Making safeguarding about you and what this means

Making safeguarding personal means that the people working with you, for example: council officers, the police or other agency workers, must support you to be more in control of your own safety and focus on you as a person.

The main thing is to understand what you wish to achieve, naming what you want to happen (what we call an ‘outcome’) and seeing how well this has been met.

- safeguarding means the way we work together to keep you safe from abuse.
- a concern is when we get a report that someone is being abused or is at risk of abuse.

We will contact you as soon as possible to talk about the concern. The only time we will not contact you is if its puts you at more risk.

What we will do:
- listen to you
- understand your views and wishes
- take you seriously
- treat you with respect
- support you to feel as safe as you want and understand your risks
- support you to make your own decisions
- keep you informed and involved
- tell you what will happen next.

Yours outcomes

Your outcomes are as individual as you are. It may be to stop the abuse, to help protect you in the future, for the Police to investigate or to create a stronger social circle to identify abuse in the future.

We link all outcomes to areas that help a person keep well and healthy. We know that being safe is only one thing a person may want for themselves.

What you want will tell us which actions to take. We may need to take action even if you do not want us to. This may be because other people are at risk, the risk is very high, or we are concerned about your capacity (whether you can decide for yourself or not).
Capacity means how well you can understand and sometimes this is due to a mental impairment but it can be because somebody is trying to change what you think or want.

**How we will work with you**

Once we are told that you are being harmed, or at risk of harm, we will always try to contact you or your representative unless it is unsafe to do so. If you are unable to provide consent and have no-one appropriate to act on your behalf, we will ensure the right type of advocate (a person who will help you) is provided.

We will discuss with you, or your representative, what you want to happen. We will then work together and with partners to help achieve the outcome needed to help you feel safe. Partners may include your family, district nurses, doctors, care workers, the police and anyone else together we feel can help. We will share information with you that we have from partners and keep you updated.

We will reach a decision with you on what action to take to make sure that you feel safe and remain safe in the future.

**Your views**

Safeguarding is about your recovery and resilience to the abuse that happened. We want to know if we supported you well and if you feel safer now. Please give us your feedback at any time during, or after our involvement, so that we know how we are doing. If you want to speak to someone independent from your worker, please ask them to contact the Strategic Safeguarding Adults Team and someone will call you back. You can also give feedback here online: [www.enfield.gov.uk/adultsafeguardingsurvey](http://www.enfield.gov.uk/adultsafeguardingsurvey)

**Are you concerned that you, or a person is at risk of, or experiencing abuse?**

Please don’t keep silent. You can call the Enfield Adult Abuse Line on 020 8379 5212 now or report online at [www.enfield.gov.uk](http://www.enfield.gov.uk)

Your concerns will be listened to and you will be taken seriously.

For more information or for a copy of the following factsheets, visit our website [www.enfield.gov.uk](http://www.enfield.gov.uk) or phone 020 8379 1001.

- SA02 Financial planning – preventing abuse and fraud
- SA03 Preventing abuse – keep yourself safe
- SA04 Safe recruitment of a personal assistant
- SA05 Technology and you

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We want to hear from you if you have a comment, compliment or complaint. Please contact us on 020 8379 1001 or pick up a leaflet at Council buildings or visit [www.enfield.gov.uk](http://www.enfield.gov.uk)