



Easy Read

Adult Safeguarding

Multi-Agency Policy for the protection of adults
with Care & Support Needs in
Gloucestershire

Who wrote this Policy?

Written by West Midlands Adult Safeguarding
Editorial Group and adopted by Gloucestershire
Safeguarding Adults Board

Date the Policy was made:

1st April 2015

Updated:

November 2024



You may like to have someone to support you when you read this document.



This is a long policy; you don't have to read it all at once.



There are some difficult words in this policy.

The difficult words are written in blue. We have put what these words mean in boxes at the top of the page.

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Introduction – What this policy is about

Multi-agency – This means when lots of organisations are working together.

Safeguarding – This means keeping people safe.

Abuse – This is when someone does or says things to you to make you upset or frightened.

Neglect – This is when your care needs are not being met either by your support workers or family members. This could be things like not giving you enough food or not keeping you warm and safe.

Adult at Risk – This means a person who may be at risk and needs support or help to stay safe.



This **multi-agency** safeguarding policy lets people know how adults living in Gloucestershire are being supported to stay safe.

Keeping people safe is called **Safeguarding**. People need to be safe from **abuse** and **neglect**. People need to be able to be independent and make choices.

This policy is an important document about how organisations will help support **adults at risk** to stay safe.



This policy has been made using Government guidance from the Care Act 2014. The Care Act is what the Government has agreed and said we should do.

We have used these documents to help us write this policy:



- The Human Rights Act 1998
- The Mental Capacity Act (including Deprivation of Liberty Safeguards) 2005



The Policy in Gloucestershire is to:

- Work together to protect adults with care and support needs
- Support people to make their own decisions
- Take action about suspected abuse or neglect
- Co-operate with each other to safeguard adults with care and support needs



In Gloucestershire, Safeguarding adults is important to everyone.

This includes staff working in the council, the police, community or independent organisations, the public, people who use services and carers.

Principles and Values

All safeguarding work should reflect the following key principles.

Empowerment - People being supported and encouraged to make their own decisions and informed consent.

I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens

I get clear & simple information about what abuse is, how to recognise the signs and what I can do to seek help

Prevention - It is better to take action before harm occurs.

I am confident that the responses to risk will take into account my preferred outcomes and best interests

Proportionality - The least intrusive response appropriate to the risk presented

I am given the information I need in the way that I need it

Protection - Support and representation for those in greatest need.

Partnership - Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

I know that professionals treat my personal & sensitive information in confidence, only sharing what is helpful and necessary

I am clear about the roles and responsibilities of all those involved in the solution to the problem

Accountability - duty and openness in delivering safeguarding.

Policy framework

Background

Policy Framework – This shows how the policy has been made. It says why the policy has been written and it says what organisations and people need to do to make things happen.



This Policy has been made using The Care Act 2014; this is shown on page 4



A person is a "child" until they reach 18. This policy is for adults, people aged 18 or over.

What this policy says will happen

Dignity - This means being treated with respect and being treated in a way that you choose.

Rights - The law makes sure that organisations that provide services have to treat people in the right way. This means making sure everyone is treated with dignity and is respected.



This policy says what organisations are going to do to make sure that adults with care and support needs are safe.



This policy tells you how organisations will make sure everyone knows what their **rights** are.

Everyone has the right to:

- Have a life with privacy,
- Have **dignity**,
- Have independence and
- Have choice

Protected – This means to keep someone safe.



This policy tells you how all the organisations involved in safeguarding work with each other.



This policy tells you about what the Gloucestershire Safeguarding Adults Board (GSAB) are doing. This will help all organisations who are working on safeguarding to work together better.



The policy tells you about abuse and neglect and how to look for signs to see if someone is being abused or neglected.



It says what the different organisations will do when they think someone is being abused or neglected.

It says what the organisations will do when someone reports abuse or neglect to them.



It tells you how members of GSAB will work together to make sure that people in Gloucestershire are **protected** and able to live safely in the community.

Why do we need this policy?



- To make sure that adults with care and support needs, who are likely to be abused or neglected are protected.



- To make sure that all organisations know what they should do if they know someone is being abused or neglected.



- To make sure that organisations know what they have agreed to do to support people to stay safe.



- To make sure that organisations are aware of how and when abuse or neglect can happen.
- This will help them to make their plans that will help stop abuse or neglect.



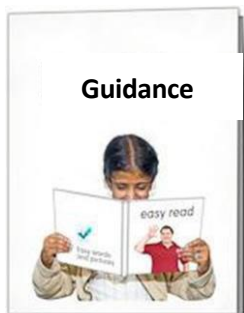
- To stop abuse or neglect happening to a person.

Making Safeguarding Personal

Empower – This means to make someone feel allowed to do something, to help them feel like they have choices and more power.



The Safeguarding Adults Board and Safeguarding Adults Services want to involve people in developing and improving safeguarding in Gloucestershire.



Guidance will support managers and workers so they can help people who have been abused or neglected to be more involved in the safeguarding process.



Making Safeguarding Personal should **empower** the person to be given more involvement, choice and control. Improving quality of life, wellbeing and safety



This policy gives some guidance about involving people who use services.

Gloucestershire Safeguarding Adults Board (GSAB)

Gloucestershire Safeguarding Adults Board started in 2009.



- The Board helps make sure that people in social care and health services and people in the voluntary and the community sector know about abuse and neglect. The Board helps make sure people know why it is important to protect adults with care and support needs from abuse or neglect. The Board helps make sure that the adult at risk is involved in the safeguarding process

The board is made up of senior managers from these organisations:



- Gloucestershire County Council
- Gloucestershire Hospitals NHS Foundation Trust
- Gloucestershire Health and Care NHS Foundation Trust
- Gloucestershire Constabulary
- District & Borough Councils
- National Probation Service
- Gloucestershire Fire Service
- Gloucestershire Care Providers Association
- South West Ambulance Service
- Trading Standards
- Dept. for Work & Pensions
- Gloucestershire Integrated Care Board
- Gloucestershire Diocese

Lead responsibility – This means they are in charge of making sure that organisations work well to protect adults at risk.

Independent chairperson – This is a person who does not work for any of the organisations in the partnership. This person is in charge of running the meetings and making sure actions happen.



Gloucestershire County Council has **lead responsibility**. This means they have to make sure that everyone thinks about safeguarding adults.



Gloucestershire County Council has to make sure there are plans across Gloucestershire that help safeguard adults.



They have to make sure other organisations are also thinking and making plans about how to support adults to stay safe.



There is an **Independent Chairperson** in charge of Gloucestershire Safeguarding Adults Board.



Gloucestershire Safeguarding Adults Board will:

The board will make sure that all organisations work together to protect adults at risk of abuse or neglect.

The board will work to stop abuse or neglect.

The board will make sure people are protected.

The organisations will listen to the people who use their services.



The board will learn from what they hear from people who use services. They will use this in their plans.

The board's members will make sure that everyone in their organisation knows what Gloucestershire is doing to protect adults at risk of abuse and neglect.

Everyone will work together to raise awareness of safeguarding in Gloucestershire.

To help keep adults at risk safe, Gloucestershire Safeguarding Adults Board will follow the guidance in The Care Act.

The Board will meet 4 times a year.





The Board will publish a plan which tells how it will work with organisations to keep people safe.

The Board will publish an annual report which tells what it has done during the year to keep people safe.

The Board must carry out Adult Reviews if an adult at risk suffers serious harm or dies.



The Board has six Sub Groups. The Sub Groups make sure the work is done.

Information Sharing and Confidentiality

Confidentiality - This means keeping personal information private.

Information Sharing Partnership Agreement - How information will be shared.



Adults have a right to independence and choice including having control over information about themselves. In some safeguarding circumstances these rights can be overridden such as in an emergency or life threatening situation.

The law does not prevent the sharing of **confidential** information within organisations if there is a safeguarding concern.



The law does not prevent the sharing of information **between** organisations where a serious crime may be prevented.

Gloucestershire has a special agreement for health and social care services called an **Information Sharing Partnership Agreement**. This says how the information will be shared with each service.

Harm and Exploitation

Harm - This means that the abuse is making you ill and is stopping you being physically and mentally well.

Exploitation - This means someone taking advantage of you. This could be things like someone borrowing money from you and not giving it back.



A person with care and support needs who may be at risk and needs help to stay safe.

Adults at risk may have care and support needs because of different reasons.

Here are some of the reasons someone could be called an adult at risk:



- They have a mental illness
- They have a disability
- Because of their age
- They have an illness
- They may not be able to take care of themselves

And

- They are unable to protect themselves from **harm** or **exploitation**.
- They have support from others for their care needs including protection from abuse.



Abuse & Neglect

Human rights - There are laws that say everyone should be respected and treated fairly. The Human Rights Act 1998.

Civil rights - These are rights to help people be equal in society. Civil rights covers all areas of life including access to the law, being able to move around in your community or the country, and health, education, work and leisure



Abuse can be when someone bullies or hurts you. It can be when someone talks to you in an unkind way. It can be when someone makes you do things you don't want to do.

Abuse can be when somebody breaks another person's **human rights and civil rights**.



- Abuse may be done on purpose
- Abuse can be the result of neglect
- Sometimes people don't know what they are doing is wrong.

Types of Abuse



Physical abuse - this could be things like hitting, slapping, pushing, kicking.



Sexual abuse - this could be things like people touching your body or private parts in a way you don't like.



Psychological abuse: this could be things like people talking to you in unkind ways, teasing, threatening, swearing, and ignoring you.



Financial or material abuse - this could be things like people taking your money or things that belong to you.



Neglect & Acts of Omission - this could be things like not giving you enough food, not keeping you warm and safe, not giving you medication or not taking you to the doctors if you are ill.



Discriminatory abuse - This can be when people hurt or bully you just because they think you are different.



Organisational abuse - this is when an organisation or care provider treats people badly, neglects them or provides a bad service.



Domestic Abuse - An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse... by someone who is or has been an intimate partner or family member regardless of gender or sexuality.



Modern Slavery - this includes slavery, human trafficking, forced and compulsory labour and domestic servitude. Traffickers and slave masters use whatever means they have to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Self-neglect

Self neglect - This is when someone does not take care of themselves properly.

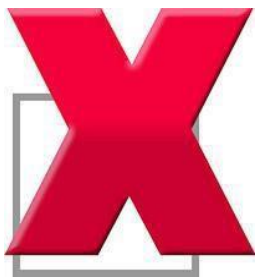
Informed decision - This is when someone is given all the information they need to make a choice.

Refused services - This is when someone has said they do not want services they have been offered.



Some people don't look after themselves properly, this is called **self neglect**.

This could be because:



- They are not able to get care to meet their needs.
- They are not able to make **informed decisions**.
- They are not able to protect themselves against abuse.
- They have **refused services** which means their health or safety is at risk.

Who commits abuse or neglect?

Adults with care and support needs can be abused by anyone. Here is a list of some people who could abuse people:



- professional staff
- paid care workers
- volunteers



- other individuals
- neighbours, friends and associates
- relatives and family members



- people in the street

Where does abuse happen?

Abuse can happen anywhere. This could be places like:



- In the street



- In people's homes



- At a friend's house



- At a day centre or residential home



- Where people work



- College



- Somewhere people spend their free time



- In shops

Roles and responsibilities

Role – This means the job a person or organisation has to do

Responsible – This means what a person or organisation has to do as part of their role or job

Reporting a concern – This means telling someone about abuse or neglect that is happening.



Everyone should help to stop abuse or neglect. Relatives, carers and members of the public can all help by **reporting a concern** about abuse or neglect when they see it.



Organisations are **responsible** for making reporting safeguarding concerns easier.

Their **role** is to make reporting a concern easier by:

- Making sure people know what to do if they want to report abuse.
- Making sure all the organisations work together.
- Make sure that all partners know about this policy.
- Making sure everyone knows what to do when they get a report of abuse or neglect.



Roles and responsibilities of Gloucestershire County Council



Gloucestershire County Council should make sure that enquiries take place if it suspects that an adult is at risk of abuse or neglect.



Gloucestershire County Council will make sure that all managers know that they must report abuse or neglect.



Gloucestershire County Council will make sure that all staff know about this policy and what to do when they are told about abuse or neglect.

Roles and responsibilities of other Statutory, Voluntary and Independent organisations

Supervising – This means talking to the staff and seeing if they need any help.

Monitoring – This means seeing how staff are working and checking the work they are doing.



All managers of other organisations must report concerns of abuse or neglect to the Gloucestershire County Council Adult Safeguarding Team.



Other organisations must have good ways of employing staff and volunteers.



Other organisations must make sure they have good ways of **supervising** and **monitoring** staff who work with adults at risk of abuse and neglect.



All managers from other organisations must contact the police if they think that a crime has happened. They must also contact the Police if they think a crime might happen.



Other organisations must make sure staff know about this policy.

Other organisations must have ways to check that all staff know what to do if they are worried or think someone is being abused.



Other organisations must make sure all staff and volunteers have safeguarding adult awareness training.



Other organisations must make sure all staff keep records about reports of abuse.



Other organisations must share information when it is in the best interest of the adult at risk.

Other organisations must make sure adults with care and support needs are protected from abuse.



Other organisations must be involved in the Gloucestershire Safeguarding Adults Board.

Roles and responsibilities of other service providers (Care and Training Providers)

Other service providers - these are places like:

- Residential Care Homes
- Nursing Homes
- Day Centres

Procedure - This means the way something is done.

Induction - This is when people start a new job. They learn about all the important things they need to know about their job.



All managers from **other service providers** must report abuse or neglect to the Gloucestershire County Council Safeguarding Adults Team. The contact details are at the end of this policy.



All managers from other service providers must make sure there is a manager in charge of safeguarding for people using their services.

All managers from other service providers must make sure all staff are trained.



All managers from other service providers must make sure there is a written **procedure** about safeguarding given to all staff before they start their work **induction**.

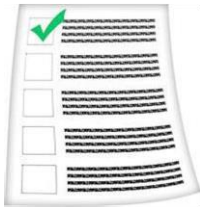
Witness – This is someone who has seen abuse or neglect happening

Record – This is information that is kept so that it can be looked at again if needed.

Investigation – This is when a service or a person's experience is looked into by someone who has not been involved.



All other managers from service providers must have clear policies and procedures so staff know what to do if they see or suspect abuse or neglect.



All managers from other service providers must take action to stop the abuse when people have been abused or neglected.



All managers from other service providers must make sure **witnesses** or people who report concerns of abuse including staff are not bullied or abused.



All managers from other service providers must make sure staff keep **records** of any reports of concerns of abuse.

They must make sure staff know that these records may be used in an **investigation**.

Registered – This means that a service has been checked.

CQC – This stands for Care Quality Commission. This organisation checks and makes sure there are good health services and good social care for adults in England.



If it is possible a crime has been committed, call Gloucestershire Police for advice. Dial 101 or report it through www.gloucestershire.police.uk. Always dial 999 if someone is in immediate danger.



Sometimes the people who have support in Gloucestershire can be paid for by a different Council.

The manager of the home should tell Gloucestershire's Safeguarding Adults Team who they contact in that Council.



If the service providers are **registered** with **CQC**, they must tell CQC if a person has been abused or neglected.

Evidence – These are facts or things that help prove something is true.

Internal investigation – This is when someone looks at the evidence to see what has happened.



All service providers will make sure reports of abuse and neglect are dealt with properly.

The report could come from:

- Staff
- Visitors
- Relatives/Carers
- The Individual
- Other Professionals

All managers from other service providers must make sure that all staff know they have a duty to report concerns of abuse.

Roles and responsibilities of carers, relatives and members of the public

If you think someone is being abused or neglected you should report it to:



The manager of the service or agency



Gloucestershire County Council Adult Helpdesk
Phone 01452 426868 or email:
socialcare.enq@gloucestershire.gov.uk



Gloucestershire Police, if you think a crime has been committed - dial 101 or report it through www.gloucestershire.police.uk. Always dial 999 if someone is in immediate danger.



CQC can be phoned on 03000 616161
Email: enquiries@cqc.org.uk

Human Rights Act 1998 - is a law about your Rights

Respected - This means being treated in a way that makes you feel valued

Restraint - This means to restrict movement or stop someone being able to move about

The Mental Capacity Act - is a law about making decisions and what to do when people cannot make some decisions for themselves.

Deprivation of Liberty Safeguards - This is part of the Mental Capacity Act 2005.

When people cannot make a decision for themselves, this is called **lacking capacity**.

The Mental Capacity Act tells other people how to find out if you can make your own decisions.

The Mental Capacity Act tells people how to help you to make decisions for yourself, if you can.

The Mental Capacity Act tells people what to do if you cannot make some of your own decisions (if you are lacking capacity).

The Deprivation of Liberty Safeguards only applies to people who lack capacity and are living in care homes or are in hospital. Some times these people may need an IMCA (Independent Mental Capacity Advocate), to support and speak for them.

Reporting health and social care information



People who use services should feel:

Protected from abuse or the risk of abuse.
They should also feel their **human rights** are **respected**.

This is because providers who follow the rules will:

- Take action to prevent abuse or neglect from happening
- Make sure they take action if abuse or neglect has happened or is likely to happen
- Make sure staff have information about keeping adults safe
- Only use **restraint** in a way that respects human rights
- Understand how diversity, beliefs and values of people who use services may change the way they think about safeguarding
- Only use **Deprivation of Liberty Safeguards** when it is in the best interests of the person who uses the service.

Gloucestershire County Council Safeguarding Adults Team



The Safeguarding Adults Team work for Gloucestershire County Council



This team makes sure safeguarding is working well for people who use services.

This team works with other services to make sure that safeguarding adults is the best it can be.

What do the Safeguarding Adults Team do?

Advice and support:

Managers, staff and volunteers from organisations can contact the Safeguarding Adults Team for advice and information.

This could be about:



- Safeguarding
- The Mental Capacity Act
- Deprivation of Liberty Safeguards

Service provider investigations



The Safeguarding Adults Team will be in charge of investigations of service providers.

This could be investigations at care homes, health establishments and domiciliary care agencies.

The Safeguarding Adults Team will work with other organisations involved in the service.

Safeguarding meetings

The meeting will:



Gather and share information

Agree what needs to happen and who will do this

Agree a safety plan while further investigations are taking place



The meeting will discuss the adult's desired outcomes and what action the adult wishes to be taken and identify any ongoing risks

Capacity, Consent and the Mental Capacity Act

Informed Consent - This means giving someone all the information they need to make a decision.

Consent - This is saying yes or agreeing with something.



People will be asked if they are happy for their information to be shared. This is called **Informed Consent**.



Sometimes it is not possible to get **consent**. If adults are at risk, information can be shared without consent.



The Mental Capacity Act 2005 - This is a law about decision making.

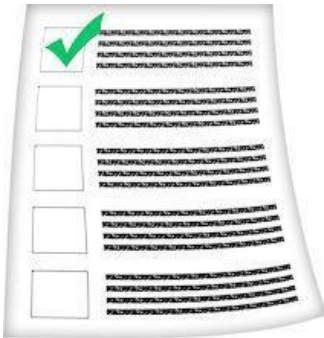
Having mental capacity means being able to make your own decision about something.



The Act will help you make decisions for yourself.

The act says people should:

- Start off by thinking that everyone can make their own decisions.
- Give the person all the support they can to help them make decisions.
- No-one should be stopped from making a decision just because someone else thinks it is wrong or bad.
- Anytime someone does something or decides for someone who lacks capacity, it must be in the person's best interests - there is a checklist for this.
- When you do something or decide something for another person, you **must** try to limit the person's own freedom and rights as little as possible.



How does it work?

Before someone can make a decision for you, they need to be sure that you cannot make the decision yourself.

There are two questions that they need to answer.

- Does the person have a difficulty that affects the way their brain or mind works?
- Does this problem mean that the person cannot make the decision at that time

When someone does something or decides something for you, they must not limit your freedom or rights.



To work out what is in your best interests they must:



- Listen to what you want
- Ask people who know you
- Make sure you are involved, if possible.



There is a checklist for doing this.

No one can decide what is in your best interests just because of:

- How old you are
- How you look
- How you behave

Situations where the adult at risk does have capacity



If a person has capacity, but chooses to live with risk, a safeguarding plan may be put in place.

Workers will need to find out if the adult at risk is making the decision of their own free will.

Situations where the adult at risk does *not* have capacity



If it is decided that the adult at risk does not have capacity, staff should act in the person's best interests, to keep them safe and well.

An independent advocate can help make decisions on the person's behalf.

Involvement of an Advocate

IMCA – This is an Independent Mental Capacity Advocate. This is a person who has been trained to support people who lack capacity.



The Care Act requires the Local Authority to arrange for the involvement of an advocate to support and represent an adult when:



- The person is being or has been abused or neglected by another person



- The person is subject to a Safeguarding Adults Review

- Where they have difficulties in being involved in those processes and there is no one else to help them

The use of an **IMCA** in Deprivation of Liberty Safeguards cases provides protection for those who are in hospital or a care home.



An adult at risk of abuse or neglect may need support from someone who does not work for the service which they are complaining about.



The professional leading the safeguarding investigation should decide if having an advocate is in the best interests of the person.

Advocates should start supporting the person as soon as possible. This will help the adult to be supported all the way through the process.



The role of the independent advocate is to:

- Listen to and find out the views and wishes of the person
- Provide information and explain the options open to them
- Assist the person to make their own decisions
- Contribute to investigations and meetings in the same way as any other professional
- Observe professional confidentiality whilst also putting the views of the adult



POhWER provide advocacy services in Gloucestershire



Advocacy services can be contacted on:
0300 003 1162 (charged at local rate).
Email: glosadvocacy@pohwer.net

A relative, carer or friend may also act as an advocate for the adult.

The role of communicators and interpreters

Interpreters - These are people who can go to meetings. They use sign language or different ways to communicate to help a person understand what is being said.

Translators - These are people who produce information in different ways to help a person understand what it says.



Victims of abuse need to communicate what has happened to them.



Advocacy providers will arrange for **translators** and **interpreters** to work with advocates.



Anyone who may be able to give information should also be offered a translator.



Interpreters and translators should not be family or friends.

Carers – Friends & Family



A carer spends a lot of time providing support to a family member, partner or friend who is ill, frail, disabled or has mental health problems.

A carer could be involved in a situation that may require safeguarding action, for example:

- A carer may witness or speak up about abuse or neglect
- A carer may be harmed by the adult they are caring for or from organisations they are in contact with, or
- A carer may harm or neglect the adult they support



A care needs assessment will explore the carers situation and think about whether it would be possible to provide information or support that stops abuse or neglect happening. The support could be training for the carer about the person's illness or to support them to care more safely.

Related Issues



Hate Crime - a hate crime is any criminal offence that is based upon the victim's:

- Disability
- Race
- Religion or belief
- Sexual orientation



Forced Marriage - a marriage where both or one person are married without their consent or against their will



Abuse by another adult with care and support needs - the responsibilities of reporting a crime apply, regardless of whether the person is deemed to be an adult with care and support needs



Violent extremism - This is when people put others at high risk of death or injury because of their beliefs. Some adults who are at risk of being abused or neglected may be recruited into violent extremism

Disclosure & Barring Service (DBS)



Jobs that involve carrying out certain activities for children and adults may require an enhanced DBS check.

This will check whether someone's included in the two DBS 'barred lists' of individuals who are unsuitable for working with:

- Children
- Adults



People on the barred lists are not allowed to do certain types of work.

It's against the law for employers to employ someone or allow them to volunteer for this kind of work if they know they're on one of the barred lists.

Recording

Sensitive – This means the records should be written in a way that would not make the person feel discriminated.

Accurate – This means the information should be true.

Factual – This means the information should only be what really happened not what people think.

Safe place – This means the records will be kept locked away in a filing cabinet or cupboard to keep them safe.



It is important that correct records are kept of all contacts and actions if abuse or neglect has happened.

Records should show what actions have been taken and what decisions have been made and why.

It is also important to record what actions have not been taken and why e.g. an adult who has capacity may choose to make decisions that agencies consider unsafe.



The language used in the records should be **professional** and **sensitive** to diversity issues.

All records should be **accurate** and **factual** and be kept in a **safe place**.

Monitoring and auditing

We will check how people use this policy and see how well the policy is working through these different ways:



- Staff Supervision - These are meetings with staff and their managers



- Safeguarding Adults Collection (SAC) to the Department of Health and Social Care - The data is focused on the outcomes of safeguarding, supporting local authorities to identify areas for improvement, and enabling the sharing of learning and expertise between councils.



- Audit of files - This is when files are checked to see if information is recorded well.



- The number of complaints relating to safeguarding issues or process - These are the complaints that have been received about how people have been supported.



- The number of people attending multi-agency safeguarding training - This is training that is given to staff or volunteers in any of the organisations involved in safeguarding

Learning from experience



It is important that we learn from the experience of people using our services.

Feedback from people who use services will give us information on:

- What the safeguarding experience was like
- How safeguarding information could be improved

Two systems which will help us learn and make our services better are:



- **Quality Assurance** - This is a system services use to find out information from the people using the service. This information is looked at and then used to decide how to make services better for the future.



- **Safeguarding Adult Reviews** - These are the reviews that happen when someone has been seriously harmed or has died.

Further Information



Here is the website link if you want to find out more:

<http://www.gloucestershire.gov.uk/gsab>



If you think someone is being abused you should report it to:

Gloucestershire County Council Adult Helpdesk on **01452 426868** or email: socialcare.enq@gloucestershire.gov.uk