

Completion Guidance for an Adult Safeguarding Concern Form



Overview

The 'Adult Safeguarding Concern form' is scheduled for implementation April 2018. A review will be undertaken six months after implementation and will link in with key stakeholders to establish any development opportunities.

This form should be used by professionals wishing to raise a safeguarding concern to the Local Authority.

Members of the public will continue to raise safeguarding concerns via telephone calls to the Customer Service Centre on 01522 782155

Additional support and information for adult Safeguarding, and related matters, can be found on;

<https://www.lincolnshire.gov.uk/adult-care/safeguarding-adults/>

And

<https://www.lincolnshire.gov.uk/l sab>

Reporting a safeguarding concern

Prior to reporting a safeguarding concern, **the referrer must ensure that action is taken to address any immediate risks.**

Urgent concerns outside of normal office hours, should be reported to the Emergency Duty Team using the telephone number; 01522 782333

Professionals should complete the 'Adult Safeguarding Concern form' released in April 2018. This form should be completed in full (as supported in this document), and sent via secure email to ASC@lincolnshire.gcsx.gov.uk

Reporting a Crime

- If you believe a crime is happening at the present time please phone **999**
- If you believe a crime has happened in the past please phone **101**

Safeguarding Children

If you believe a child or young adult under the age of 18 years might be suffering, or is likely to suffer significant harm (including any mistreatment or abuse), contact the Children Services CSC on 01522 782111. If it is outside normal office hours you can contact the Emergency Duty Team on 01522 782333.

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Returning of Adult Safeguarding Concern forms

In order to allow the return of Adult Safeguarding Concern forms, contact information for the referrer and line manager are required on each form submitted.

It has been agreed, along with partner agencies, that safeguarding concerns will be **returned to the referrer, without being actioned** where:

- **the concern is not of a safeguarding nature.** Where the information indicates that this is a request that can be dealt with by another area e.g. assessment & care management or wellbeing, the Customer Service Centre will direct the information to the appropriate process;
- **the 'Adult Safeguarding Concern form' does not have all mandatory fields completed.** The referral will be returned to the referrer, with a statement directing them to complete the mandatory information;
- **the 'Adult Safeguarding Concern form' is incomplete or illegible.** The referral will be returned to the referrer by the Customer Service Centre, highlighting that they are unable to process the safeguarding concern due to incomplete or illegible information.

Where a concern is returned for the reasons outlined above, **the responsibility for managing risk remains with the referrer.** In cases where the referrer is not available and the line manager has received the returned form, responsibility for managing the risk will remain with them.

Care Act 2014: criteria for safeguarding duty

The Care Act 2014 outlines that safeguarding duties apply to an adult who:

has needs for care and support (whether or not the local authority is meeting any of those needs)

- **AND** is experiencing, or at risk of, abuse or neglect
- **AND** as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

Establishing views & wishes of adult at risk

In order to complete "reasons for referral", the views and wishes of the adult at risk must be established.

Information on what to do before raising a safeguarding concern can be found in Stage 1 of the Lincolnshire County Council Adult Care Safeguarding Policy and Procedures

<https://www.lincolnshire.gov.uk/adult-care/safeguarding-adults/adult-care-safeguarding-policy-and-procedures/130310.article>

Mandatory information

Information on the 'Adult Safeguarding Concern form' is marked as being;

- ★ Mandatory
- ◆ Essential, or
- Desirable

Where areas are marked as '★ Mandatory', this must contain the information requested to enable the referral to be processed onto the Lincolnshire County Council electronic case system.

Where information is missing the referral will not be accepted (see: section 3), and will be returned to the referrer and their line manager (where contact information is available). **The management of risk will remain with the referrer and referring agency.**

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Care & support needs

The Care Act 2014 places a duty on Local Authorities to take lead responsibility for ensuring that the obligations set out in the Act are carried out to safeguard adults with care and support needs who, as a result of those needs, are unable to take steps to safeguard themselves. These obligations are carried out, regardless of whether or not the Local Authority is meeting any of those needs, and are undertaken in partnership with all agencies and organisations that may come into contact with those people.

The Care Act 2014 defines Care & Support as follows;

Care and support

The mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Care and support includes assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include care home, home care, personal assistants, day services, or the provision of aids and adaptations.

Adult with care and support needs

A person over the age of 18 years who has a need for care and support (see above). Depending on the context, this could be an adult receiving a particular care and support service, or an adult who has such needs, but are not receiving a service (for example, someone coming forward for an assessment).

Mental capacity & consent

Safeguarding duties apply equally to adults with care and support needs regardless of whether those needs are being met by the Council or elsewhere, regardless of whether the adult lacks capacity or not.

Where the adult at risk lacks capacity to give their consent to undertake a safeguarding enquiry, a best interest's decision should be made.

Scaling level of safety

The form now asks for the referrer to scale how safe they believe the adult at risk currently is. This allows the referrer opportunity to reflect on their concerns, and consider any strengths, support or safety mechanisms currently in place for the adult at risk's safety.

Outcome letters

Lincolnshire County Council has now implemented a process to provide 'outcome letters' to referrers.

These letters will provide feedback to the referrer including where;

- A Section 42 enquiry will take place,
- There will be no further action,
- There is insufficient information to proceed with the referral, or
- The adult does not meet the criteria for a Section 42 enquiry

The outcome letter will advise the referrer to contact the Safeguarding lead within their own organisation for guidance on what approach they should take to meet or support the needs of the adult. In addition, it will provide information on how to arrange a telephone conversation with the Local Authority Safeguarding Team to discuss the outcome if necessary-

Where the Safeguarding concern is not received on the correct Safeguarding Referral Form; the referral will be returned to the referrer, along with a standard statement informing them of the need to submit this on the correct form; If this continues, the issue will be escalated within the partnership agency.

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Escalation policy

Where there is professional disagreement over a decision made, that has not been resolved following a discussion between the referrer and a member of the Safeguarding Team, the referrer should discuss this further with their line manager and consult the LSAB Escalation Policy for next steps.

The LSAB Escalation Policy can be found in the Policies and Procedures section of the LSAB website.

<https://www.lincolnshire.gov.uk/lsab/support/131094.article>

Additional considerations & processes

Human trafficking <https://www.lincs.police.uk/reporting-advice/human-trafficking/>

If you think a person is in immediate danger from trafficking, you should call the Police on 999. Where there is no immediate danger, Lincolnshire Police can be contacted via 101.

Modern Slavery <https://www.lincs.police.uk/reporting-advice/modern-slavery/>

When completing a referral in relation to safeguarding concerns surrounding Modern Slavery, if you think a person is in immediate danger, you should call the Police via 999.

If you suspect slavery is happening and there is no immediate threat to life, you should report it by calling the Modern Slavery Helpline on 0800 0121 700 or completing the online form on <https://www.modernslaveryhelpline.org/report>

Domestic Abuse <https://www.lincolnshire.gov.uk/domestic-abuse/>

Where there is an emergency or immediate danger, call **999**. In other instances, notify Lincolnshire Police by calling 101.

If you suspect domestic abuse, a disclosure has been made to you. or an agency or member of the public has shared concerns with you relating to domestic abuse, you or a competent practitioner within your agency, must complete a Domestic Abuse Stalking and Harassment (DASH) risk assessment with the adult at risk. A copy of the completed DASH assessment can be submitted alongside an 'Adult Safeguarding Concern form'.

Pressure Ulcers <https://www.gov.uk/government/publications/pressure-ulcers-safeguarding-adults-protocol>

In cases that involve concerns relating to pressure ulcers, professionals should ensure that they have considered the 'Pressure Ulcers Safeguarding Adults Protocol' issued by the Department of Health, and it's Appendix 3 'An Adult Safeguarding Decision Guide'. A copy of this assessment should be included with your submission of the 'Adult Safeguarding Concern form'.