

How the Adult Safeguarding Process Works in Stockton-on-Tees

Provide information and advice to support communities as a whole in preventing, identifying and responding to abuse and neglect alongside professionals.



Stockton-on-Tees
BOROUGH COUNCIL

Adult Services

Big plans for the care we provide

What to expect if you report a safeguarding concern or someone else reports a concern about you

Stockton-on-Tees Borough Council's staff will take any enquiry made about a safeguarding concern seriously and will be sensitive and understanding to the concern. All safeguarding concerns should be made directly to the Adult First Contact Team. They will then pass the concern to the Adult Safeguarding team who will undertake an enquiry.

The purpose of the enquiry is to decide whether or not the local authority, another organisation, or person, should do something to help and protect the adult. If it is deemed there is a concern a social worker from the adult safeguarding team will be allocated to gather further information from the concerned person and the adult.

An enquiry is the action taken or instigated by the local authority in responding to a concern that abuse or neglect may be taking place. An enquiry could be a conversation with the adult. If the adult lacks capacity the conversation could be with their representative such as a family member or advocate.

The adult should always be involved from the beginning of the enquiry unless there are exceptional circumstances that would increase the risk of abuse.

If the adult has substantial difficulty in being involved, and there is no one appropriate to represent and support them, then the local authority must arrange for an independent advocate to represent them for the purpose of facilitating their involvement.

- See Stockton-on-Tees Borough Council leaflet: Independent Advocacy

Safeguarding Enquiry

What happens as a result of an enquiry should reflect the adult's wishes wherever possible, as stated by them, their representative or advocate. If they lack capacity or they are not able to make the decision, a decision will be made in their best interests and be proportionate to the level of concern.

A social worker will respond to the safeguarding concern in a way that enhances involvement, choice and control of the adult. The social worker will work with the adult to meet desired outcomes and improve their quality of life, wellbeing and safety. The allocated social worker may also speak to other people who have information and will decide whether a meeting needs to take place. This is called a Strategy Meeting.

Confidentiality and sharing of information will be explained and discussed with those providing information. In the case of serious crimes, information will always be shared with the police and other agencies to protect the individual and others who may be at risk.

Safeguarding Strategy Meeting

A strategy meeting is a formal meeting chaired by a senior social worker within the adult safeguarding team.

The meeting will decide:

- the degree of risk
- whether any further investigation needs to be carried out
- if a protection plan is needed

A social worker from the adult safeguarding team will speak with the adult before the meeting and find out their views and wishes are. The meeting will consider the views and wishes of the adult and share information from professionals who have been asked to contribute.

Who Attends a Strategy Meeting?

The safeguarding social worker will identify the people involved closely with the adult who will need to attend the meeting, these might include medical staff, care staff, police and a social worker from one of the community teams.

The adult can attend the meeting and have a family member or friend with them to give support. If it is not possible for the adult to attend they may wish to nominate a family member or friend to attend on their behalf with their consent.

If the adult does not have a nominated person who can attend an independent advocate can be arranged in advance of the meeting to represent the adult or support them throughout the safeguarding process.

Everyone in the meeting has the right to share information and opinions relevant to the concern. All are expected to do so honestly and with courtesy and respect to others. No one's opinions are valued more than the individual who should feel free to take part fully in the meeting. The meeting will be confidential and no information will be shared outside the meeting unless it is agreed.

What Happens Next?


The enquiry can end after the first meeting if it is felt that there is no risk to the adult or others. If further enquiries are needed to gather further information, review meetings will be arranged, to gather and consider any further information.

A copy of the meeting minutes will be taken and sent to those in attendance at the meeting. An opportunity to discuss the meeting and the notes received can be arranged with the adult safeguarding social worker.


The adult safeguarding team will not end their involvement until they are satisfied that everything has been done to address any identified risks and to ensure that the adult is safe.


Contact Details

First Contact

 01642 527764

Text Phone: 01642 527769


 firstcontactadults@stockton.gov.uk

 Opening Hours

Monday — Thursday 8.30am - 5pm

Friday 8.30am — 4.30pm

Out of hours and weekend contact Emergencies Only

 01642 524552

Minicom: 01642 602346

If you would like this information in any other language or format
for example **large print** or audio please contact
01642 527764.

إذا كنت ترغب الحصول على هذه المعلومات بلغات أو بأشكال أخرى على سبيل المثال
بالطبعة الكبيرة أو بالشريط المسجل فالرجاء الإتصال 'بدايفرستي تيم'
على هاتف رقم 01642 527764

ARABIC

اگر شما این اطلاعات را به زبان یا شکل دیگری مثلا چاپ بزرگ یا بصورت صدا
میخواهید لطفا با تیم دایورسیتی (گوناگونی)
با شماره 01642 527764 به تماس شوید

FARSI

Si vous souhaitez obtenir ces informations dans d'autres langues ou sous un
autre format, par exemple, en gros caractères / version audio, veuillez
contacter l'équipe au n° 01642 527764

FRENCH

ئەگەر حەزرت لێ بە ئەم زانیاریە بە دەستت نەگەوت بە زمانەکانی تر یان بە شێوەیەکی تر بۆ نمونە
چاپی گەورە/یان بە تیپی تۆمارکراو نکایە پەیوەندی بکە بە 'تیمی دایفیرستی'
لە سەر ژمارەى ئەلەفۆن 01642 527764

KURDISH

欲要這份資訊的其它語言版或其它版式例如大字體印刷/錄音帶，請
致電 01642 527764 接洽 ‘多元化隊’

CHINESE

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਬਣਤਰ ਜਾਂ ਬੋਲੀ ਵਿੱਚ, ਵੱਡੀ ਛਪਾਈ ਵਿੱਚ ਜਾਂ ਟੇਪ/ਸੀ ਡੀ 'ਤੇ
ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ
ਫ਼ੋਨ ਨੰਬਰ 01642 527764 'ਤੇ ਫ਼ੋਨ ਕਰੋ।

PUNJABI

اگر آپ ان معلومات کو کسی بھی اور زبان یا انداز، مثلاً بڑے پرنٹ/آڈیو ٹیپ وغیرہ میں حاصل کرنا چاہیں، تو ڈائورسٹی ٹیم
کو اس نمبر پر فون کیجئے
01642 527764

URDU