







Adult safeguarding - keeping adults safe from abuse



Everybody has a right to be safe from abuse.

Book 3. Reporting abuse




What is this book about?

	<p>Everybody has a right to be safe from abuse. This book has been written to help you understand abuse and to stay safe.</p>
	<p>It was made by Healthwatch Kingston through the London Safeguarding Voices (LSV) group.</p>
	<p>Safeguarding is about everyone working together to make sure people are safe.</p>
	<p>This book has information about how to speak up about abuse and report it. You can read it alone or with someone to support you.</p>

Who can report abuse?

	<p>You can report abuse yourself.</p>
	<p>You can report abuse if you think it is happening to someone else.</p>
	<p>You can ask someone you trust to report abuse for you.</p>
	<p>You can ask an advocate to help you report abuse.</p> <p>An advocate is an independent person who supports people to have a voice and may help a person to get the support they need.</p>

How do I report abuse?

 <p>The logo for The Royal Borough of Kingston upon Thames is at the top left. Below it is a photograph of a woman in a grey t-shirt talking on a mobile phone.</p>	<p>Contact Kingston council anytime if you or someone you know is being abused or neglected.</p>
 <p>A photograph of a laptop computer. On the screen, the word 'click' is written in blue, with a white hand cursor icon pointing at it.</p>	<p>Report your concern on the Kingston Council website by clicking here.</p>
 <p>A photograph of a woman in a dark blue top pointing her right hand towards a man in a white long-sleeved shirt.</p>	<p>Or call the Kingston Adult Social Services team</p> <ul style="list-style-type: none">• between 9.00am - 5.00pm on 020 8547 5005• after 5pm and on Bank Holidays please call 020 8770 5000 <p>For emergencies call 999.</p>



**METROPOLITAN
POLICE**



Metropolitan Police

For emergencies call 999.

To talk to someone, call 101.

If you tell Kingston Council that abuse is happening



They will listen to you.



They will take you seriously.




They will ask questions to make sure that you or the person you are worried about are safe.






They will ask questions to help everyone decide what needs to happen next.







Making safeguarding personal for you

	<p>Some things you might say to the Council are:</p>
	<ul style="list-style-type: none"> • I want to feel safe • I want the abuse to stop • I want help to protect myself • I want the abuser to stay away • I want to feel more confident • I want to be involved in what happens next

Is this a safeguarding issue?

	<p>The information you give will help the Council to know if this is a safeguarding issue.</p>
	<p>If it is a safeguarding issue, they will ask you what you want to happen next.</p>
	<p>If it is not a safeguarding issue, the Council will still listen to you and help you.</p>

What happens next?

	<p>Once the council has enough information, they may start an enquiry.</p>
	<p>An enquiry is about:</p> <ul style="list-style-type: none"> • finding out what happened • looking for information and evidence • talking to people involved
	<p>The enquiry helps the Council decide if anything can be done to support you and who will do it.</p>
	<p>The Council will ask if it is okay to talk to other people about what has happened.</p>
	<p>They may talk to other people without asking you if it is okay if they are worried that other people may be unsafe.</p>
	<p>They might speak to the police and ask them for their help.</p>

Being involved in what happens next

	<p>You decide how much you want to be involved in talking to people or going to meetings.</p>
	<p>You can bring someone with you – this could be someone from your family, or a friend or an advocate.</p>
	<p>You can ask at any time if you do not understand something.</p>
	<p>You can ask someone you trust to go to meetings instead of you.</p>

Who else is involved?



There may be other people there whose job it is to help you stay safe.




This might include a social worker, a support worker, an advocate, or a police officer.







Everyone will listen to you.




Your Safeguarding Plan

	<p>When everyone agrees what needs to happen next it will be written down in a Safeguarding Plan.</p>
<p>Keeping Safe</p> 	<p>This is a list of things you would like to happen to help keep you safe.</p>
<p>Safeguarding Plan</p> 	<p>The Safeguarding Plan lets everyone else know what you want to happen and make sure it is working.</p>
	<p>It should be in a format you can use and understand.</p>
	<p>You will be asked if you want to speak to someone about the support you are getting or might need.</p>

The End of the Enquiry

	<p>When everything that was agreed has been done, the enquiry will finish.</p>
	<p>You can say if you are happy and feel safer, or if you think something else needs to happen.</p>
	<p>If you have been abused the Council may also give you information and advice about other people and organisations who can help you.</p>
	<p>This might include talking to a counsellor, a doctor, and other people so you feel better.</p>

The Making Safeguarding Personal Project

 <p>The Royal Borough of Kingston upon Thames logo is on the left. To its right, a group of five diverse people are standing together, holding a large gold shield with the words 'Safe Guarding' written on it.</p>	<p>The Making Safeguarding Personal project looks at how Kingston Council keep people safe from abuse.</p>
 <p>The top image shows a woman sitting on the left with a speech bubble containing a question mark. She is pointing her right hand towards two men sitting at a table. The bottom image shows a man in a suit giving two thumbs up.</p>	<p>Kingston Council want to make sure people have a say in how they want to stay safe when they have been abused and gone through the safeguarding process.</p>
 <p>The Royal Borough of Kingston upon Thames logo is on the left. To its right, two men are standing. The man on the left is holding a white sign with a large red 'X' on it. The man on the right is holding a white sign with a large green checkmark on it. Three red dots are between the two signs.</p>	<p>Kingston Council wants to ask you what you think about this work so that they make the safeguarding service better.</p> <p>This is done by filling in a form at the end of your safeguarding process.</p>



Kingston Council have asked Healthwatch Kingston to help them with this.

This is to make sure that people can say what they want to say.



At the end you can let us know what you think by:



Completing the [Making Safeguarding Personal Feedback form](#) online

Or



Phoning Healthwatch Kingston on:
0203 326 1255 (Monday-Friday 9am-5pm and please leave a message)

Or


You can email:
info@healthwatchkingston.org.uk

	<p>The information that you give us is kept safe.</p> <p>It will be given to Kingston Council but your name will not be on it so the Council will not know who has said this.</p>
	<p>Kingston Council will use the information to make sure that the safeguarding service is good.</p>

Your information is kept Private.

	<p>Information about you is kept private and will not be shared with anyone who does not need to know.</p>
	<p>If the Council does have to share private information with others to keep you safe, they will ask you if it is okay first.</p>

There are two other books in this ‘Keeping Safe from Abuse’ series.

 <p>Adult Safeguarding - keeping adults safe from abuse.</p> <p>Everybody has a right to be safe from abuse.</p> <p>Book 1. What is abuse?</p> <p>Adult safeguarding - keeping adults safe from abuse.</p> <p>Everybody has a right to be safe from abuse.</p> <p>Book 2. Speaking up about abuse</p>	<p>Book 1 ‘What is abuse?’ has information about different types of abuse.</p> <p>Book 2 ‘Speaking up about abuse’ has information about how to tell someone about abuse.</p>
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Contact details to report abuse

	<p>Royal Borough of Kingston Upon Thames Council</p> <p>Report your concern on the Kingston Council website by clicking here.</p>
	<p>Or call the Kingston Adult Social Care team</p> <ul style="list-style-type: none">• between 9.00am - 5.00pm on 020 8547 5005• after 5pm and on Bank Holidays please call 020 8770 5000 <p>For emergencies call 999.</p>



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