

# Making sure adults in North Yorkshire are safe from abuse



What happens after you have told someone  
that abuse has happened?

(Book Two)



## What is this book about?



This book has been written to tell you what happens after you have told someone that abuse has happened.



It has been written by the North Yorkshire Safeguarding Adults Board.

You can find out more about the safeguarding Adults Board at the back of this book.

**This is Book Two**



To help you to understand what abuse is and what to do if you think this has happened to you please read **Book One**.

**You can find out how to get a copy of Book One at the back of this book.**



You do not need to read all of the information in this book.

You can ask someone to support you to read this book.

## What should you do if you think you have been abused?



If you think you have been abused or know someone who has been abused you should tell someone.



## You should talk to someone you trust

This could be:

Someone who supports you.



A Nurse or a Doctor.



A friend or someone in your family or someone you know well.



When you have told someone, they should tell **North Yorkshire County Council Health and Adult Services.**

## This is called a Safeguarding Adults Alert



A Safeguarding Adults Alert is when someone tells us that abuse is happening or it has happened.



Anyone can make a safeguarding adults alert by phoning  
**0845 034 9410 or 0845 034 9417.**

## What happens when we hear about abuse?



When North Yorkshire County Council has been told that abuse has happened we need to follow a set of rules.



Someone will visit you to talk about what needs to happen to make sure you are safe.



You will have support to make your own choices about what you want to happen to stay safe.



You may need to have a support plan or a community care assessment to make sure you stay safe.

To plan what will happen next we will have to hold a **strategy meeting**.

## What is a strategy meeting?



A strategy meeting is when we meet to plan the best way of finding out what happened to you.



We will invite people to this meeting who know how to keep you safe.

## **We will listen to what you have to say**



You can have someone you trust to support you so that you can make choices about what you want to happen.

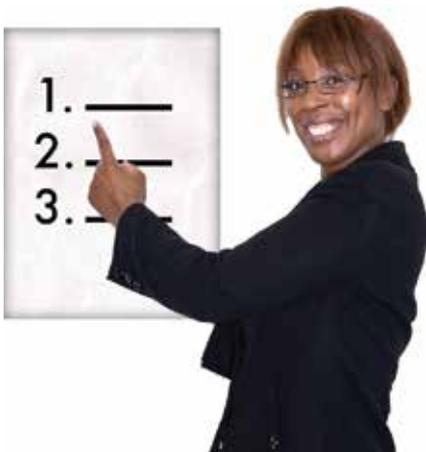


Then we will agree what should happen to make sure you and other people are safe.

At this meeting we will decide if there needs to be an investigation.



We may agree there does not need to be an investigation.



We will make sure you and the person supporting you know what will happen next.

## What happens if there is an investigation?



An investigation is when we find out as much as we can about what happened to you.

An investigating officer will come and talk to you and they may have to ask you lots of questions.

The investigating officer could be a care manager or social worker, or a Police Officer.



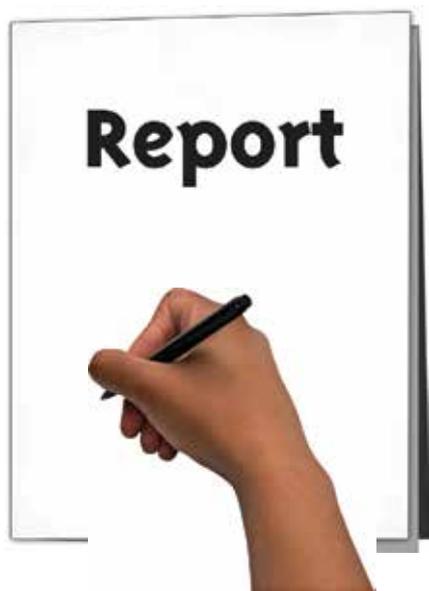
**This is your chance to say what happened and how it made you feel.**



You can have someone with you that you trust to support you.



The investigating officer will speak to other people to find out what happened.



After they have spoken to you they will write a report.

This is called an **investigation report**.

## What is an investigation report?



The investigation report will suggest ways to make sure you are safe and you have the support you need to stay safe.



You will have the chance to say what you want to happen when you have read the report.



You can have someone to support you to make choices about what you want to happen.

This person can be an advocate, someone in your family or someone else you trust.



When the investigation has finished there will usually be a **case conference**.



## What is a case conference?

A case conference is a meeting where people who have been supporting you will hear what they found out from the investigation.

They will talk about ways of making sure you are safe and that the abuse never happens again.



Before the meeting you will have support so that you can understand what was written in the investigation report.



You can choose someone you trust to support you so you can have your say.



You can choose where you want to have this meeting.



## Do I have to go to the case conference?

You do not have to go to this meeting if you do not want to.



If you don't go to the meeting you can ask someone you trust to go and speak for you.

They will tell you what happened at the meeting.



## Who will be at the case conference?

At the case conference there will be a chair person who will run the meeting and make sure you understand what is being said.



You can meet the chair person before the meeting and they will tell you who will be there and what they will talk about.



There will be someone at the meeting taking notes.

Some of the people who might be at the case conference could be:



Your support worker or the manager from the service that supports you.

Someone from the Care Quality Commission.



Someone from the housing department.

A Police Officer.



Someone in your family.

Or you can choose someone you trust or know well.



The person who abused you will not be at the same meeting unless you want them to be there.



You will be told what will happen to the person who abused you.



Everyone, including you, will agree a **protection plan** to make sure you are safe and the abuse never happens again.



Only people who are at the case conference will know what has been talked about.

**Everything we talk about is private and confidential**



This means that people who were at the case conference can't tell people who weren't there what was said.

## What is a protection plan?



The protection plan is a list of things that must happen to make sure you are safe.



Everyone at the case conference will want to make sure you agree with the protection plan.



We will support you to make your own choices about how to stay safe.



We will help you to understand what will happen if you choose not to do this.



We will give you information about all the organisations that will support you to stay safe.



We will ask you if you want to talk to someone else about the abuse that has happened, for example, a Doctor or a counsellor.

## What if I don't agree with the protection plan?



We will give you information about what to do and who to speak to if you change your mind about the protection plan.



You have the right to change your mind and stop what you have agreed.



We will always listen to you if you want to speak about ways to stay safe.



## What happens after the case conference?

After the case conference you will be sent a copy of the notes from the meeting and a copy of the protection plan or support plan.



We will check the protection plan is working by having a review meeting.



We will ask you what you thought about the safeguarding process.



We will ask you what went well and what things could be made better.



This will help us to make things better for people when they report abuse.



You can find a copy of Book One by phoning the Safeguarding Adults Team on **01609 532438**.



Or if you go to this page on the internet **[www.northyorks.gov.uk/safeguarding](http://www.northyorks.gov.uk/safeguarding)**

This book has been written by the North Yorkshire Safeguarding Adults Board.

This is a group of people from different organisations, for example, North Yorkshire County Council, the Police and Health Service.

They are responsible for making sure that Adults in North Yorkshire are safe from abuse and neglect.

## Contact us

**North Yorkshire County Council, County Hall, Northallerton, North Yorkshire, DL7 8AD**  
Our Customer Service Centre (social care enquiries) is open Monday to Friday 8.00am - 5.30pm, Saturday 9.00am - 5.00pm. Tel: **0845 034 9410** email: **[social.care@northyorks.gov.uk](mailto:social.care@northyorks.gov.uk)**  
Or visit our website at: **[www.northyorks.gov.uk](http://www.northyorks.gov.uk)**

If you would like this information in another language or format such as Braille, large print or audio, please ask us.

**Tel: 01609 532917 Email: [communications@northyorks.gov.uk](mailto:communications@northyorks.gov.uk)**

