

# Factsheet

## What should happen after a safeguarding concern is reported to Adult Social Care

### What does safeguarding mean?

Safeguarding is everyone's responsibility.

Safeguarding adults means protecting a person's right to live in safety, free from abuse and neglect (this also includes if there are concerns if someone is self-neglecting and putting themselves at risk)

The Care Act 2014 requires that each Local Authority must:

- Make Enquiries, or ensure others do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.
- An adult at risk is *any person* who is aged 18 years or over, has care and support needs and at risk of abuse or neglect and because of their care and support needs are unable to protect themselves.

[An adult can report the concern themselves or someone else can report the concerns.](#)

### Principles of Adult Safeguarding

To be able to safeguard someone, professionals have to follow Safeguarding Principles as defined by the Care Act 2014. The principles are:

1. Empowerment – people supported and encouraged to make their own decision and informed consent.
2. Protection -support and representation for those in greatest need.
3. Proportionality – the least intrusive response appropriate to the risk presented.
4. Prevention – it is better to take action before harm occurs.
5. Partnership – local solutions through agencies with their communities.
6. Accountability – accountability and transparency in delivering safeguarding.

### Is consent needed to report concerns about someone else?

In most circumstances, consent of the adult should always be sought before reporting the concern, unless:

- a) Seeking consent will increase the level of risk posed to them (or a child or other vulnerable adult): or
- b) Consent cannot practically be sought (for example, the referrer is being denied access to the adult or the adult cannot be located in a timely way): or
- c) The adult lacks the mental capacity to consent, and a decision has been made that raising a concern is in their best interests.

For further information please visit [Information Sharing and Confidentiality | Salford Safeguarding Adults Board](#)

# Factsheet

## What should happen after a safeguarding concern is reported to Adult Social Care

### What happens after a concern is reported?

If a safeguarding concern is reported to Adult Social Care Contact Team (ASCCT) in Salford, your concerns will be taken seriously, and the following steps are taken:

#### 1. Safeguarding Concern is Received

- The Contact Team will receive and acknowledge the concern has been received.
- The Contact Team will review the information regarding the concern to determine the level of risk and decide how urgently a response is needed.
- If the adult is not known or should have an allocated social care practitioner it will remain at the Contact Team for further information to be obtained, often referred to as 'fact finding'.
- If the adult at risk has an allocated worker within Adult Social Care or GMMH then the concern will be passed to the relevant neighbourhood team for further action to be taken.

#### 2. Initial Assessment

- A practitioner will gather further information to get a better understanding of the person's situation and the concerns raised. Depending on the situation, this might include contacting the adult at risk and other relevant people like family members or other professionals who are involved with the adult who is at risk.
- If the adult who is at risk does not have any family or friends to support them throughout the safeguarding process, they have a right to access an advocate who can support them through the process and make sure their views are heard. Advocates are provided by [Mind In Salford . This is a free service.](#)

[A referral to MIND can be made by anyone who feels its needed.](#)

#### 3. Decision to progress to Section 42 Enquiry

- The initial assessment will then lead to a decision about whether there is a safeguarding concern that needs to be explored in greater detail to ensure the adult who is at risk is safe or free from abuse/neglect.
- If it is decided that there is a safeguarding concern, a safeguarding enquiry, known as a 'Section 42 Enquiry' will commence.
- A Section 42 enquiry will take place when:
  - a person is over 18 years old, has care and support needs.
  - is experiencing or is at risk of abuse or neglect,
  - and is unable to protect themselves as a result of their care and support needs.
- If it is decided that concerns raised do not indicate a safeguarding concern, other support options for the adult may be explored; this might include assessing the

# Factsheet

## What should happen after a safeguarding concern is reported to Adult Social Care

adult's care and support needs, arranging support for them or reviewing their current support, or referring the person to other agencies.

### 4. Safeguarding Enquiry (often referred to as a Section 42 Enquiry) and Planning Meeting

- If a 'Section 42 Enquiry' is commenced, a planning meeting may be held. This will involve professionals from relevant agencies coming together to discuss the concerns, share relevant information, discussing the identified risks, and plan if action needs to be taken to safeguard the adult. This meeting can be held via telephone, video link or can be face-to-face.
- Where possible, the adult at risk or their representative will be involved in this meeting to ensure that their views and wishes are taken into account.
- During the section 42 enquiry, professionals will adopt a 'Making Safeguarding Personal' approach which takes into consideration what the adult wants to happen to try and reduce or remove the risk which will make them feel safer.
- At the Planning Meeting it may be decided that further enquiries/investigation is required, this might involve further discussions with the adult at risk, their support network and any relevant professionals/agencies.

### 5. Safeguarding Plan

- Where abuse or neglect is identified, a safeguarding plan is created. This plan outlines the actions that need to be taken to try and protect the adult from further abuse or neglect. The actions that are taken will vary for every adult, but they might include arranging additional support which aims to reduce the identified risk or contact other services to provide additional support.
- The protection plan is monitored and reviewed regularly and necessary adjustments to the plan will be made if required.
- Minutes are taken of the decision, and a copy of the minutes and Protection Plan will be shared with individuals who are invited to attend.

### 6. Outcome Meeting

- Once enough information about the safeguarding concern has been gathered, an outcome meeting will be held where the findings of the safeguarding enquiry will be discussed, decisions will be made about the next steps, agree to outcome of whether the risk remains, has been reduced or removed.
- A 'Making Safeguarding Personal' approach will ensure that the meeting is focused on the adult's wishes, feelings and best interests. It will also ensure that the adult at risk is involved in the meeting as much as possible, giving them a voice in the decision-making process.

# Factsheet

## What should happen after a safeguarding concern is reported to Adult Social Care

- Minutes are taken of the decision and will be shared with individuals who are invited to attend.

### 7. Confidentiality and sharing information.

- Sharing Information enables professionals to fully understand and assess the risk to the person and make informed decision about what action needs to be taken. Not sharing information in such circumstances can leave the person at risk of abuse and/or harm.
- Professionals will only share the information that has been provided when it is necessary to do so to protect someone from harm, abuse or neglect.
- For more information, please see the [‘Information Sharing and Confidentiality’ page](#) on the SSAB website.

### 8. Feedback on the safeguarding process

- If the adult at risk, or a representative wants to provide feedback on their experience of the safeguarding process, your views and feedback are important.
- The Safeguarding Adult Board (SSAB) is always interested to hear from adult with lived experience because this feedback can help us learn and identify how we can make improvements to our safeguarding process in Salford.

### Glossary

- **Abuse** – this means that harm has been caused by anyone who has power over another person, which can be a family member, friend, unpaid carer, health or social care workers or a stranger. There are lots of different types of abuse.
- **Adult Social Care** – this is a department that sits within the Local Authority and support adults who may need extra help to manage their lives and be independent, this sits within the Local Authority.
- **Adult At Risk** - An adult at risk is *any person* who is aged 18 years or over, has care and support needs and at risk of abuse or neglect and because of their care and support needs are unable to protect themselves.
- **Care Act 2014** – this is a piece of legislation that covers all aspect of adult social care including safeguarding and explains what the Local Authority statutory duties are.
- **Safeguarding** – All adults have the right to live their lives free from abuse, fear and harm.
- **Section 42 Enquiry** – this means the action taken to respond to a concern and to investigate is further. An enquiry could range from a conversation with the individuals who the concern is about to a much more informal investigation involving a range of agencies.

# Factsheet

## What should happen after a safeguarding concern is reported to Adult Social Care

- **Planning Meeting** - This happens when professionals from relevant agencies meet together to discuss the safeguarding concerns, share relevant information, discuss the identified risks, and plan if action needs to be taken to safeguard the adult.
- **Advocate** – this means getting support from another person to help you express your views and wishes, and help you stand up for your rights. The advocate will not give their personal opinion, solve problems and make decision for you, or make judgement about you.
- **Lacks capacity** – this is when someone is unable to make decisions for themselves.
- **Best Interest** – a best interest decision is done on behalf of a person who lacks capacity. There is a formal assessment that must be completed which determines whether someone has capacity to make a decision or not.
- **Mental Capacity** – Someone who has mental capacity means that they are able to make their own decisions at the time when that decision needs to be made about a specific decision.
- **Making Safeguarding Personal** - It is about having conversations with people about how we might respond in safeguarding situations in a way that enhances involvement, choice and control as well as improving quality of life, **Well Being** and safety
- **Safeguarding Plan** – this is a document that sets out the actions that will be undertaken to manage or reduce the ongoing risk of abuse or neglect.
- **Outcomes** – an outcome is something that is really important to the person.
- **Outcome Meeting**
- **Risk/Risk Assessment** - The aim of risk assessment is to consider a situation, event or decision and identify where some kind of harm is most likely to occur. Risk assessment is not about eliminating the risk of harm but managing it so that the likelihood of it occurring is reduced.

[Home | Salford Safeguarding Adults Board](#)