

Safeguarding Adults Review (SAR): Supporting you through the SAR Process

About this leaflet

This leaflet explains what a **Safeguarding Adults Review (often called a SAR)** is and why it takes place.

We understand that being involved in a SAR can be difficult. It might bring back painful memories or remind you of a hard time—especially if someone you care about has died.

However, it's important that you have clear information and understand about what a SAR is, why it happens, and how you can be involved (if you want to).

This leaflet is here to help you understand and make informed choices.

What is a Safeguarding Adult Review (SAR)?

A SAR happens when an adult who needs care and support—because of illness, disability, or age—has been seriously harmed or has died.

If abuse or neglect may have played a part, and there are concerns about how services worked together to keep them safe, the review looks at what happened and why.

The aim is to **learn** from what happened and make changes so that it doesn't happen to someone else in the future.

Why do we do a SAR?

The law ([Care Act 2014, Section 44](#)) says we must carry out a SAR in certain situations. The review looks at how services worked together and what we can learn to make things better in the future.

The **Salford Safeguarding Adults Board (often called the SSAB)** is a group of organisations—such as health services, social care, and the police—that work together to keep adults safe from abuse or neglect.

Sometimes, even if the legal criteria isn't fully met, the SSAB may still decide to do a review. This is because there could be important lessons that help improve local systems and keep adults safer. ([Care Act 2014, Section 44 \(4\)](#))

What a SAR DOES do:

- Focuses on learning and improving services.
- Looks at how organisations worked together and what can be improved.
- Identifies lessons and makes recommendations for change.
- Aims to prevent harm in the future and aims to help services work better together to protect adults at risk.
- Shares learning widely so improvements happen across the community.

The aim is simple: **to learn and improve, not to blame anyone.**

What a SAR does NOT do:

- Change the outcome of any police, court, or other investigation.
- Take action against individuals or organisations.
- Blame anyone. A SAR is about learning and improving services to make Salford adults safer, not blaming or judging people.

Who is involved?

- **You and your family** – or someone who will represent you.
- **Professionals** who worked directly with the adult – the people who provided care or support.
- **Senior leaders** from all the organisations involved – such as health services, social care, and the police.
- **An Independent Reviewer** – they will speak with the professionals and review what happened to identify lessons and improvements.

What happens in a SAR?

There are different ways a review can be carried out, and we'll explain the process to you at the start. If you're ever unsure, please ask—we can go over it as many times as you need.

As a basic overview:

- Agencies involved will share information about what happened.
- Meetings are held to bring this information together.

- The Independent Reviewer may ask questions and check details while the report is being developed.
- An independent person writes a report with recommendations for change.

The focus is always on **learning and improving services—not on finding fault or blaming anyone.**

How can you be involved and what to expect?

Your voice matters. Understanding what happened and what it was like to receive support can help us learn and improve services for others.

- You choose how much you want to be involved. It can be as much or as little as you feel comfortable with. You can also nominate someone to speak for you.
- We will go at your pace. We understand this can be difficult, and we'll explain the process as many times as you need.
- If you want to share your views, we'll support you in the way that suits you best. This could be through the Independent Reviewer, the SSAB's Business Manager, or an independent advocate, which ever you prefer.
- You will have a named contact person and the chance to see the draft report before it is finished.

Your experience and views can help make positive changes for others.

If you choose to be involved:

- There will be regular contact with you throughout the process.
- Towards the end of the process you will be given a copy of the draft report to read. We know the report can be difficult to read and may use professional language. If anything is unclear, please ask—we will explain as many times as you need.
- Support will always be available to help you understand the report.
- If you disagree with something in the report, please raise your concerns. Time will be taken to explain why decisions were made.
- And it is **ALWAYS okay to ask questions and challenge us** if you think something is wrong or not being addressed—**your voice matters.**

What happens after the review?

- After the report is written, it will be taken to the SSAB for all the members to accept it and sign it off.
- An action plan is agreed to make sure improvements happen.
- Most reports are published without personal details, so learning can be shared widely. Sometimes, the Board may decide not to publish because of sensitive issues or concerns. If this happens—or if you have worries about publication—we will talk it through with you so you understand the reasons.
- If the report cannot be published, we will create another way to share the learning so improvements still happen. The goal is always to share learning and improve services while respecting privacy and sensitivity.

How long does it take?

Most reviews take about 6 months.

If you want any further information about Safeguarding Adult Reviews please visit the SSAB webpages - [For the public | Salford Safeguarding Adults Board](#)

If you have any Complaints, Concerns or Compliments you wish to raised, you can:

If you have a concern or complaint about a Safeguarding Adults Review (SAR):

1. **Write to the Safeguarding Adults Board (SAB) Manager** with the details of your complaint to ssab@salford.gov.uk
2. If the matter is not resolved, your complaint will be reviewed by the Independent Chair of the Board. You will receive a written response within 28 days.
3. If you are still unhappy, your complaint and the response will be reviewed again, and every effort will be made to find a resolution.
4. All responses will include information on how to contact the Local Government Ombudsman if you still have concerns.

Need additional support?

We understand this can be upsetting. Support is available if you need it:

- [Greater Manchester Bereavement Service](#) – 0161 983 0902

- [Cruse Bereavement Support](#) – 0808 808 1677
- [Samaritans](#) – 116 123 (available 24 hours)
- [Mind in Salford](#) – 0161 710 1070 – Advocacy Service to help people express their views.
- More services are listed on our website. [Other help and support | Salford Safeguarding Adults Board](#)

Contact us

If you have questions, need any extra help, have any questions or want to discuss how you want to get involved, please do not hesitate to contact:

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