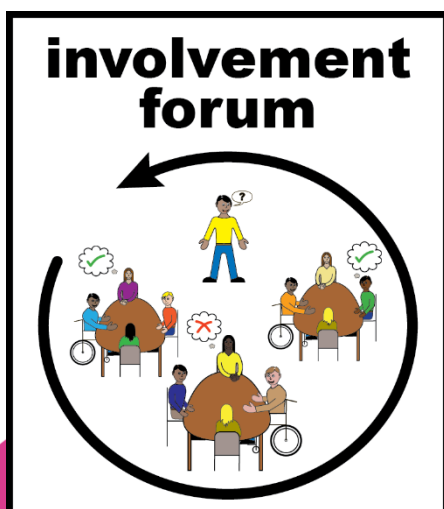




# Adult Safeguarding User Feedback Forum

**Share your adult  
safeguarding  
experiences with us to  
help improve the  
service**



# Summary

## Who is it for?



It is for anyone who has used Hounslow Council's Adult Safeguarding Service.

## What is Adult Safeguarding?



Adult Safeguarding is about protecting vulnerable adults from abuse or neglect.

It is about making sure that everybody is safe and treated with respect.

## What do you want me to do?



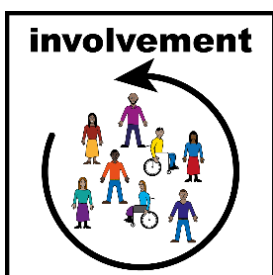
Share your experience in the way you prefer. This could be any of:

- Face-to-face group meetings
- Online Group Meetings
- Interviews
- Telephone calls

## Why do you want to hear from me?



Sharing your experience will help improve the Adult Safeguarding Service.



It is best to hear from those who have had a safeguarding alert or been through the process.



We will give your feedback to Hounslow Council to help them make changes and improve services. We will create a report but we won't use your name or personal details about you. We will check with you first about what we can share.

## Do I have to take part?



You do not have to take part.

You can also change your mind, and leave at any time. We can remove and destroy any information you have already given us.

## Are there risks?



It might make you feel sad talking about a bad experience. We will not make you talk about something you do not want to.

## Do I get anything?



If you attend meetings or interviews you will receive a £25 Voucher.

## What happens with the information I give?



We will not use or share your name or personal details and will keep your information safe. However, if you or someone else is at risk of harm, we would report it.



If you have an adult safeguarding worry:  
If there is immediate danger, call 999.

To report, call 020 8583 3100, Monday – Friday, 9am – 5pm

Out of hours, call: 020 8583 2222

General advice, call: 020 8583 4515

# Give your permission to take part



If you would like to join us to talk about your safeguarding experiences, we need your permission.

If you are happy to take part, please tick the Yes box.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I have read and understood this document.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I know that I do not have to take part.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I know I can refuse to answer questions if I want or leave at any time. If I decide to do that, then any information I have already given will not be used or shared and will be destroyed straight away.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I agree that my information can be used in the report given to Hounslow Council – but it won't say my name.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I understand that any personal information that can identify me will not be shared beyond the project team.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

If I say something that is putting myself or someone else in danger, I understand this may have to be reported.

yes	no
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

I agree to take part in this project and to be contacted by Healthwatch Hounslow.

Please tick all that apply





yes
<input checked="" type="checkbox"/>
<input type="checkbox"/>

- 
- 
- 
- 
- 

Would you prefer?

- Regular group meetings
- Regular online meetings
- Face to face interview
- Telephone interview
- Questionnaire

# Your contact details

Please enter your details	
	Name
	Telephone Number
	Email (if you have one)
	Today's date
	<b>Your experience:</b>
<input type="checkbox"/>	You have experienced safeguarding yourself
<input type="checkbox"/>	You are a Carer / Family / Friend

**Post this form for free to the following address**

Viviane Walker, Freepost RTHC-JCSH-ERTE, Healthwatch Hounslow, 45 St. Mary's Road, Ealing, W5 5RG

# Do you have more questions or want more information?

## Contact us



info@healthwatchhounslow.co.uk

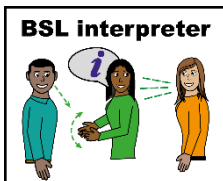


0203 603 2438

## Different formats



If you need this information in a different format such as an accessible PDF, large print, audio recording or braille, please contact us.



Community language and British Sign Language (BSL) interpreters can attend meetings if requested.

## About Healthwatch Hounslow



- Your local health and social care champion
- We make sure NHS leaders and other decision makers hear your voice
- Use your feedback to improve care
- Help you to find reliable and trustworthy information and advice

Find out more at [www.healthwatchhounslow.co.uk](http://www.healthwatchhounslow.co.uk)