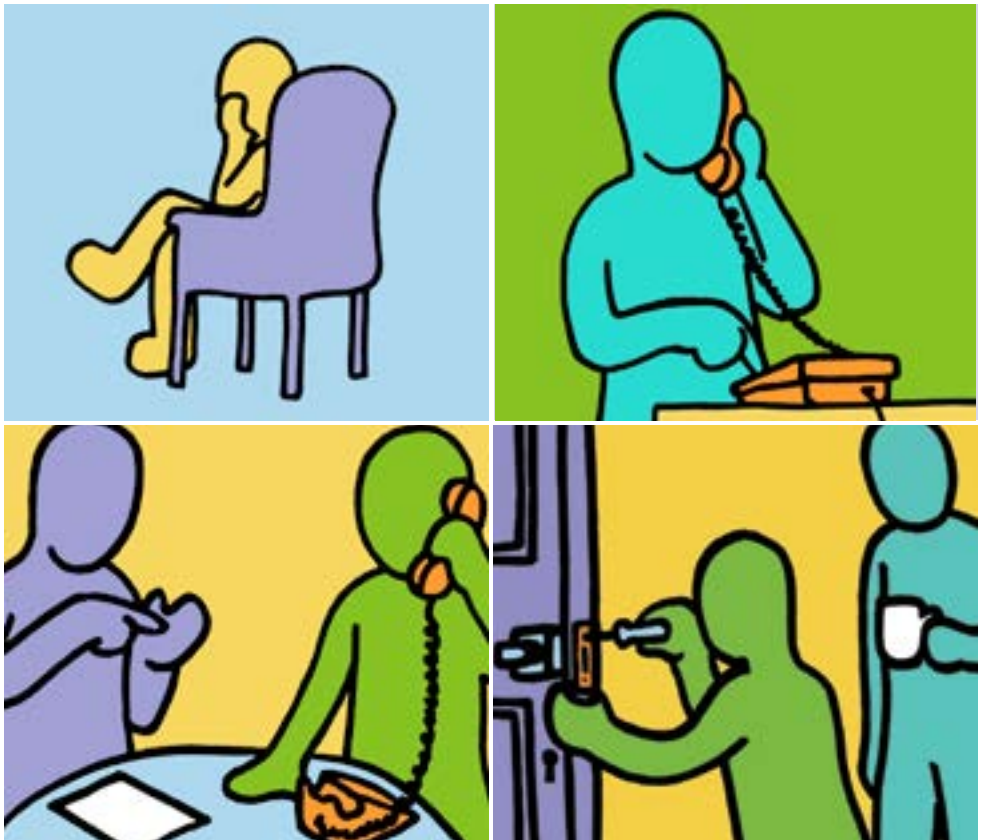


# Keeping safe from abuse and neglect



## What happens after you report abuse

Westminster City Council

[westminster.gov.uk](http://westminster.gov.uk)

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP



City of Westminster



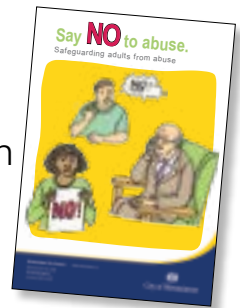
## Introduction

**This booklet explains what happens next when you, or someone you know, has reported abuse. This could be abuse you have witnessed or may have experienced by someone you know or don't know.**

**You may also find this leaflet useful if you are concerned that abuse may occur if nothing is done about the situation you are in.**

Please read the 'Say no to abuse' easy-read booklet for more information about what abuse is, how to report it and how to keep safe.

You can see this booklet on our Leaflets Library at the top of People First's website at **[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)** or ask the person you are reporting the abuse to for a copy.



## Reporting abuse

Anyone can tell us about abuse. To report abuse

Tel: **020 7641 2176** Out of hours: **020 7641 6000**

Email: **[adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)**

You can tell these people about abuse but in an emergency dial the police on **999**

You can also call an inspector at the Care Quality Commission

Tel **03000 616161**

Email **[enquiries.london@cqc.org.uk](mailto:enquiries.london@cqc.org.uk)**

## Finding out about what you want to happen next

A social worker or another professional from the local authority or some one else you trust such as your support worker will contact you to begin to plan with you what you want to happen next about the incident or concern that has been raised.

## Meeting with you

We can meet with you face-to-face or we can talk to you over the phone.

This can usually be at your home, your care home, at hospital or a safe place of your choosing. If you agree, other people may be invited to this meeting to support you in making decisions about next steps.



## Who can support me?

You can choose to have a person you trust with you at this meeting, such as a family member, personal assistant (PA) or unpaid carer.

If no one appropriate is available to support you and you want someone to speak up for you, we will arrange an advocate for you.

To find out more, search for 'Advocacy' on **[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**, where you can download the 'Advocacy' leaflet from the Leaflets Library at the top of People First's homepage or ask the social worker for the leaflet.

## How can you help me to make my own decisions about what I want?

We can do this by:

- providing clear and easy information to enable you to make your decision
- providing information that will be tailored to your needs
- giving you time to make your decision
- discussing the risks and benefits to help you make a decision
- ensuring that what you want to happen is achievable.

## How long will this meeting take?

This meeting will take about one hour but this will depend on:

- who is involved
- how serious the situation is
- what you want to happen next.



## What questions will I be asked?

The person leading the meeting will want to know:

- what has happened
- what you want to happen next
- how to enable you to achieve what you want where possible.

If a crime has been suspected this may be investigated by the police who may need to ask you some questions also. You can discuss this at this meeting.



## What you want to happen next

If you are clear that you do not wish to pursue the matter, we will discuss with you if this is safe. If you are in an unsafe situation and you continue to be unsafe if nothing is done, we will discuss whether further enquiries are necessary with you before we both decide what to do next.

## Involving you in meetings

We will:

- ask you if you want to be involved in the meeting
- ask where the best place to hold the meeting is
- inform you of how long the meeting will last
- ask you what time you would like the meeting held
- ask what support you need in preparing for the meeting
- let you know who will be attending.



## What to expect from the meeting

That:

- your views have been heard
- reduction of risk to yourself has been looked at
- we've looked at how to prevent the incident from happening again
- you know who is leading on the type of incident
- we will help you make a safeguarding plan so that you feel safer in the future.

## What happens after the meeting?

After the meeting has taken place we will need to review the actions in the safeguarding plan and make any changes if necessary. We will support you if you choose to remain in the risky situation and you have the capacity to make this decision.

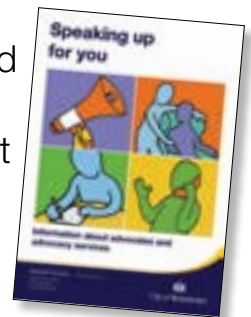
## Closing down the enquiry

This can happen at any stage. You will be advised on how and who to contact on matters which need to be followed up. All agreements with you at the point of closure will be discussed to include any lessons to be learnt to ensure that this does not happen again.

## Sharing information with other people

Information given to us is sometimes shared with other people, such as the police or health professionals. This only happens if they need to have this information to help keep you safe. You will be told if this may happen.

To find out more about your records, search for 'data protection' on our council-sponsored People First website **www.peoplefirstinfo.org.uk**, download the 'Your Records' booklet from the Leaflets Library at the top of People First's homepage or ask the social worker for the leaflet.





Name of person helping you	
Email	
Telephone	
Other people you can contact eg. care worker, police, friend, relation	





Tick below if you would like a copy of this leaflet in:

Large print

Braille

Name:

Address:

Postcode:

Telephone:

**Please return this section to:**

**Westminster City Council  
Communications**

Floor 18,  
Westminster City Hall,  
64 Victoria Street,  
London SW1 6QP

**Email:**

adultsocialcare@  
westminster.gov.uk

**Telephone:**

020 7641 1886

Keeping safe. May 2016.

## How you can help us

We welcome feedback on how we might improve our services. If you would like to make a comment, compliment or complaint, please contact:

### **Customer Feedback Team**

Adult Social Care, Floor 4,  
Hammersmith Town Hall  
Extension, King Street,  
Hammersmith, London W6 9JU  
Telephone: 0800 587 0072  
Email: asccustomerfeedback@  
westminster.gov.uk

**For further advice and information, please contact:**

### **Westminster social services**

T: 020 7641 2176 (9am-5pm)  
020 7641 6000  
(outside office hours)

E: adultsocialcare@  
westminster.gov.uk

To request private alarm if you have your own key holder:

T: 020 7641 4065

**For private alarm and key holding service contact:**

### **Emergency response team**

T: 020 7641 4065

**[www.peoplefirstinfo.org.uk](http://www.peoplefirstinfo.org.uk)**

for a wide range of information about local activities and services to help you stay independent.

