



**Shropshire Safeguarding
Community Partnership**

Multi-Agency Guidance: The Adult Safeguarding Process in Shropshire

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Contents (Please hover over desired section and Ctrl + Click)

Acknowledgements
Purpose & Introduction
Introduction to adult safeguarding <ul style="list-style-type: none">• Working with the Adult: Making Safeguarding Personal• Working in Partnership
Local Process
Safeguarding Concern: Responding and Reporting <ul style="list-style-type: none">• 7 Essential Adult Safeguarding Questions• Reporting safeguarding concerns
Concern decision making <ul style="list-style-type: none"><input type="checkbox"/> Stage 1a: First Point of Contact (FPoC)<input type="checkbox"/> Stage 1b: Information Gathering: Adult Safeguarding Team<input type="checkbox"/> Stage 2: Concern decision making: Adult Safeguarding Team
Safeguarding Enquiry <ul style="list-style-type: none">• Enquiry Planning• Undertaking Enquiries• Enquiry Evaluation
The Safeguarding Plan
Practice Toolkit
Appendix 1: Adult Safeguarding Procedures: Overview
Appendix 2: Adult Safeguarding Procedures: Detailed
Appendix 3: The 7 Essential Adult Safeguarding Questions
Appendix 4: Assessment of Level of Danger
Appendix 5: Alternative Actions Proforma
Appendix 6: Safeguarding Adult Concern Form
Appendix 7: My Enquiry and Safety Plan

1. Purpose & Introduction

- 1.1 This guidance is for all front-line staff, volunteers and managers working with adults including those with care and support needs in Shropshire.
- 1.2 The Shropshire Safeguarding Community Partnership are signed up to and have adopted the [West Midlands Adult Safeguarding Policy and Procedures](#). This document supplements the West Midlands document and explains the local management of the safeguarding process in Shropshire. Specifically, it explains:
 - What to consider and actions to take before raising a safeguarding concern;
 - How to raise a safeguarding concern to Shropshire Council;
 - How Shropshire Council considers and responds to Safeguarding Concerns.
 - How Shropshire Council conducts Safeguarding or “Other” Enquiries and the role of other agencies in this duty.
 - How Shropshire Council manages Safeguarding Plans and the role of other agencies in supporting them.
- 1.3 In addition to the West Midlands Adult Safeguarding Policy and Procedures and this document; front line staff, volunteers and managers should also be familiar with other relevant multi-agency procedures, protocols and practice guidance which apply to Shropshire. These include:
 - Information Sharing Protocol and Practice Guidance
 - Multi-agency resolution escalation procedure for professional disagreements or concerns
 - Working with Risk Guidance
 - Mental Capacity Act Guidance
 - Specific protocols and guidance related to certain types of abuse (e.g. domestic abuse, self-neglect, position of trust)
 - Department for Health and Social Care Safeguarding Adults Protocol relating to pressure ulcers.

These are all available to access at:

<http://www.shropshiresafeguardingcommunitypartnership.co.uk/procedures/>

- 1.4 It is the expectation of the Shropshire Safeguarding Community Partnership that all front-line staff, volunteers and managers working with adults who have or may have care and support needs have the necessary competencies to be able to fulfil their statutory duty to co-operate with the Council and each other to promote the wellbeing of adults and protect those with care and support needs who are experiencing or at risk of abuse or neglect as outlined in section 6 Care Act 2014. Learning and development guidance and information can be found at: <http://www.shropshiresafeguardingcommunitypartnership.co.uk/useful-links/training-and-resources/>

2. Introduction to adult safeguarding

- 2.1 Please also read the Policy Section of the [West Midlands Adult Safeguarding Policy and Procedures](#).
- 2.2 Adult safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It means people and teams **working together with the adult to prevent** abuse or **stop it** when it's happening (DoH&SC:2020:14.7).
- 2.3 The Keeping Adults Safe in Shropshire Network have developed an easy reference card, which outlines the key principles of adult safeguarding outlined in this section. It can be used by staff and volunteers to help them make sure they embed these key principles into their everyday practice. The card is available to download and print [here](#)

Working with the Adult: Making Safeguarding Personal

"Nothing About Me Without Me"

Making Safeguarding Personal (MSP) is about putting the adult at the centre from the beginning to the end of every safeguarding concern. Making Safeguarding Personal is having a conversation led by the adult or their representative to find out what happened and what outcomes they want.

To Make Safeguarding Personal; people working with adults will:

- If safe, share concerns about abuse or neglect with the adult, ask what they want to change and agree who raises the safeguarding concern.
- Discuss risk and what needs to be done to make them safer now.
- Ask who they want to be told or seek views of family or friends if they adult lacks capacity to decide that.
- If the adult hasn't got support and has substantial difficulty taking part in safeguarding an advocate must be appointed.
- Keep the adult involved. It's their life.

- 2.4 Sharing concerns about abuse or neglect with the person and seeking consent before raising a safeguarding concern can be difficult but is a vital part of the safeguarding process. Even if the person has not consented to the referral but you assess that they are at an [unreasonably high risk](#), you should always tell them what you are doing unless doing so would increase the risk further to them.
- 2.5 Please also refer to the [Information Sharing Practice Guidance](#), and [Professional Curiosity Management and Practice Guidance](#) to help your work with the adult and prepare them for raising a safeguarding concern.

Working in Partnership

2.6 Everybody who works or comes into professional contact with adults who receive health or social care and support, and their carers should co-operate with the Council and each other to:

- promote the wellbeing of adults **and**
- protect those with care and support needs who are experiencing or at risk of abuse or neglect

(Section 6 Care Act 2014).

2.7 **Adult safeguarding is everybody's business; it is not just about raising concerns to the Council.** It is vital that everybody works with adults, their carers and each other; to try and prevent an adult's circumstances from getting to a point where it is deemed that safeguarding processes or a type of enforcement action are necessary to protect them. Please refer to the [Working with Risk Guidance](#) for more information on working together with adults to prevent abuse or neglect.

2.8 Even when concerns are raised to Shropshire Council and/or they are undertaking safeguarding enquiries or plans; the ongoing work and involvement of others is vital to help to understand and manage the risk of abuse or neglect to the adult. The aim of any safeguarding action to protect an adult is to reduce the risk to the adult to the extent that safeguarding measures are no longer required.

2.9 The following six safeguarding principles should underpin any multi-agency adult safeguarding work:

<p>Empowerment – People being supported and encouraged to make their own decisions and informed consent. “I am asked what I want as the outcomes from the safeguarding process and these directly inform what happens.”</p>	<p>Prevention – It is better to take action before harm occurs. “I receive clear and simple information about what abuse is, how to recognise the signs and what I can do to seek help.”</p>
<p>Proportionality – The least intrusive response appropriate to the risk presented. “I am sure that the professionals will work in my interest, as I see them and they will only get involved as much as needed.”</p>	<p>Protection – Support and representation for those in greatest need. “I get help and support to report abuse and neglect. I get help so that I am able to take part in the safeguarding process to the extent to which I want.”</p>

Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

“I know that staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. I am confident that professionals will work together and with me to get the best result for me.”

Accountability – Accountability and transparency in delivering safeguarding.

“I understand the role of everyone involved in my life and so do they.”

Local Process

Please also refer to [Appendix 1: Adult Safeguarding Procedures Overview](#) and [Appendix 2: Adult Safeguarding Procedures Detailed Flowchart](#).

3. Safeguarding Concern: Responding and Reporting

7 Essential Adult Safeguarding Questions

3.1 In addition to reading Section 8:Adult Safeguarding Concerns: Responding and Reporting of the [West Midlands Adult Safeguarding Policy and Procedures](#); it is important to consider [7 Essential Adult Safeguarding Questions](#) **before** reporting a safeguarding concern to Shropshire Council:

1. Does the person have care and support needs (see section 3.2 [WM Policy](#)) regardless of who is meeting those needs?
2. Is the person experiencing or at risk of abuse or neglect (see also section 3.4 [WM Policy](#) for types of abuse or neglect)?
3. Are they unable to protect themselves from abuse because of their care and support needs?

3.2 If you can answer yes to all 3 above questions, the need to raise a safeguarding concern is a possibility.

3.3 Next, you must [work with the adult](#) (or family, friend or representative where they are unable to participate: see section 3.7 [WM Policy](#)) affected to ask:

4. Do they want to raise the concern themselves? If not,
5. Do they want you to support them to raise the concern? If not,
6. Do they want you to raise the concern on their behalf?

3.4 If the adult is not been able to or has not consented to raising a concern it is essential that you consider:

7. Is there a [public or vital interest](#) that means you need to override their choice and report the concern anyway?

Considering risk of abuse or neglect when responding to and reporting safeguarding concerns.

- 3.5 Your **first priority is with the adult, to ensure they are safe**; working with others already involved with the adult (or the emergency services if immediate action is required) to do so.
- 3.6 It is important particularly at questions 2 and 7 of the [Essential Adult Safeguarding Questions](#), that you conduct a risk assessment (please refer to section 6 of the [Working with Risk Guidance](#)) to ascertain the [level of danger](#) to the adult as a result of abuse or neglect before reporting a safeguarding concern to Shropshire Council or taking alternative action.
- 3.7 Public and vital interest includes:
- Risk to other adults or children (please refer to [Shropshire's Child Safeguarding Procedures](#) for children);
 - Whether action or sharing information is required to help prevent or detect crime (s17 & 17a Crime Disorder Act 1998). In such cases, you must also report concerns to the Police (999 in an emergency, 101 or [online](#) if non-urgent).
 - Where the risk to the adult is unreasonably high, and the sharing of information is necessary to prevent serious harm or protect someone's life. This may not just mean reporting a concern; but also, others who need to be notified or involved to help protect life (such as the emergency services).
- 3.8 Where you assess that there is a **current and ongoing level of danger to the adult as a result of abuse or neglect** ([See Appendix 4: Assessment of Level of Danger](#)) you must [report safeguarding concerns](#) to Shropshire Council.
- 3.9 There are some circumstances that may not require safeguarding concerns to be reported to Shropshire Council, but may need to take alternative action, including:
- You have assessed that there is no current and ongoing level of danger to the adult as a result of abuse or neglect and you have taken action to respond or minimise the risk in the future.
 - You have assessed that there is a current and ongoing level of danger to the adult but the adult has not consented to you raising a concern and there is no public or vital interest to override their choice.
- 3.10 In such circumstances, you may need to take alternative risk management actions (please refer to sections 7 & 8 of the [Working with Risk Guidance](#)). You must also consider whether

criminal or other enquiries are required (e.g. complaints, inquests, regulatory, commissioning, health and safety investigations); and take any required action.

3.11 Any alternative risk management action should be clearly recorded. An [Alternative Actions Proforma](#) is available for this purpose in the practitioner toolkit below.

Position of Trust: allegations and concerns against people working with adults with care and support needs

3.12 Please refer to the [Position of Trust Adoption Statement and West Midlands Position of Trust Framework document](#). It is the responsibility of the agency who first becomes aware of an allegation or concern will have primary responsibility (as the Information Owner) for taking the appropriate action in line with the Framework.

When an adult has died

3.13 When an adult has died, you should [report safeguarding concerns](#) to Shropshire Council when:

- There were concerns that they were experiencing abuse or neglect but the cause of death is not clear; or
- Where there are other identifiable adults that are experiencing, or are at ongoing risk of, abuse or neglect; or
- You do not know how the death occurred

Safeguarding Adult Reviews

3.14 Where an adult has died or suffered serious abuse or neglect **and where there are concerns that agencies should have worked more effectively to safeguard the adult**; there is a statutory requirement for the Safeguarding Adults Board to undertake a Safeguarding Adults Review under section 44 of the Care Act. Anyone can refer an adult's case where the Safeguarding Adult Review criteria are met. Please refer to the [Statutory Learning Reviews in Shropshire Guidance](#).

Reporting safeguarding concerns

3.14 All safeguarding concerns are to be reported to [Shropshire Council's Adult Social Care First Point of Contact Team](#) (FPoC). FPoC are the 'front door' for **all** Adult Social Care Services. FPoC work closely with the Shropshire Council Adult Safeguarding Team and are an essential part of the concern reporting process. If you are not sure whether to report a safeguarding concern, please ring FPoC for a discussion.

3.15 When you contact FPoC it is vital that you have as much information from [the adult](#) and [others](#) so that FPoC can begin to assess the information you provide to inform the [concern decision making](#) process. The most important thing is for Shropshire Council to get the right information as quickly as possible in order to understand the impact of the alleged abuse or neglect and take proportionate action.

3.16 It is important that you keep a record of the information you have provided. The [Safeguarding Adult Concern Form](#) is completed by FPoC and provides an outline of the information you will be asked by FPoC when you contact them. You can also use this as a template for your records. You must be prepared to be answer questions including:

- Whether the adult knows about the concern.
- Has the adult consented to the referral?
- Describe the potential abuse or neglect – what is the allegation?
- The signs of abuse or neglect and why you think it is on-going
- What impact it is having on the person
- What you (or others) have done to reduce the risk to the person.

4. Concern decision making

- 4.1 Please also refer to Section 9: Adult Safeguarding Concerns: Decision Making of the [West Midlands Adult Safeguarding Policy and Procedures](#).
- 4.2 Shropshire Council First Point of Contact Team will gather the initial information from you and work with you as the referrer to establish the best outcome for the adult. This may not always result in a safeguarding concern as it may be more proportionate to follow alternative pathways. FPoC can signpost you to other services within Shropshire Council or may advise you as to alternative courses of actions with other agencies.
- 4.3 Shropshire Council Adult Safeguarding Team decide whether the reported concern is a safeguarding concern and if a safeguarding concern progresses to a statutory section 42 or “other” enquiry. They do this by working with FPoC and gathering further information.
- 4.4 Please follow the [Multi-agency resolution/escalation procedure](#) for professional disagreements if you disagree with any actions or decisions taken during the concern decision-making process.

Stage 1a: First Point of Contact (FPoC)

4.5 FPoC completes the first part of the information gathering by receiving and recording the reported safeguarding concerns using the [Safeguarding Adult Concern Form](#). Based on the information provided by the person reporting the concern, FPoC will then either:

- 4.6
- Consult with Shropshire Council Adult Safeguarding Team. This may result in further questions being asked of the referrer to gather sufficient information about the situation. Or
 - Pass the concern to the Shropshire Council Adult Safeguarding Team for them to co-ordinate the next stage of the process. This will be because there is evidence that abuse or neglect is ongoing or there is a risk of abuse or neglect to others.
 - Close down the concern. This will be because:
 - The concern is not about abuse or neglect
 - There has been abuse or neglect of the adult **but** the information suggests that it is not ongoing or that there remains a low level of danger of abuse or neglect to the adult or others (because action has been taken). FPoC will work closely with and seek guidance from the

Adult Safeguarding Team in these circumstances. They will advise you of any other actions you should consider taking (if you have not already done so) and ask you to complete the [Alternative Actions Pro-forma](#) for your records.

- The adult has not consented to the concern being raised and the information suggests that there is not an ongoing high level of danger of abuse or neglect to the adult. In these circumstances you will be advised to go back and have a further discussion with them.

If a concern is closed down, FPoC will ask you to let anyone you have spoken to about the concern know the outcome. If relevant and appropriate, they will also pass information relating to the concern to other teams in Shropshire Council (for example Adult Social Care, Regulatory Services, Housing). **FPoC will not send information onto other agencies outside of Shropshire Council.** It is the responsibility of the agency who owns the information to decide whether to share information with other agencies for other purposes.

4.7 FPoC will agree with you what action is being taken and the reasons for it. It is important that you retain this decision in your agency records.

Stage 1b: Information Gathering: Adult Safeguarding Team

4.8 If the concern is passed to the Adult Safeguarding Team, lateral checks take place, led by a Senior Safeguarding Practitioner.

4.9 The information gathered will form part of the safeguarding record. Only information that can be disclosed to the adult will be added to that record.

Stage 2: Concern decision making: Adult Safeguarding Team

4.10 Once information is gathered, the Adult Safeguarding Team will decide whether the Safeguarding Concern should be progressed to a statutory [s42 Care Act enquiry](#) (hereafter referred to as an s42 adult safeguarding enquiry) to enable a decision as to whether any action should be taken to safeguard the adult.

4.11 All of the 3 boxes below must be ticked for a safeguarding concern to progress to an s42 adult safeguarding enquiry

The adult has care and support needs

The adult is experiencing or at risk of experiencing abuse or neglect

As a result of their care and support needs, they are unable to protect themselves against abuse or neglect or the risk of it

4.12 The Adult Safeguarding Team also conduct an initial assessment of danger using a [level of danger matrix](#) to ascertain the adult's risk of experiencing abuse or neglect. This risk assessment will be reviewed by the Adult Safeguarding Team throughout the adult safeguarding process.

Other Enquiries

4.13 Where the above criteria are not met; Shropshire Council Adult Safeguarding Team may decide on what other action can be taken to respond to the concern (for example, please see page 91 [West Midlands Adult Safeguarding Policy and Procedures](#)). This will be in consultation and agreement with the adult and other agencies involved. In some circumstances, Shropshire Council can choose to undertake or cause others to undertake an "Other" Adult Safeguarding Enquiry if it deems it necessary and proportionate to do so. Most commonly this will be when:

- There is no ongoing abuse or risk of abuse because the person is no longer in that situation, but there is a need to understand what happened and consider the well-being and protection of others. For example, when someone dies and it was not known how, but abuse or neglect was a possibility.
- There have been significant allegations of neglect and the person is not returning to the environment but there is a need to understand what happened and consider the wellbeing and protection of others.
- The person doesn't have care and support needs but the risks of abuse or neglect to the adult are so great that further enquiry is required to enable a decision as to whether any action should be taken in the adult's case.

4.14 "Other" Enquiries will be caused when:

- It is line with an organisation's responsibility.
- It fits with the wider well-being and prevention agenda

5. Safeguarding Enquiry

5.1 Please also refer to Section 10:Adult Safeguarding Enquiries of the [West Midlands Adult Safeguarding Policy and Procedures](#). This section also covers the process for "other" adult safeguarding Enquiries.

Enquiry Planning

5.2 When a Safeguarding Concern is progressed to a s42 or "other" adult safeguarding enquiry, the Local Authority Safeguarding Team will put together an initial enquiry plan which includes:

- Confirming who is undertaking what aspect of the enquiry
- Considering what information or evidence is required to establish the facts and who is the best

person to undertake those actions.

- Ensuring the person/people undertaking the enquiry understand what is required of them and that they confirm acceptance (or not) of the task in writing
- An initial safety plan for the person

5.3 Shropshire Council can cause any agency to undertake an Enquiry on its behalf. The Adult Safeguarding Team in Shropshire will be expected to undertake the majority of Enquiries when the local authority is the most appropriate organisation to do so. Other organisations likely to be asked to undertake Enquiries are:

- Care Homes
- Health organisations
- Domiciliary Care providers
- Voluntary Organisations
- Adult Social Care commissioned providers
- Housing Providers

5.4 The [Care and Support Statutory Guidance](#) states “*Where a local authority or partner requests co-operation from each other in relation to a particular individual case, the local authority or relevant partner must co-operate as requested, unless doing so would be incompatible with their own duties or have an adverse effect on the exercise of their functions (15.26)*”.

5.5 When there is disagreement about accepting the responsibility for undertaking an enquiry, the reasons must be clearly stated in writing. The [Multi-agency resolution/escalation procedure for professional disagreements](#) should be followed to resolve/escalate professional disagreements relating to causing enquiries at the earliest opportunity. **Any disagreements should never compromise the organisation or individual’s responsibility to act to safeguard a person.**

Undertaking Enquiries

5.6 Adult safeguarding enquiries must always [involve the adult](#) . How an enquiry is conducted will depend on the initial assessment of [level of danger](#) to the adult of abuse or neglect (see figure 10d, page 102 of the [West Midlands Adult Safeguarding Policy and Procedures](#) for examples of assessments and investigations that may form part of an adult safeguarding enquiry) and will be guided by [Enquiry Planning](#).

5.7 In whatever way an enquiry is conducted; a [My Enquiry and Safety Plan](#) should be completed by the enquiry author, ensuring that all of the sections are addressed.

5.8 Agencies conducting enquiries may also find the use of My Enquiry and Safety Cards useful to help them structure their conversation with the adult. More information is available [here](#).

5.9 All agencies undertaking enquiries should expect to share the My Enquiry and Safety Plan with the adult (or their representative if they have substantial difficulty participating in the process). Enquiry authors should ensure they have permission to share the information contained in the My Enquiry and Safety Plan. There is a clear presumption that the

individual receives information about the outcome of the enquiry that will support their resolution, recovery and redress. In some circumstances, some information about a third party may have to be redacted or only partially shared. If further guidance is required, contact may need to be made with legal or information governance experts.

5.10 Those conducting enquiries should expect to give a copy to the adult with care and support needs in the appropriate format for the individual. Options to be considered could include:

- A written copy of the report
- The report in picture form
- A recording of the report being read out

5.11 The enquiry author should email the completed My Enquiry and Safety Plan to: s42enquiry@shropshire.gov.uk for [Enquiry Evaluation](#) to take place.

5.12 Whilst the timescale for the completion of the enquiry is driven by the needs of the adult affected by the abuse, anyone asked to undertake a section 42 or “other” enquiry will be asked to confirm the outside date the enquiry is expected to be completed by. If the date changes, the Adult Safeguarding Team will need to be notified.

Enquiry Evaluation

5.13 Once the My Enquiry and Safety Plan is received, a Senior Safeguarding Practitioner in the Shropshire Council Adult Safeguarding Team will evaluate the plan to ensure that it meets the objectives of an enquiry as laid out in the [Care and Support Statutory Guidance](#) (section 14.94) have been met.

5.14 In Shropshire, only Shropshire Council can determine if further action is required following a s42 or “other” enquiry. If this is the case, a Safeguarding Plan must be established and confirmed by Shropshire Council Adult Safeguarding Team.

6. The Safeguarding Plan

6.1 Please also refer to Section 11: Adult Safeguarding Plans in the [West Midlands Adult Safeguarding Policy and Procedures](#).

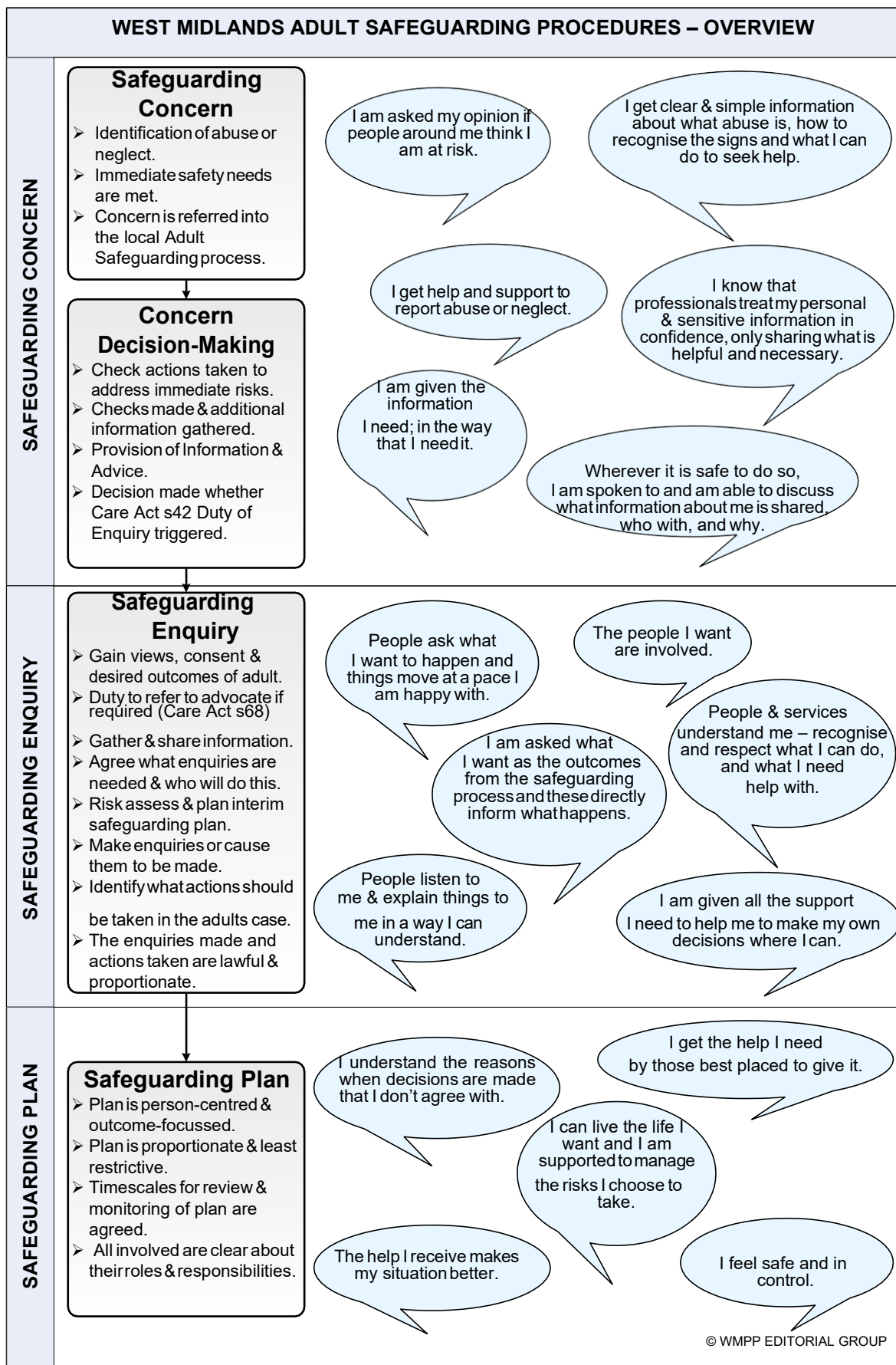
6.2 A Safeguarding Plan is only required when ongoing risk of abuse or neglect has been identified and it has not been possible to safeguarding the person solely as a result of undertaking the Enquiry. It should include:

- What steps are to be taken to assure their safety in the future.
- The provision of any support treatment of therapy including ongoing advocacy.
- Any modifications needed in the way services are provided.
- Appointment of a Deputy by the Court of Protection.

- How best to support the adult through any action they take to seek justice or redress.
- Any ongoing risk management strategy as appropriate.
- A contingency plan should the situation change/worsen
- A review date.

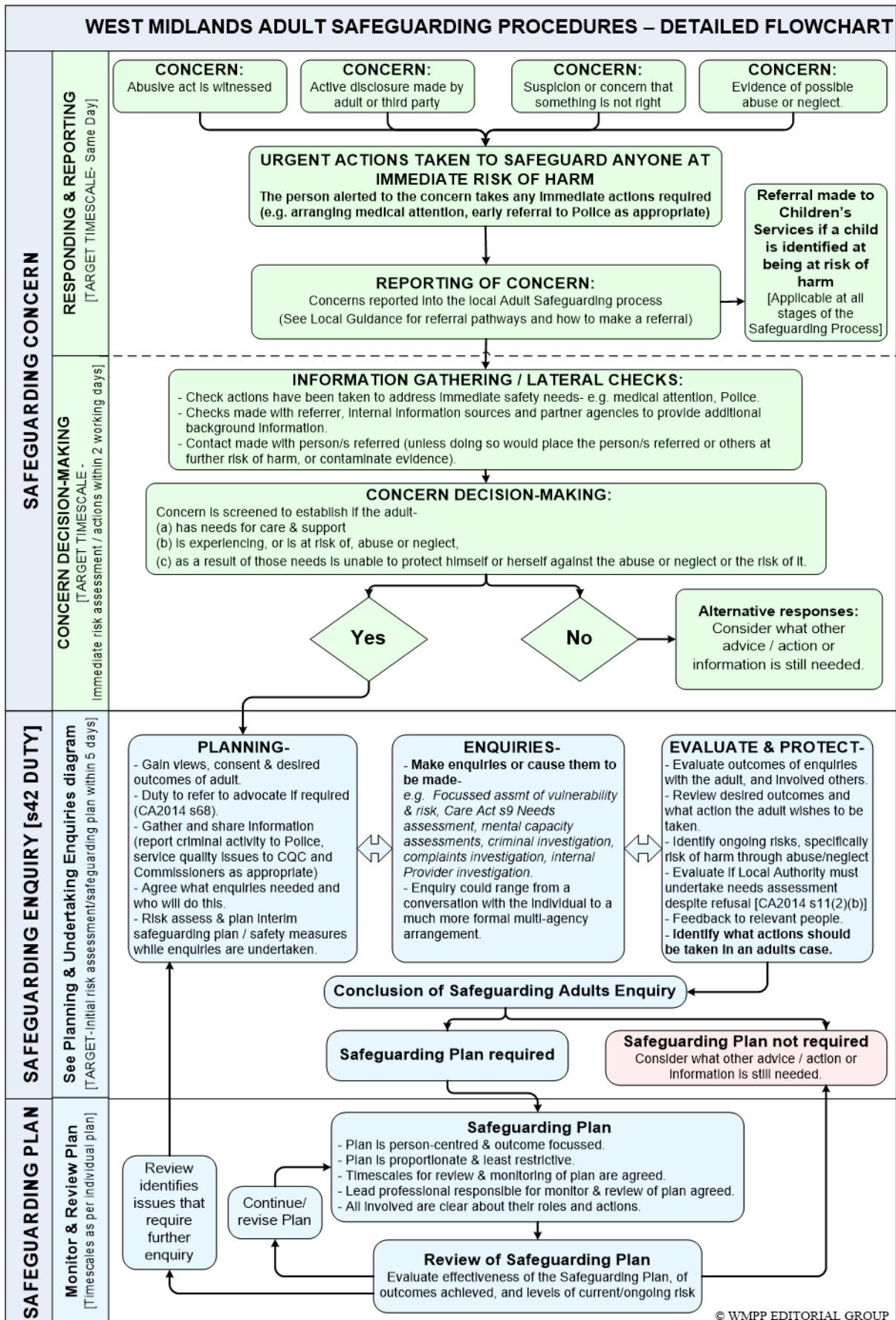
6.3 A Safeguarding Plan should only be closed when everyone is happy the adult is no longer at risk of abuse or neglect.

Appendix 1: Adult Safeguarding Procedures: Overview



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Appendix 2: Adult Safeguarding Procedures: Detailed



Appendix 3: The 7 Essential Adult Safeguarding Questions

If you can answer yes to all three of the following questions, the need to raise a safeguarding concern is a possibility:

1. *Does the person have care and support needs regardless of who is meeting those needs?*
 2. *Is the person experiencing or at risk of abuse?*
 3. *Are they unable to protect themselves from abuse because of their care and support needs?*
-

Next, you must explain your concerns to the person affected* (if they aren't able to participate in the conversation, you need speak to their family, friend or representative) to ask:

4. *Do they want to raise the safeguarding concern themselves? If not,*
5. *Do they want you to support them to raise the concern? If not,*
6. *Do they want you to raise the concern on their behalf?*

*(*Unless this increases the risk to them or to others)*

This next one is the 7th essential question:

7. *Is there a public or vital interest (please consider whether the person is subject to coercion and control) that means you need to override their choice and report the concern anyway?*

(Public interest may include risk to other adults or children, by sharing information you are acting to prevent a crime, a serious crime may have been committed, the risk is unreasonably high, vital interests include sharing information to prevent serious harm or protect someone's life).

Appendix 4: Assessment of Level of Danger

ASSESSMENT OF LEVEL OF DANGER

		Severity of Impact			
Likelihood		No Impact	Low Impact (A)	Medium Impact (B)	High Impact (C)
	Unlikely	None 0	Low 2	Low 3	Medium 7
	Possible	Low 1	Low 2	Medium 6	High 9
	Likely	Low 1	Medium 4	High 8	High 10
	Certain	Low 1	Medium 5	High 8	High 10

In any potentially abusive situation, the level of harm the abuse has posed to an adult will be assessed and identified; good risk assessment supports proportionate intervention.

Risk assessment of **future** danger is integral to the Safeguarding process. This assessment of danger is built into each level of the adult safeguarding process.

The assessment of the danger will include balancing the protective factors (e.g. supportive relationships, insight, the ability to seek help and plan for the future) and those that could cause harm. This ensures the assessment of risk will become personalised to the individual.

Consideration will need to be given to:

- The level of threat to independence.
- The impact of the alleged abuse or neglect on the physical, emotional and psychological wellbeing of the adult.
- The duration and frequency of the alleged abuse or neglect.
- The extent and degree of the alleged abuse or neglect.
- The level of personal support needed by the adult and whether that support is normally provided by the potential source of risk.
- The apparent extent of premeditation, threat or coercion.
- The context in which the alleged abuse or neglect takes place.
- Potential risks to other adults or children.

The initial judgement will be about the harm that is known to have occurred as a result of the alleged abuse or neglect.

Once the level of harm has been established, the likelihood of future harm (danger) must be considered and this will inform future action. The assessment of danger will guide decisions on interventions and the priority of the response.

The definitions in the tables below will be used at every stage in the process to establish the **current** level of danger posed to the individual.

A key principle and success measure of the Safeguarding process is to demonstrate that the danger to the adult/s has been reduced and that desired safety outcomes have been achieved.

LEVELS OF HARM – TO BE USED IN RELATION TO BOTH HARM THAT HAS OCCURRED AND HARM THAT IS ANTICIPATED

Level of Harm	Events or Circumstances
None	To be used when abuse is disproved, not substantiated or removed.
Low level of harm (A)	<p>Misuse or theft of small amounts of money or property</p> <p>Lack of care leads to discomfort or inconvenience but no significant injury</p> <p>Occasional harassment, taunts or verbal outbursts</p> <p>Isolated assaults that cause temporary marks, minor injury or no lasting distress</p>
Moderate level of harm (B)	<p>Injury causing lasting marks, temporary discomfort or incapacity or requiring a period of treatment or care</p> <p>Repeated assaults that cause distress and injury</p> <p>Misuse / misappropriation of benefits, properties and possessions leading to short or medium term difficulties in budgeting or income</p> <p>Continued neglect that has caused a limited period of distress and/or physical harm requiring clinical intervention</p> <p>People other than the alleged victim (e.g. children, relatives, other residents or service users) are disturbed or distressed by the abuse.</p>

	<p>Lack of some essential home amenities or lack of access to essential amenities which may be due to hoarding.</p> <p>Property in disrepair - unable and /or unamenable repair</p> <p>Home unclean and/or cluttered – (food waste, animal/human waste, infestation) which have a moderate impact on person’s health and well-being and with support could be managed</p> <p>Increased fire risk</p>
High level of harm (C)	<p>Serious physical harm, risk to life or permanent injury</p> <p>Rape or serious sexual assault</p> <p>Life threatening neglect or negligence</p> <p>Harassment and/or threats leading to lasting psychological harm</p> <p>Major financial loss leading to significant changes in lifestyle and autonomy</p> <p>Risk to life or lasting psychological harm to others.</p> <p>Little or no essential home amenities or hoarding prevents safe use of any amenities within the home</p> <p>Property in Dangerous Disrepair – significant risk to well-being of person and/or others</p> <p>Home cluttered and/or unclean – (food waste, animal/human waste, infestation). These are significantly impacting on person’s health and well-being – consider whether there is any impact on others in the property also</p> <p>Significant fire risk to property</p>

Appendix 5: Alternative Actions Proforma

If you have identified an adult with care and supports needs who is experiencing abuse or neglect or at risk of abuse or neglect, your first priority is with them, to make them safe.

If you have assessed that you do not need to raise a safeguarding concern because:

- There is **no current and ongoing level of danger** to the adult (or others) as a result of abuse or neglect and you have taken action to respond or minimise the risk in the future.
- There is a current and ongoing level of danger to the adult (or others) but the **adult has not consented** to you raising a concern and there is no public or vital interest to override their choice.

You may want to record your rationale for your decision and explain how you have dealt with the situation.

Summarise your discussion with the adult and/or their representative about what has happened to them

Explain what you have done to make the adult safe (including care plan and risk management changes if relevant)?

Explain why you think the abuse will not continue?

Contingency planning: what might change which could increase the risk in the future? What will you do if this happens?


For historic issues that requires an alternative response (e.g. *criminal investigation, complaints, inquests, regulatory action, commissioning, health and safety investigations*), please explain what action you have taken below.

Who have you contacted (include their contact details), why and what your expectations are of them?

What information has been discussed with the adult and/or their representative?

What support does the adult and/or their representative want to achieve recovery and/or redress?

Appendix 6: Safeguarding Adult Concern Form

Safeguarding Adult Concern Form	
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Form Details	
Form Start Date:	Worker Name:
Person Details	
Name:	Liquid Logic ID:
DoB / EDD:	Gender:
Address:	Tel No:
Concern Part 1	
Date received in First Point of Contact:	
Name of person raising the concern:	
Person raising the concern contact details (address, email address and telephone number):	
Relationship to the adult:	
Name of organisation: (if concern raised by a professional)	
Details of any other members of the household including children:	
Information about the primary care needs of the adult:	
Category:	
Primary Support Reason:	
Funding authority if relevant:	

Ethnic Origin:
Category:
Religion:
Category:
Sexuality:
Communication needs of the person to include all reasonable attempts to support their decision making e.g. interpreter or other communication aids, requirements or support:
Out of County Safeguarding: Is another Local Authority responsible for carrying out the safeguarding enquiry/concern (does the person live in Shropshire)?
Who is responsible for providing care and support funding for the individual (self-funded/Shropshire/Other LA)?
Concern Part 2
Information about the abuse or neglect
Is the Adult aware the concern is raised?
If no, why not? (the adult should always be aware unless it increases the risk to them or others)
Has the adult consented to the concern being raised?
If no, reason:
Describe potential abuse or neglect (in the persons own words preferably)
What does the adult want done about the situation (if they lack mental capacity their representative should be asked)

Name and contact details of representative (if applicable):
Date and location abuse or neglect occurred (if known):
Describe the signs of abuse or neglect:
Explain why this is on-going abuse or neglect or why they are at risk of abuse or neglect:
What impact is this having on ability to be independent:

What impact is this having on physical and / or emotional wellbeing:
Comment on duration, frequency and extent of the alleged abuse or neglect:
Is there any reason to think the adult may be fearful of reprisals for taking action? If yes, please explain:
Is there any reason to think the adult may be subject to control and coercion by the source of risk? If so, please explain why:
Details of Primary Source of Risk
Are there any witnesses? If so, give contact details:
Are there any issues gaining access to the person? Please explain if so:
What action have you taken to safeguard the person?
Have emergency services been contacted?
What is the crime number if a report has been made to the Police?

Details of primary source of risk (including aliases)
Age and Date of Birth:
Gender:
What is their relationship to the adult:
Do they play a caring role:
If Yes, are they the adults main carer:
Do they live with the adult:
Are there any other people at risk from the person allegedly causing harm? If yes, please detail:
Additional Sources of Risk:
Is there an organisation(s) involved? If so, do they play a caring role? Are they directly employed through a Direct Payment?
Consider if further concerns need to be recorded about other adults with care and support needs. If not another adult with care and support needs, state who they are and what action needs to be taken and who will be responsible. Detail:
Child(ren) at Risk
Is a child(ren) under 18 at risk? If yes, describe the nature of the risk and what action has been taken to address it.
Have Children's Services been informed? If so, who have been contacted (include full contact details) and when did this happen?

Concern Part 3
Next steps following FPoC discussion
Is this about abuse or neglect?
Date transferred to Adult Safeguarding Team:
If closing, what advice or information has been given? What action has been taken?
Abuse Category
Which type of abuse or neglect does this fall into?
Are there any other people at risk from the person allegedly causing harm (please detail):

Appendix 7: My Enquiry and Safety Plan

My Enquiry and Safety Plan
August 2018



Name of person:

I.D. no:

Name of author:

Organisation:

Section 42 enquiry / Other enquiry (please delete where appropriate)

**START EACH SECTION WITH THE VIEWS OF THE PERSON AND/OR THEIR FAMILY, FRIEND OR ADVOCATE.
RECORD ANY DISAGREEMENTS AND WHERE POSSIBLE, HOW THEY HAVE BEEN RESOLVED.**

What has happened? (include who you have spoken to, what information has been considered, what you believe to have happened. Clear differences of opinion should also be recorded)

Type here

My views and feelings about what has happened

Type here

My wishes about keeping safe

Type here

Actions to help me recover

Type here

Actions to fix something that was wrong (include actions needed with the person or organisation causing harm)

Type here

--

How the enquirer wants the adult to keep safe, recover and get redress (if different from what the adult wants, explain how this will be managed)

Type here

--

Any additional safeguarding action required or recommended (only complete this section if risks remain)

Type here

--

What is the enquirer's view of the risk assessment now? (*none, low, medium, high*)

Type here

--

Explain how this enquiry has been shared with the adult and/or their family, friend or advocate

Type here

--