

What to expect when you raise adult safeguarding concern



Richmond and
Wandsworth
**Safeguarding
Adults Board**

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 the need for an urgent response.

Report by phone



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



Decision

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;
- Be unable to protect themselves because of their care and support needs.

If decision is made (by the adult at risk or a professional) not to proceed with safeguarding enquiry, the practitioner may instead advise an alternative response from services, 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.

Feedback

The decision maker will notify the referrer that the referral has been received and action is being taken.

Protecting client confidentiality dictates that if the referrer has limited involvement with the case, feedback on the decision to proceed or not to Safeguarding Enquiry or on the case **will not be given** 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 or call Adult Social Services:

Richmond

www.richmond.gov.uk / 020 8891 7971
Access.Team@richmond.gov.uk

Wandsworth

www.wandsworth.gov.uk / 020 8871 7707
accessteam@wandsworth.gov.uk

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