection plans

The meeting will help decide what action needs to be taken to protect you from further abuse and how to support you. The actions are called a Protection Plan.

- If a Protection Plan is put in place there will be regular review meetings to check that the plan is working for you.
- You will be invited to the meetings and your views will form part of the review.
- We will ask you if the safeguarding process has achieved what you wanted (your outcomes) and if you feel safer.

5. What happens after the safeguarding process?

- When everyone involved in your review agrees that the risk of further abuse or neglect is reduced to a safe level, a decision will be made that no further safeguarding meetings are needed.
- It may be recommended that you continue to receive support from adult social care or from other agencies.
- We will ask you, or someone else with your agreement, to complete a short questionnaire called Making Safeguarding Personal. This is an opportunity to share your experience of the safeguarding process and to tell us if you think we have done well or if the process could have been managed better. Responses will be recorded anonymously.

We follow the Teeswide Safeguarding Inter-Agency Adults Procedure. You can find more details on the Tees website at **www.tsab.org.uk** and the link to the [concerns form](#).

Further help and support

Tees Advocacy Hub

Middlesbrough Citizens Advice Bureau
3 Bolckow Street
Middlesbrough
TS1 1TH

Telephone 01642 802 285

Tees Advocacy Hub is an advocacy service which helps adults to speak up for themselves and understand their rights and responsibilities. It provides a free, independent and confidential service.

Contact Details Adult Social Care

Directorate of Adults & Communities
Adult Social Care
Redcar and Cleveland Borough Council
Redcar & Cleveland House
Kirkleatham Street
Redcar
TS10 1RR
United Kingdom

Telephone: 01642 771500

Email: contactus@redcar-cleveland.gov.uk

Website: www.redcar-cleveland.gov.uk

Relay UK (for deaf, hard-of-hearing, and speech impaired people)

Office hours: Monday to Thursday: 8.30 am - 5.00 pm and Friday: 8.30 am - 4.30 pm.

If you need help in emergency when our offices are closed, you can contact the Emergency Duty Team: 01642 524552.

Version 7 – January 2026