

What to expect when you raise an adult safeguarding concern

Report online

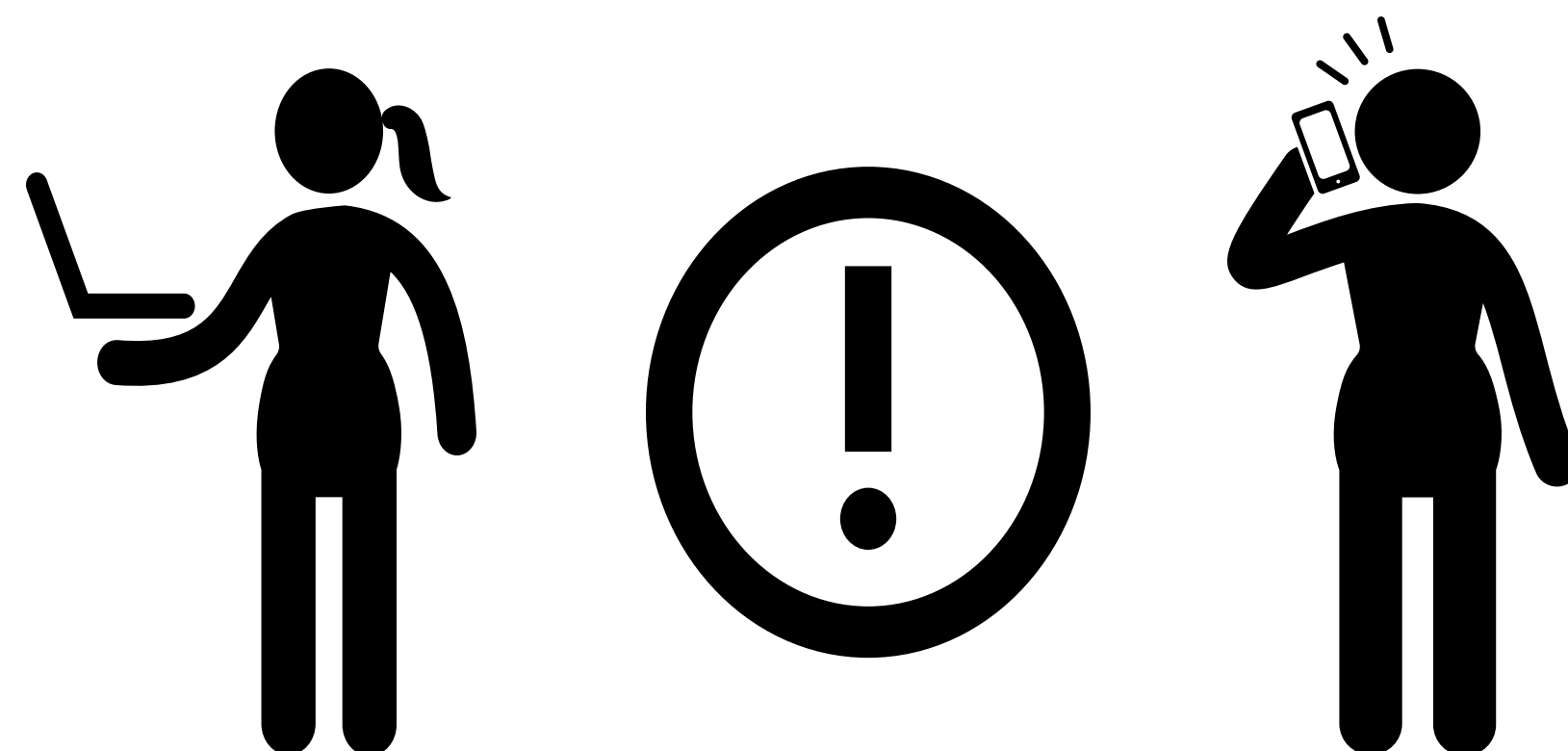
When you report online or via email you will receive an automatic response to let you know that the referral has been received and that it will be dealt with.

Sometimes, a social worker may contact the referrer to gather some more information.

If the matter is urgent, then you should call the emergency services or phone adult social care to discuss need for an urgent response.

Report by phone

When contact is made by phone, the referrer will receive information about the possible next steps and so this will be the feedback provided at the time of the call



Next steps

A practitioner from Adult Social Care will review the referral, and a decision will be made as to whether a Safeguarding Enquiry is needed.

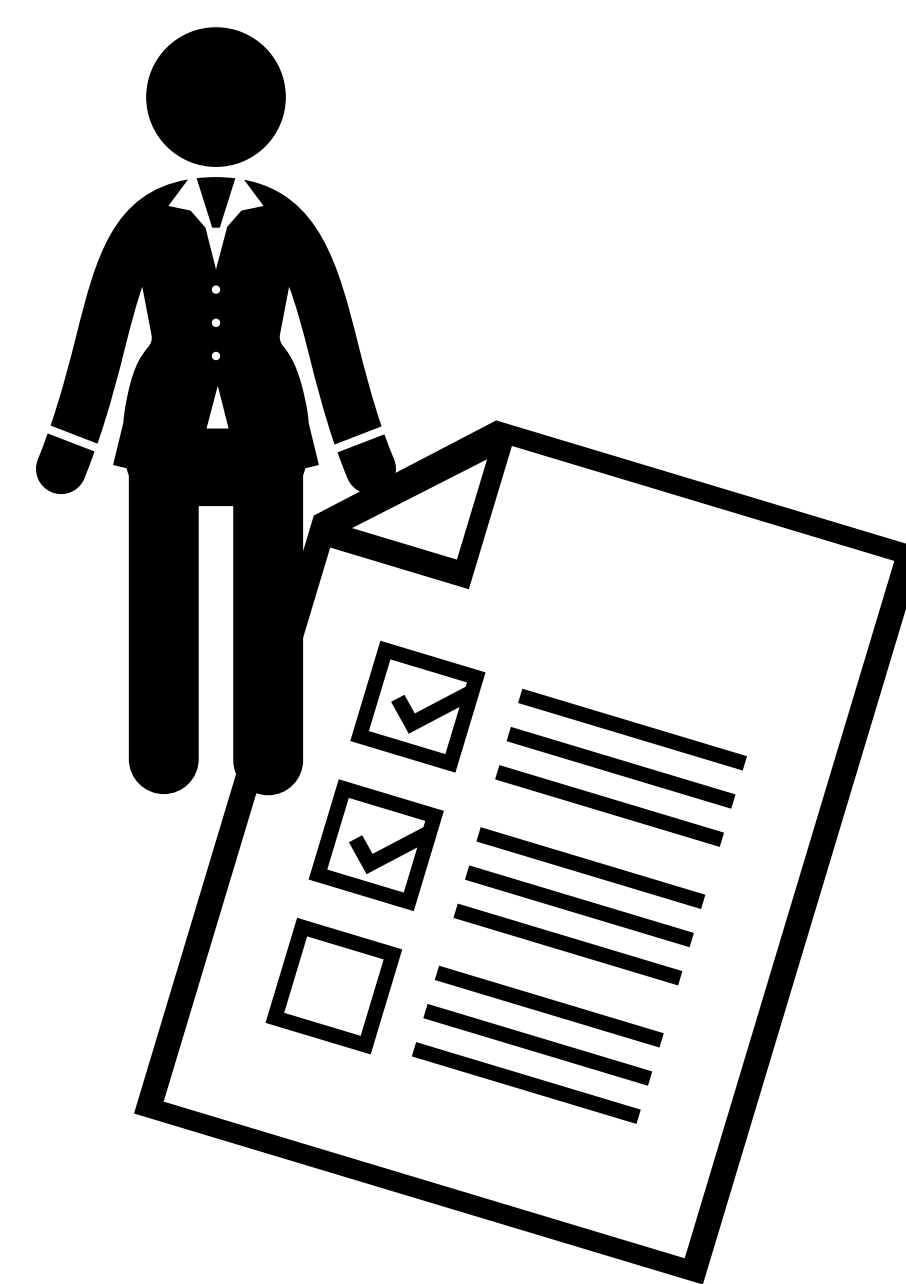
To meet the requirements for a Section 42 enquiry, the person must:

- Be an adult with care and support needs
- Be experiencing, or at risk of, abuse or neglect
- Unable to protect themselves because of their care and support needs

If decision is made not to proceed with safeguarding enquiry the practitioner may instead advise an alternative response, such as an assessment of the person's care and support needs to see if any additional support can be put in place.

If decision is made to proceed with an enquiry, a safeguarding enquiry plan will be developed. This will identify what actions need to be undertaken and by whom. Sometimes this might include actions for the referrer. If the referrer is involved with the case and deemed appropriate to contribute to the enquiry, then they should receive both the enquiry plan and final enquiry report.

If the referrer has limited involvement with the case, feedback will not be given to the referrer as this will be considered confidential.

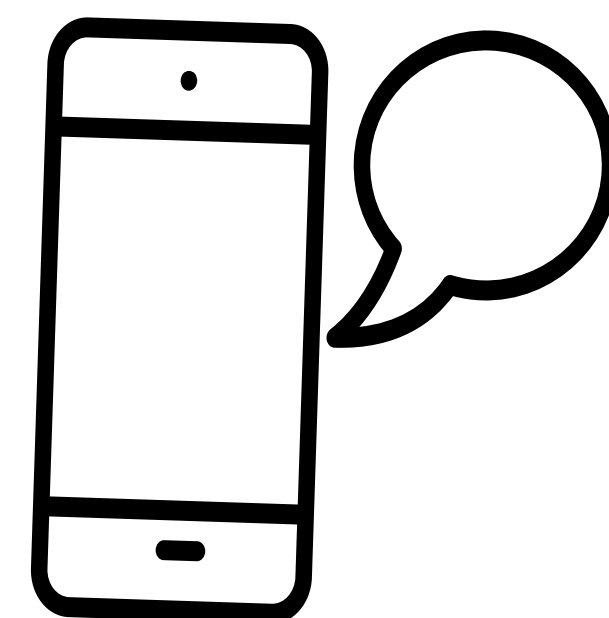


When the enquiry is concluded

Wherever possible, practitioners dealing with adult safeguarding cases, will feedback to referrers once the enquiry is completed.

However if the referrer has limited involvement with the case, feedback will not be given to the referrer as this will be considered confidential. Where there are a number of different referrers, feedback will be given to the referrer who is most involved with the person.

If the referrer is not involved in the enquiry process, but is identified as someone who is a protective factor, it is likely that they will be included within the Safeguarding Plan. The referrer should therefore receive a copy of this safeguarding plan which outlines what has happened with the enquiry and what the long term protection arrangements are.



Do you have a concern?

Report online at www.lambethsab.org.uk or call Lambeth Adult Social Care on 020 7926 5555