

### Appendix 3 - Action plan on next steps to be completed with the service user

Working in a person-centred way involves collaborating with the service user to empower them to make choices on what they would like the next steps to be and if you feel the person has capacity to make their own decisions on what the next steps could be. The service user may be resistant to you contacting safeguarding or the police because of past experiences. Our role is to advocate and promote what these agencies can do to support the service user to stop or reduce the risk of harm.

What help and support do you feel you need to tell us about what happened?

This could be the service user deciding a safe place to meet, meet in person, telephone call, email.

What is important right now? How can we help you feel safe?

What will help you feel in control of what is happening? How involved do you want to be?

Do you give consent for me to ask for some support to help keep you safe?

This could be a safeguarding referral or contacting the police.

What would be the ideal outcome for you?

What would you not like to happen?

Is there anything else you would like to tell us?