

Information Pack - Understanding Adult Safeguarding in Salford

This pack explains what adult safeguarding is, why it may be happening, and what to expect. It is written to help you understand and feel supported if safeguarding is needed.

This information pack has been created by the Salford Safeguarding Adults Board (SSAB) to help you understand the safeguarding process. If you have any questions about the safeguarding concerns, please contact **Adult Social Care on 0161 206 0604** or visit [Worried About An Adult | Salford Safeguarding Adults Board](#)

Adult Social Care helps adults who need support in their daily lives, and it also looks into concerns about abuse or neglect to make sure people are safe. By law, Adult Social Care has to organise and lead these checks.

The right to feel safe

Every adult has the right to feel safe, respected and free from harm. Some adults need extra help to stay safe, especially if they have care or support needs that make it harder to protect themselves or speak up. Safeguarding is about offering the right support at the right time.

Abuse is wrong.

Everyone should be able to live safely and be free from harm.

Please remember – in an emergency please ring 999 or contact the police to report a crime by calling 101.

What is safeguarding?

Safeguarding means helping adults to stay safe from harm, abuse or neglect.

Safeguarding is about:

- Listening to what matters to you
- Respecting your rights and choices
- Working with you to reduce risks
- Supporting you to live as independently as possible

Safeguarding is **not about blame or punishment**. It is about helping to keep people safe.

Safeguarding is everyone's business.

Who is an adult at risk?

An adult at risk is someone aged 18 or over who:

- Has care or support needs (i.e., a physical disability, challenges with their mental health and/or addiction, learning disability etc), and
- Is experiencing, or may be at risk of, abuse or neglect, and
- May find it hard to protect themselves.

Anyone can be an adult at risk at different times in their life.

They don't need to have a formal assessment or have services involved.

What do we mean by abuse and neglect?

Abuse means being treated badly or unfairly by someone else. The person causing harm may be someone you know, such as a family member, friend, carer (paid or unpaid) or partner. Abuse can happen anywhere, including at home. It may happen once or over a long period of time.

Neglect means **not getting the care or help you need**. This might include:

- Not having enough food or drink
- Not getting the right medicine or access to healthcare
- Being left dirty or in unsafe conditions
- Being left alone when you need help

Neglect can happen by accident or on purpose.

There are many different types of abuse which can include:

- **Physical abuse** – hitting, pushing, kicking, hair-pulling.
- **Sexual abuse** – sexual activity without consent (this includes physical contact and non contact, virtual, or online activity).
- **Emotional or psychological abuse** – threats, being controlled, isolation
- **Financial abuse** – theft, fraud, scams, misuse of money.

- **Domestic abuse** – harm, abuse or control by someone personally connected to you like you wife/husband, partner, someone living with you, or other family members.
- **Discrimination** – unfair treatment due to your race, religion, person beliefs, disability.
- **Self Neglect** - Self-neglect is when someone doesn't look after their own hygiene, health or home (including hoarding).
- **Online abuse** – harmful behaviour, coercive control, or exploitation perpetrated through digital technology – including social media, apps and messaging – intended to cause distress, fear, or loss.

Abuse and neglect is wrong. Everyone deserves to live safely.



For more information, see the [What is abuse?](#) on the Salford Safeguarding Adults Board (SSAB) website.

Why has a safeguarding been raised?

Safeguarding may be raised because:

- You asked for help.
- Someone is worried about your safety.
- A professional noticed something that caused concern.

Raising a concern is about **helping and protecting**, not getting anyone into trouble.

Do I have to agree to safeguarding?

Where possible, your **consent** should be asked for and your wishes respected.

Sometimes safeguarding may still happen without your agreement, for example if:

- There is serious risk of harm.
- A crime may have been committed.
- You are unable to make certain decisions at that time.

Even in these situations, professionals should explain what is happening and involve you as much as possible.

How does safeguarding work?

Safeguarding is guided by these importance principles:

- **Empowerment** – you are supported to make your own choices.
- **Protection** – help is given to those who need it most.
- **Proportionality** – only necessary action is taken.
- **Prevention** – action is taken early to stop harm.
- **Partnership** – professionals and services work together.
- **Accountability** – decisions are clear and open.

What happens after a safeguarding concern is raised?

1. The concern is received by Adult Social Care

The concern is looked at to understand the level of risk and how quickly a response is needed. Existing support services or professionals involved may be contacted.

Professional language – you might hear this being called ‘Information Gathering’.

2. Initial checks

A social worker gathers more information to understand what is happening. The social worker will then contact you and explain what is happening and ask about your wishes and what you would like to happen.

Professional language - this might be called ‘desired outcomes’

3. Safeguarding enquiry (if needed)

If there are concerns about abuse or neglect, a safeguarding enquiry may take place. This is about understanding risks and deciding how to keep you safe. **If there is immediate danger or a possible crime, the police may be involved.**

Professional language – this may be called a Section 42 Enquiry.

Why is a safeguarding enquiry sometimes called a ‘Section 42 enquiry’?

You may hear safeguarding described as a ‘Section 42 enquiry’. This comes from the Care Act 2014, which is the main law that sets out how adult safeguarding must work in England.

What is the Care Act 2014?

The Care Act is the law that says Adult Social Care must:

- Help adults with care and support needs
- Promote wellbeing and independence
- Protect adults from abuse and neglect

What does ‘Section 42’ mean?

Section 42 is the part of the Care Act that explains when Adult Social Care must make safeguarding enquiries.

A Section 42 enquiry may happen when:

- A person is 18 or over, and
- They have care and support needs, and
- They are experiencing, or at risk of, abuse or neglect, and
- Because of their needs, they may not be able to protect themselves

If all of these apply, the Adult Social Care **must** look into what is happening and decide what support is needed to help the person stay safe.

A Section 42 enquiry does not mean:

- Someone is in trouble
- A crime has definitely happened
- Decisions will be made without you

It means:

- It’s the process that professionals will try to understand the concerns, gather information.
- Risks will be looked at carefully.
- Your views, wishes and feelings should be central.

- Support or actions may be agreed with you to reduce risk and increase safety.

The enquiry can be simple or more detailed, depending on the situation.

What happens during a safeguarding enquiry?

Making Safeguarding Personal – What matters to you

During a safeguarding enquiry, professionals will use a **‘Making Safeguarding Personal’** approach. This means they will work with you to understand **what matters to you** and what you want to happen. You will be asked about your **desired outcomes**. This means what you would like to be different as a result of safeguarding. For example, you may want:

- To feel safe
- The abuse or neglect to stop
- Support to feel more in control of your life
- Help to manage risks in a way that feels right for you

Your desired outcomes help shape decisions, plans and actions.

Will I be involved?

Yes, wherever possible.

The law says safeguarding should be person-centred. This means:

- You should be involved as much as you want and are able to be
- You should be asked what matters to you
- Your wishes should shape decisions and plans

If you have difficulty being involved, you can be supported by a family member, representative or advocate.

Advocacy

An advocate is an independent person who:

- Helps you understand what is happening
- Supports you to say what you want
- Makes sure your voice is heard

Advocacy is free and can be requested at any point by your social worker, especially if you have no one else to support you. The law says that if you have significant difficulties understanding then you need to have someone supporting you through the safeguarding process. This can be a family member or friend, if you don't have anyone then you can use the advocacy service.

Professional language - Sometimes professionals call advocates 'Care Act Advocates' or 'Independent Mental Capacity Advocates' or 'IMCAs'

What safeguarding can and cannot do

Safeguarding can:

- Put support or safety plans in place
- Help reduce or manage risks
- Involve other services where needed
- Work with the police or other organisations if appropriate

Safeguarding cannot:

- Put someone in prison
- Sack someone from their job
- Punish someone

Only the **police, courts** or **employers** have powers to take action like arrest, prosecution or dismissal. If a crime may have been committed, this can be reported to the police.

Safeguarding meetings

During a safeguarding enquiry, a safeguarding meeting is held to:

- Share information
- Talk about risks and concerns
- Agree what support or actions are needed
- Make a plan to help you stay safe

The meeting is **not about blame or judgement**.

You may attend the meeting if you wish, and you can bring a family member, friend or advocate. Meetings may take place in person, by phone or online.

There may be multiple meetings over a period of time and it's really important that you are aware when they are, what has been said and that you or your voice are represented. Even if you don't want to attend you should be offered alternative ways to get your voice heard.

The meeting will have a 'chair' and they have a responsibility to ensure the process progresses, have oversight of the enquiry and manage the meetings etc.

The chair should take the time to explain the process to you and ensure that you have the right support, and your voice is heard throughout the process.

Safeguarding Plans

If needed, a safeguarding plan will be written. It explains:

- What is important to you
- What risks have been identified
- What actions will be taken
- Who will do what and when

Your wishes and feelings are central to the plan.

Plans are reviewed and can change. You should receive a copy. If you don't receive a copy it is okay to ask for one.

Professional language - Sometimes professionals call safeguarding plans, 'risk assessments' or 'risk management plans'.

Outcome meetings

An outcome meeting looks at:

- Whether the plan is working
- Whether risks have reduced
- What should happen next

Your views and best interests are key. Notes from the meeting are written down (they may be called safeguarding minutes) and shared with people who have attended the meeting.

You may be told the outcome of the meeting which could be:

- Risk Removed

- Risk Reduced
- Risk Remains

The chair of the meeting should explain how this decision has been made. If you don't agree, it is okay to say so and request further information or enquiries to be made.

How is information shared?

Information is shared only when necessary to keep someone safe. Sharing the right information helps professionals make better decisions. Not sharing information may leave someone at risk.

What if I feel worried or upset?

Safeguarding can feel confusing or stressful. You can:

- Ask as many questions as you like
- Ask for things to be explained again
- Ask for support or an advocate
- Take breaks during meetings

If you are unhappy with how the process has been managed, you may wish to discuss your concerns with the 'chair', alternatively you can make a formal complaint through Salford Adult Social Care complaints process. [What is a complaint? • Salford City Council](#)



You can also provide feedback via the Salford Safeguarding Adult Board:

[Tell us about your experience of adult safeguarding in Salford |](#)

[Salford Safeguarding Adults Board](#)

Important things to remember

- Safeguarding is about support, not blame
- Your views and wishes matter
- You have the right to be treated with dignity and respect
- Support is available

- If you are in immediate danger, don't wait, contact emergency services.

If you have any further questions, please do not hesitate to Adult Social Care on 0161 206 0604.