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13. Safeguarding

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What is safeguarding?

An adult at risk of abuse could be anybody and includes people with a disability, mental illness or impairment.

Abuse can happen in various ways. Some examples are physical, emotional, sexual, discriminatory, institutional, financial, or by neglect.

Social services have responsibility for safeguarding where the person has needs for care and support (whether or not the authority is meeting any of those needs), and the person is experiencing, or is at risk of, abuse or neglect, and as a result of those needs is unable to protect themselves against abuse.

What is a safeguarding concern?

A safeguarding concern can be made by any person - it might be made by you, a friend or family member, a member of the public, a carer or someone from another organisation. Reporting a safeguarding concern just means telling us (social services) that abuse may have occurred so we can make enquiries.

A safeguarding concern will initially be considered by a safeguarding lead, this is an experienced worker, often a team manager or deputy team manager. The safeguarding Lead will have overall responsibility for any enquiries or actions in relation to the concern raised. The safeguarding lead will consider if any actions are needed urgently to help keep you safe from harm.

The safeguarding lead will decide the best way of helping you and they will decide what enquiries and actions need to be made. They may advise you of a more appropriate way to provide you with support and the concern may be concluded at this stage. However, when the concern cannot be concluded at this point the safeguarding will progress and enquiries will be made.

What are enquiries?

The safeguarding lead may contact people involved in your care and support or other professionals individually. A safeguarding enquiries officer may be appointed by the safeguarding lead to carry out enquiries.

The enquiries may involve a wide range of activities depending on the circumstances. It may involve interviewing people who have witnessed or been involved in the concern raised. It might also involve reviewing records or policies and procedures. Enquiries may be made face to face, over the phone or the safeguarding lead may request a meeting to discuss and agree any actions required.

The purpose of these enquiries is to:

- Protect you (and others) from abuse
- Establish the facts about the concern raised
- Decide how to support you to be safe in the future if this is necessary
- Determine the most appropriate person to make enquiries which may be the police, a nurse or other professional
- Agree any actions required to keep you safe

Concluding the safeguarding concern

The findings of the enquiries and any actions taken will be reviewed by the safeguarding lead. A decision will be made as to whether there is evidence as to whether abuse has occurred and whether the risk of future abuse has been reduced, removed or remains. The safeguarding concern will be concluded at this point.

Your views

We will ask you for your views and the outcomes you would like to achieve and these will be recorded. You may wish to be supported by a friend, family member or advocate (an independent person) during any discussions and you will be invited to relevant meetings in the process.

Throughout the safeguarding process decisions will need to be made as to whether any actions are needed to keep you or other people safe. Any plan about your support or care will be agreed with you and you will be involved with all decision making.

If you have any questions at any stage you can speak to the safeguarding lead.

Contact us to raise a safeguarding concern:

- Mental health telephone: 01253 951225
Adult social care (adults 18+) Telephone: 01253 477592

Need more information?

You can request a copy of any of the fact sheets listed below or you can download them from the council website

1. [Introduction to adult social care](#)
2. [Care at home](#)
3. [Residential and nursing care](#)
4. [Reablement services](#)
5. [Personal budgets and direct payments](#)
6. [Support when you leave hospital](#)
7. [Respite services](#)
8. [Deferred payment scheme](#)
9. [Financial advice and information](#)
10. [Making a decision about your property](#)
11. [Making financial decisions for someone who lacks capacity](#)
12. [Money management service](#)
13. Safeguarding

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