

for **you**

Safeguarding Adults Experience

Our commitment to you



Safeguarding Kent & Medway



Your main point of contact is:

They can be contacted on:

At the end of the safeguarding process we will ask you what you think by telephone or questionnaire.

This can be filled in online at:

www.kent.gov.uk/adultsafeguardingfeedback

Adult Safeguarding and Me

You have been given this publication because Kent County Council have concerns for you or the person you represent.

This may be because of something they have been told or something they have seen.

The person who gives you this publication will tell you what these concerns are.

This publication tells you what will happen next.

What will happen next?

We will discuss with you what you want to happen.

We will then gather the facts about what has happened and what may need to be done to make sure you and others are safe.

We will agree with you how we keep you up to date through each stage of the enquiries.

As part of our enquiries we will gather relevant information from others such as your family, district nurse, doctor, care support worker, the police or anyone else we feel can help.

While your wishes will be respected there may be occasions when we will have to share information with other agencies.

How we will reach conclusions

Once we have gathered all the necessary information we will discuss our findings with you.

This may take place in your own home or another location that is convenient for you.

And/or

It may take place during a meeting called a case conference, to which you will be invited.

You will have the opportunity to invite people of your choice to support you.

There may be other people/professionals who have been involved in the enquiries present.

Where abuse is confirmed or not possible to prove either way the necessary steps can then be taken to prevent or reduce the risk of abuse from happening again.

Please be assured if someone lacks the mental capacity (are unable) to make their own decisions in any area of the enquiries, a 'best interest' decision will need to be made.

At the end of this process we will be asking for your feedback as this will enable us to improve our service.

We understand that this may be worrying for you, so here are our commitments to you:

1. We will ask you at the beginning what you want to happen
2. We will listen to you
3. We will be polite and respectful
4. Your privacy will be respected
5. We will tell you what we are doing and why
6. We will make our enquiries carefully and sensitively
7. We will tell you what we find out and provide you with the support you require.
8. We will ask for your views again at the end of our enquiries to see if we have met these standards.

Contact details

KCC Adult Social Services Safeguarding Unit
Kent County Council
Sessions House
County Hall
County Road
Maidstone
Kent
ME14 1XQ

You can contact us between
8:30 - 17:00

Telephone: 03000 41 61 61

Text relay: 18001 03000 41 61 61

Minicom: 01233 642669

Out of hours: 03000 41 91 91

Email: MakingSafeguardingPersonal@kent.gov.uk

www.kent.gov.uk/adultsafeguardingfeedback

Privacy notice

The Adult Safeguarding privacy notice explains what personal data (information) we hold about you, how we collect, how we use and may share information about you. We are required to give you this information under data protection law. For further information please access the link below:

www.kent.gov.uk/about-the-council/information-and-data/access-to-information/gdpr-privacy-notice/adult-social-care-and-health/safeguarding

This publication is available in alternative formats and can be explained in a range of languages.

Telephone: 03000 416161

Text relay: 18001 03000 416161

Minicom: 01233 642669

All information is treated as confidential in compliance with the Data Protection Act 1998.