

# Adult Safeguarding Referrals – Safeguarding Hub - Partners

February 2024

As part of the new model for Adult Social Care a 'Safeguarding Hub' will be implemented to manage all Safeguarding concerns for people new and known to Adult Social Care (Go Live 4<sup>th</sup> March 2024) to ensure that the people we support to get the right support at the right time as well as making it easier for partners and professionals to contact us.

To tell us about an adult safeguarding concern:

[complete our online form](#)

Please note our Safeguarding form is currently undergoing some changes which will be released soon – making it quicker and easier to complete as well as a specific partner version.

## Out of hours and in an emergency

If you need to contact us outside of normal office hours, for example during the night, call [03000 41 91 91](tel:03000419191).

**If you think someone is in immediate danger, the best thing to do is call 999 for the emergency services**

Everyone has the right to live in a safe environment, free from harm. Adult Safeguarding is about keeping people safe and protecting them from abuse and neglect wherever possible.

Before making a referral, please speak to your Safeguarding lead and consider Section 42 criteria under the Care Act 2014.

When making a referral please provide as much information as possible about what is happening and where it is happening. Ensure the information is clear, concise, and factual. A referral without the right information can result in a delay in response to the person at risk.

Please ensure you share your name and contact details.

We take every report of abuse and/or self-neglect seriously and will investigate them.

Don't assume that someone else will take responsibility. You could help to save someone's life. If you are worried, report it.

A referral is not the 'finish line' for keeping adults with care and support needs safe. Safeguarding continues to be EVERYBODY's responsibility.

For guidance on what makes a good referral please visit [Why the content of any Referral is so important \(kmsab.org.uk\)](https://www.kmsab.org.uk)