

When to make a  
safeguarding referral to  
the Local Authority

Registered Managers  
Conference

October 2023



# Who are the Strategic Safeguarding Unit (SSU)?

SSU work alongside the Policy & Quality Assurance Officers and Practice Development Leads and together we are the '**Strategic Safeguarding, Practice and Quality Assurance**' Team.

Receive referrals for Safeguarding Adults Reviews (SARs), Domestic Homicide Reviews (DHRs), Multi agency Public Protection Arrangements (MAPPA) and Prevent

We action and monitor the Recommendations and Action Plans for Safeguarding Adults Reviews (SARs) and Domestic Homicide Reviews (DHRs)

# What is Adult safeguarding?

**Adult safeguarding is about keeping people safe and protecting them from abuse and neglect wherever possible.**

**Section 42 of the Care Act 2014** states that safeguarding enquiries should be made where:

- a person is 18 years or over;
- a person has needs for care and support;
- is experiencing, or at risk of, abuse or neglect;
- and
- as a result of their care and support needs, is unable to protect him or herself against abuse or neglect, or the risk of it.

# Care Act (2014) Guidance

## Safeguarding categories of abuse

### Physical abuse

- Hitting or rough handling, restraining without justifiable reasons
- inappropriate sanctions including deprivation of food, clothing, warmth and health care needs and inappropriate and unauthorised use of medication

### Sexual abuse

- sexual activity which an adult cannot or has not consented to
- non-contact abuse e.g., voyeurism, non-consensual sexual imagery (revenge porn).

### Psychological abuse

- emotional abuse, threats of punishment, intimidation or exclusion from services and social contact
- deliberate denial of religious or cultural needs

# Care Act (2014) Guidance

## Safeguarding categories of abuse

### Financial or Material abuse

- being put under pressure in relation to money or property
- finance or property mismanagement by a person with a Registered EPA or LPA for Finance and Property or a Deputy appointed by the Court of Protection.

### Neglect and acts of omission

- ignoring medical or physical care needs, failure to access care or equipment for functional independence
- failure by a Donee of a Registered LPA for Health and Welfare to act in the best interests of the Donor of that LPA

### Self-Neglect

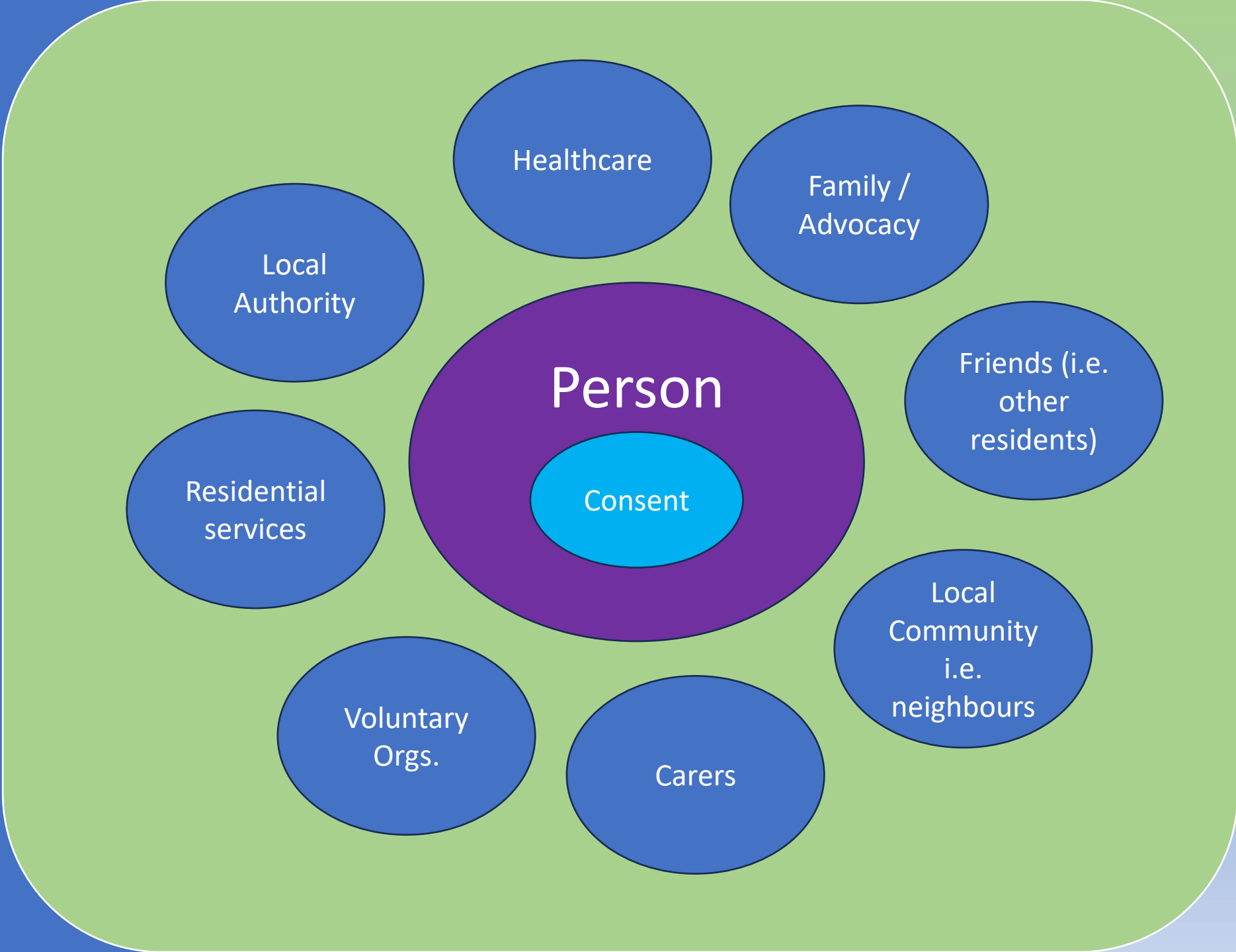
- P either unable, or unwilling to provide adequate care for themselves
- unable to make reasonable, informed or mentally capacitated decisions due to mental disorder.

# What is a Quality in Care issue?

CQC is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and encourage care services to improve.

Adult Social Care work in partnership with Kent and Medway Adult Safeguarding Board, CQC and Commissioning LA team to ensure effective information sharing with the aim for high quality and safe care is provided to residents of Kent.

# Making Safeguarding Personal



# When to make a safeguarding referral to the local authority?

## When to make a Safeguarding referral?

- Someone has been identified potentially be at risk of harm or abuse
- Consult with your safeguarding lead
- Provide as much information as possible on the referral, including details about yourself the person, and the concerns you have, including the person's views.
- On occasion the person does not consent to a safeguarding concern being raised, wider risk to others must still be considered.

Where there is **immediate risk of harm or need for treatment**, all staff in all agencies should call the **police and/or ambulance service** without referring to a manager, if not doing so would cause unnecessary delay in protecting the adult or others from crime or injury. The police must also be informed if you are aware that a crime has been committed, no consent from P is required.

If concerns are raised out of hours, the Out of Hours Team will take any immediate protective action and pass the concern to the appropriate team. Kent and Medway Out of Hours number is 03000 416161.



# KCC Online Safeguarding Form

## Tell us about an adult safeguarding concern

Before you start

### Before you start

You can use this form if you are worried or concerned about an adult who:

- has care and support needs
- is experiencing or is at risk of abuse or neglect
- is unable to protect themselves from abuse or neglect.

If your concern does not meet the above criteria, you can [find out how to get social care help on our website](#).

**If you need help in an emergency (someone needs medical care or a crime has been committed) please call 999 immediately and do not proceed with this form.**

Are you: \*

- a member of the public who is concerned about someone else
- concerned about a family member or friend
- a professional who is concerned about someone
- concerned about yourself

## Why the content of any Referral is so important

**A referral is your gateway into a service that you or the individual has identified that they need.**

**A referral without the right information can result in time wasted, health and / or social needs deterioration, reactive escalation and most importantly the right support not being offered.**

**If you are taking the time to make a referral, get the referral content right**

## What makes a good referral into any service?

- The correct pathway for the referral is used, and any guidance for completion is followed.
- Include whether you have consent to make the referral and what the individual wants to happen.
- The reason for referral is clearly explained so that the practitioner/social worker/specialist can understand why a referral has been made.
- Remember to separate Facts and Opinions. You can have a professional opinion but make sure this is stated clearly.
- Any concerns, questions and needs you, and the individual, want addressed are included in the referral form.
- Be clear what the risks, resulting harm and/or needs are and why specialist/other support is needed.
- Include what has already been tried and implemented, this builds your request for support
- Include email and phone contact details to enable contact and discussion
- Consider 'think family'. State whether there are any other children/adults in the individual's household that you are worried about and what you have done about this.
- Remember, the more quality information you provide, the more chance of the receiving agencies understanding what is needed and taking the referral forward.

**FINALLY – a referral is not the 'finish line' for keeping adults with care and support needs safe. Safeguarding continues to be EVERYBODY'S responsibility.**

# Causing others to make enquiries request form

## Safeguarding Adults

### Causing Others to make Enquiries request form

#### The Care Act requires that each local authority must:

make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect.

This form is to request for input from your agency, this will be in relation to –

Sec 42 (1) Request for information to assist with deciding if the sec 42 (2) duty is met

or where criteria has been met Sec 42 (2) to cause your agency to make enquiries on behalf of the local authority.

<b>Name of Organisation and representative the request sent to:</b>	(Please include e mail address request sent to)	<b>Name and Email of Designated Senior Officer (DSO):</b>	I
<b>Name and Email of Inquiry Officer (IO):</b>			

Details of person alleged to be at risk of harm			
<b>Name:</b>			
<b>Address:</b>		<b>MOSAIC ID number:</b>	
		<b>Date of birth:</b>	

<b>What is this request in relation to?</b>	
<b>Information Gathering in relation to a Concern Sec 42 (1)</b>	<input type="checkbox"/>
<b>Sec 42 (2) F...</b>	<input type="checkbox"/>

# Useful Links

- **Kent and Medway Safeguarding Adults Board (KMSAB)** - [Kent & Medway SAB website \(kmsab.org.uk\)](http://kmsab.org.uk)
- **KMSAB Protocol** - [When Adults at Risk Abuse Each Other](#)
- **Kent County Council** - [Report abuse - Kent County Council](#)
- **Safeguarding referral process** – [Safeguarding Referral Process Partners.pdf](#)
- **NICE Guideline** - [Safeguarding adults in care homes.pdf](#)
- **LGA/ADASS** - [Understanding what constitutes a safeguarding concern and how to support effective outcomes \(local.gov.uk\)](#)

*(The flowchart on page 7 of their document sets out clearly the factors to consider when deciding whether to raise a safeguarding concern)*

# Feedback



Please use the post-it notes on the tables, to provide any feedback you have on today's workshop.



THANK YOU