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| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage one**  **Referral and triage** | * Act to protect the adult. * Deal with immediate needs. * Speak to the adult (or their representative) about what they want to happen (if it’s safe to do so). * Consider reporting to Police if a crime. * Notify line manager/ Safeguarding Adults Lead * Record concern/incident and action taken. | * Everyone. | As soon as possible, ideally within **same working day** of becoming aware of the concern.  As soon as possible ideally within **one working day** of becoming aware of the concern. | Written record made of concern. | |
| * Take any further action to identify and address risk. * Speak to the adult (or their representative) about what they want to happen (if this has not already happened). * Seek consent/override consent for sharing concerns on a multi-agency basis. * Consider the adult’s mental capacity in relation to making decisions about their safety. * Consider other reporting duties e.g. Serious Incident (SI) in NHS, to CQC, to Commissioners. * Decide if the concerns need to be shared with the Local Authority. * Seek further advice if unsure – from organisation Safeguarding Leads or the Safeguarding Adults Unit Advice Line. | * Line Manager. * Lead for Safeguarding Adults in referring agency. * Any other professional/ member of staff if appropriate. | * Safeguarding adults online referral form; or * Equivalent multi-agency referral form (e.g. Adult Concern); or * Individual agency recording system (if decision is not to share concern with the Local Authority). | |
| Concerns not shared on a multi-agency basis under safeguarding adults procedures if: initial enquiries suggest no abuse/neglect occurred; OR there is no consent from the adult and it is not appropriate to override this. Concern/incident and any actions to manage risk recorded by agency. | | | | |
| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage One**  **Referral and triage** (continued) | * Complete and submit a written referral. If urgent or a member of the public, telephone Adult Social Care (0191 278 8377) and follow up with written referral if appropriate. * Use information gathered above to complete written referral.   Abuse/neglect is reported to the local authority area in which the abuse occurred, usually to the Adult Social Care department. | * Line Manager. * Lead for Safeguarding Adults in referring agency. * Any other professional/ member of staff if appropriate. * Member of the public (including service users, carers, family members). | As soon as possible, ideally within **one working day** of becoming aware of the concern. | * Safeguarding adults online referral form; or * Equivalent multi-agency referral form (e.g. Adult Concern). * There is a shorter online referral form for the public if they wanted to refer in this way. | |
| * Check social care records for the adult and the alleged perpetrator. * Determine whether it appears that the adult at risk has care and support needs. * Confirm (or otherwise) that the concern relates to abuse and neglect. * Review the actions in place to manage risk and determine whether any urgent or immediate action needs to be taken. * Provide feedback on decision to person making referral and the adult/representative where possible. Feedback will not be possible in all cases, if the referrer wants feedback this should be requested by the referrer to the Local Authority. | * Local authority Safeguarding Adult Manager (supported by Social Worker). | As soon as possible, ideally within **one working day** of receiving the concern from the individual agency or other source. | Stage 1 Adult Safeguarding Form (on Eclipse – local authority electronic recording system). | |
| Safeguarding adults process ends if: it appears that the concern is NOT about an adult with care and support needs who is also at risk of abuse or neglect. Information recorded and onward referral/signposting completed if required. | | | |
| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage Two**  **Initial Enquiry** | * Ensure Making Safeguarding Personal principles are embedded * Ensure contact has been made with the adult at risk/representative or there is justifiable reason for not doing so. * Review information about the adults mental capacity and consent. * Decide whether the adult at risk requires support and representation in the enquiry. * Information gathered from relevant agencies * Consider whether the adult (or the alleged perpetrator) should be offered a social care assessment * Make an assessment of the level of harm and vulnerability, referring to the Risk Threshold Tool. * Consider contextual safeguarding risks – wider risks to others/community. * Decide whether there is a formal investigative responsibility. * Draw up the initial safeguarding adults plan which will include reviewing the actions in place to manage immediate risk to the person and /or others | * Local authority Safeguarding Adults Manager (supported by Social Worker). * Relevant partner organisations. | Ideally within **seven working days** of decision to continue with safeguarding adults procedures | Stage 2 Adult Safeguarding Form (Eclipse). | |
| Safeguarding Adults Enquiry ends if: enquiries provide assurance that risks are managed, and the adult’s desired outcomes have been met as far as possible. Safeguarding Adults Plan and outcomes recorded. Go to Stage Five. | | | |
| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage Three**  **Strategy and investigation** | * Determine whether a strategy discussion or meeting is required. * Share information to confirm allegation(s) and evaluate risk. * Decide if investigation and/or an assessment is required. Consideration of Risk Assessment and Management Plan (RAMP) * Agree what needs to happen next, what further information is required and by when. * Appoint person(s) to undertake investigation/assessments and timescales for completion. At Stage 3, there is a shared responsibility of all partners to undertake enquiries and take actions that will help understand and manage risks. * Continued liaison with adult and/or their representative, including continued consideration of their views and wishes. * Agree what the current Safeguarding Adults Plan is and any reviewing arrangements. | * Coordinated by local authority Safeguarding Adults Manager. * Relevant partner organisations. | Ideally within **one month** of decision to continue with Safeguarding Adults Enquiry | Stage 3 Adult Safeguarding Form (Eclipse). | |
| Safeguarding Adults Enquiry ends if: strategy discussion(s)/meeting(s) provide assurance that risks are managed, and the adult’s desired outcomes have been met, as far as possible. Safeguarding Adults Plan and outcomes recorded. Go to Stage Five. | | | | |
| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage Three**  **Strategy and investigation**  (continued) | * Undertake investigation/assessment by most appropriate means. * Re-evaluate risk. * Collate evidence, findings and outcome into a report. * Send report to local authority Safeguarding Adults Manager and relevant partner organisations. * Continued liaison with adult and/or their representative. | * Coordinated by local authority Safeguarding Adults Manager. * Undertaken by relevant partner organisation. | Timescale determined at strategy discussion, ideally within **4 weeks**. | * Investigation Report Form or equivalent. * Stage 3 Adult Safeguarding Form (Eclipse) | |
| Safeguarding Adults Enquiry ends if: investigation/assessment provides assurance that risks are managed, and the adult’s desired outcomes have been met, as far as possible. Safeguarding Adults Plan and outcomes recorded. Go to Stage Five. | | | | |
| **Stage Four**  **Protection Plan and Review** | * Multi-agency meeting held. * Receive investigation/assessment evidence and recommendations. * Evaluate risk and Safeguarding Adults Plan in place. * Core Group meetings instigated if Safeguarding Adults Enquiry continues. * Continued liaison with adult and/or their representative. | * Coordinated by local authority Safeguarding Adults Manager. * Relevant partner organisations including Key Worker. | * On completion of investigation. (ideally within 4 **weeks).** * Core Groups to occur every **4-6 weeks** following initial multi-agency meeting and then subsequent review. * Review meeting to ideally be held within **3-6 months** of initial meeting. | Stage 4 Adult Safeguarding Form (Eclipse). | |
| Safeguarding Adults Enquiry ends if: there is assurance that risks are managed, and the adults desired outcomes have been met, as far as possible. Safeguarding Adults Plan and outcomes recorded. Safeguarding Adults Enquiry cannot be ended at a Core Group meeting. Go to Stage Five. | | | | |
| **Stage** | **Activity** | **Responsibility** | **Suggested Timescale** | **Documentation** | |
| **Stage Five**  **End of Safeguarding Adults Enquiry** | * Ensure agreed Safeguarding Adults Plan is known to all relevant organisations and applied in day-to-day work with individuals concerned. * Discuss outcomes and closure of procedures with adult/representative. * Record what impact the actions taken have had on the level of risk. * Consider any lessons learnt and disseminate as appropriate. * Complete all safeguarding adults documentation and sign-off safeguarding adults process. | * Local authority Safeguarding Adults Manager. * Relevant partner organisations. | At any point from Stage 2 onwards (apart from at a Core Group meeting). | Outcomes Form (generated within relevant end form Stage 2, 3 or 4) (Eclipse). | |