

4LSAB Multi-Agency Guidance on Adult Safeguarding Roles and Responsibilities

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1. Introduction

The Care Act 2014 states that local authorities must cooperate with each of its relevant partners, as described in section 6 (7) of the Care Act and those partners must also cooperate with the local authority in the exercise of their functions relevant to care and support including those to protect adults.

The statutory guidance to the Care Act (2014) highlights the need for organisations to work together to prevent and reduce abuse and neglect of adults. Collaboration should take place at all the following levels:

- Operational.
- Supervisory line management.
- Practice leadership.
- Strategic leadership within the senior management team.
- Corporate/cross authority.
- Chief officers/chief executives.
- Local authority members and the Police and Crime Commissioner.
- Providers of services.
- Voluntary organisations.

Good partnership working along with adhering to individual professional codes of conduct and your own agency's values and behaviours supports good outcomes for adults at risk. This guide is aimed at further supporting these multi agency working practices through greater understanding of each area's roles and responsibilities. It is recognised that action or inaction of agencies can cause delays and misunderstandings.

All workers should feel able to challenge decision making and to see this as their responsibility in developing and promoting person centred safeguarding practice. Agencies should aim to resolve difficulties within and between agencies quickly and openly, to promote resolution and development and to ensure that the adult at risk is at the centre of the process and that their voice is heard.

Effective partnership working depends on an open approach and honest and positive relationships between the adult at risk and other workers/agencies.

For further information on this please see the 4LSAB Escalation Protocol:

[4LSAB Multi-Agency Safeguarding Adults Escalation Protocol June 2023 \(hampshiresab.org.uk\)](https://hampshiresab.org.uk/4LSAB-Multi-Agency-Safeguarding-Adults-Escalation-Protocol-June-2023)

2. What is the role of Health Organisations?

Health is a complex network of services, and all have a responsibility to safeguard adults. The NHS includes NHS England/Integrated Care Boards (ICB)/local NHS Hospital and community trusts, Ambulance Trusts, and primary care [General Practice, dentistry, optometry and pharmacy]. There are also registered professionals and private providers who adhere to professional body guidance on Safeguarding. Some specific areas are addressed below:

General practitioners (GPs)

A key question for doctors is whether the adult at risk can best be safeguarded through ordinary health and social care routes, or whether the risks require dedicated multi-agency safeguarding processes. Many GP surgeries have Social Prescribers that can support adults as part of the surgery's holistic approach to patients. The British Medical Association have produced an Adult safeguarding ethics toolkit which is about the doctor's role in safeguarding adults who may be at risk of abuse or neglect.

The toolkit also refers to measures GPs should consider in relation to information sharing, reporting wider patient safety concerns and concerns in relation to regulated services and colleagues as well as other community safety themes.

[Adult safeguarding toolkit \(bma.org.uk\)](https://www.bma.org.uk/adult-safeguarding-toolkit)

integrated care boards (ICBs)

NHS England is the organisation that leads and manages the NHS in England. It is split into 42 ICBs [integrated Care Boards] that manage NHS commissioned services.

[NHS England » Integrated care boards in England](#)

Health providers:

- Raise safeguarding concerns.
- Respond proportionately and effectively to incidents, complaints and whistleblowers.
- Lead and support section 42 enquiries into abuse and neglect when asked to do so by the local authority.
- Take disciplinary action against staff who have abused or neglected people in their care.
- Show leadership and routinely monitor safeguarding activity.
- Meet the required service quality standards. Commensurate with the roles set out in the **Intercollegiate Document for safeguarding adults** and the **National Competency Framework Safeguarding Adults**
- Implement learning from safeguarding reviews and incidents to make improvements.
- Train staff in safeguarding procedures and ensure they are effectively implemented.
- In shared settings, the interests of other residents or people who use the service should be considered when making a safeguarding decision.

Registered Health Care Professionals:

- Apply clinical governance standards for conduct, care and treatment and information sharing.
- Conduct themselves in line with their regulator's standards.
- Report incidents of abuse, neglect or undignified treatment to safeguarding leads and (if not resolved) regulators. For organisations working with adults providing health and social care, this would be the CQC.
- Where concerns exist about the behaviour or actions of individual professionals, a referral to their professional regulator should be considered.
- Follow up safeguarding referrals.

- Consult patients and take responsibility for ongoing patient care.
- Lead and support enquiries into abuse or neglect where there is need for clinical input when asked to do so by the local authority.

[Check the Register and find a registered health and care professional | \(hcpc-uk.org\)](https://www.hcpc-uk.org)

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers.

PALS provides help in many ways. For example, it can:

- Help patients with health-related questions.
- Help resolve concerns or problems when using the NHS.
- Inform people how to get more involved in their own healthcare.

PALS can provide information about:

- The NHS.
- The NHS complaints procedure, including how to get independent help for people who want to make a complaint.
- Support groups outside the NHS.

PALS staff are in a position to recognise that a concern which is raised with them either by a patient or a carer or friend could indicate that the person is at risk of abuse or neglect. They should raise that concern within their own Trust via the established Trust safeguarding pathways.

[Find patient advice and liaison services \(PALS\) - NHS \(www.nhs.uk\)](https://www.nhs.uk)

3. What is the role of the Local Authority?

The Care Act 2014 sets out the local authority's responsibility for protecting adults with care and support needs from abuse or neglect. However, there are other sections that are relevant to safeguarding.

The Care Act Guidance - Section 1 – Promoting wellbeing

The core purpose of adult care and support is to help people to achieve the outcomes that matter to them in their life. Local authorities **must** promote wellbeing when carrying out any of their care and support functions in respect of a person. “Wellbeing” is a broad concept, and it relates to nine areas including protection from abuse and neglect.

Wellbeing cannot be achieved simply through crisis management; it must include a focus on delaying and preventing care and support needs and supporting people to live as independently as possible for as long as possible.

It is not possible to promote wellbeing without establishing a basic foundation where people are safe and their care and support is on a secure footing.

The Care Act Guidance - Section 2 – Preventing, reducing and delaying needs

To meet the challenges of the future, it will be vital that the care and support system intervenes early to support individuals, helps people retain or regain their skills and confidence, and prevents need or delays deterioration wherever possible.

Prevention should be a consistent focus for local authorities in undertaking their all their care and support functions, which include safeguarding.

There is a focus on integrating with partners to prevent, reduce or delay needs for care and support. A local authority **must** cooperate with each of its relevant partners and the partners must cooperate with the local authority.

The Care Act Guidance - Section 4 – Information and advice

Information and advice is fundamental to enabling people, carers and families to take control of, and make well-informed choices about their care and support. The local authority has a critical role in the provision of information and advice and must take an active role.

Advice and information **must** be offered to adults who are subject to adult safeguarding concerns irrespective of whether they have been assessed as having eligible needs which the local authority must meet. Local authorities have a number of direct opportunities to provide – or signpost to – advice and information when people in need of care and support come into contact with them. This includes during or following an adult safeguarding enquiry.

The Care Act Guidance - Section 6 - general duty to co-operate and 7- co-operating in specific cases

Section 6

A local authority must co-operate with each of its relevant partners, and each relevant partner must co-operate with the authority for the following purposes which include:

(d) protecting adults with needs for care and support who are experiencing, or are at risk of, abuse or neglect, and

(e) identifying lessons to be learned from cases where adults with needs for care and support have experienced serious abuse or neglect and applying those lessons to future cases

Section 7

Covers the duty to co-operate when there is a specific case. All partners must comply with the request unless in doing so it is incompatible with its own duties or would have an adverse effect on the exercise of its functions.

The Care Act Guidance - Section 9 - Assessment of an adult's needs for care and support

This requires a local authority to carry out an assessment, which is referred to as a “needs assessment”, where it appears that an adult may have needs for care and support.

The Care Act Guidance - Section 10 – Assessment of a carers needs for support

Where it appears to a local authority that a carer may have needs for support the authority must assess -

(a) whether the carer does have needs for support (or is likely to do so in the future), and (b) if the carer does, what those needs are (or are likely to be in the future).

The Care Act Guidance - Section 11 - Refusal of assessment

This section says that adults can decline to have their care and support needs assessed except when

- (a) they lack the mental capacity to make that decision and that carrying out a needs assessment would be in the adults best interests, the local authority is required to do so; or
- (b) where there is a concern that the person is experiencing or is at risk of experiencing any abuse or neglect.

Each local authority must assess the person's care and support needs whether or not they consent to that assessment.

The Care Act Guidance - Section 67 & 68 – Advocacy in safeguarding enquiries and reviews

Local authorities must arrange an independent advocate to (S67) facilitate the involvement of a person in their assessment, in the preparation of their care and support plan and in the review of their care plan or (S68) where there is to be an enquiry under S42(2) or a review under S44(1) referred to as a Safeguarding Adult Review.

There are two conditions that need to be met and they are the adult must have substantial difficulty in being fully involved in these processes and where there is no one appropriate available to support and represent the person's wishes.

Each local authority must:

- S42- make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of, abuse or neglect (see para. 14.16 onwards). An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect and if so, by who.
- S43 - set up a Safeguarding Adults Board (SAB) (see para. 14.133 onwards)
- arrange, where appropriate, for an independent advocate to represent and support an adult who is the subject of a safeguarding enquiry or Safeguarding Adult Review (SAR) where the adult has 'substantial difficulty' in being involved in the process and where there is no other suitable person to represent and support them (see chapter 7 on advocacy)
- co-operate with each of its relevant partners (as set out in chapter 6 of the Care Act) in order to protect the adult. In their turn each relevant partner must also co-operate with the local authority.

S44 - An SAB must arrange for there to be a review of a case involving an adult in its area with needs for care and support (whether or not the local authority has been meeting any of those needs) if - the adult has died, and the SAB knows or suspects that the death resulted from abuse or neglect (whether or not it knew about or suspected the abuse or neglect before the adult died) or the adult is still alive, and the SAB knows or suspects that the adult has experienced serious abuse or neglect.

S45 – Is about the supply of information - if a SAB requests a person to supply information to it, or to some other person specified in the request, the person to whom the request is made must comply with the request

S48 – Provider failure – temporary duty on the local authority - A local authority must for so long as it considers necessary meet those of an adult's needs for care and support and those of a carer's if the provider is unable to carry on meeting those needs.

The Care Act Guidance chapter 14 provides guidance on the relevant Safeguarding Adults sections:

Section 14.11 The aims of adult safeguarding are to:

- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs
- stop abuse or neglect wherever possible
- safeguard adults in a way that supports them in making choices and having control about how they want to live

Section 14.12 In order to achieve these aims, it is necessary to:

- ensure that everyone, both individuals and organisations, are clear about their roles and responsibilities
- create strong multi-agency partnerships that provide timely and effective prevention of and responses to abuse or neglect

Local authority's role in carrying out enquiries

Section 14.77 An enquiry is the action taken or instigated by the local authority in response to a concern that abuse or neglect may be taking place.

- An enquiry could range from a conversation with the adult, right through to a much more formal multi-agency plan or course of action.
- Whatever the course of subsequent action, the professional concerned should record the concern, the adult's views, wishes, and any immediate action has been taken and the reasons for those actions.

Care Act 2014 (Section 42) - Enquiry by local authority

- **Section 42** requires that each local authority must make enquiries, or cause others to do so, if it believes an adult with care and support needs is experiencing, or is at risk of, abuse or neglect and as a result of their care and support needs is unable to protect themselves. An enquiry should establish whether any action needs to be taken to prevent or stop abuse or neglect, and if so, by whom.
- (1) This section applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there)—
- (a) has needs for care and support (whether or not the authority is meeting any of those needs),
- (b) is experiencing, or is at risk of, abuse or neglect, and
- (c) as a result of those needs is unable to protect himself or herself against the abuse or neglect or the risk of it.
- (2) The local authority must make (or cause to be made) whatever enquiries it thinks necessary to enable it to decide whether any action should be taken in the adult's case (whether under this Part or otherwise) and, if so, what and by whom.

Section 14.100 Although the local authority is the lead agency for making enquiries, it may require others to undertake them. The specific circumstances will often determine who the right person is to begin an enquiry.

- In many cases a professional who already knows the adult will be the best person. They may be a social worker, a housing support worker, a GP or other health worker such as a community nurse.
- The local authority retains the responsibility for ensuring that the enquiry is referred to the right place and is acted upon.
- The local authority, in its lead and coordinating role, should assure itself that the enquiry satisfies its duty under section 42 to decide what action (if any) is necessary to help and protect the adult and by whom and to ensure that such action is taken when necessary.

- In this role if the local authority has asked someone else to make enquiries, it is able to challenge the body making the enquiry if it considers that the process and/or outcome is unsatisfactory.

Section 14.80 Advocacy

- The adult should always be involved from the beginning of the enquiry unless there are exceptional circumstances that would increase the risk of abuse. Where there is no one appropriate to support them, then the local authority must arrange for an independent advocate to represent them for the purpose of facilitating their involvement.

Taking action

Section 14.110 Once enquiries are completed:

- It is for the local authority to determine the appropriateness of the outcome of the enquiry.
- The outcome of the enquiry may be the formulation of agreed action for the adult which should be recorded on their care plan.
- The purpose of the enquiry is to establish with the individual and/or their representatives, what, if any, action is required in relation to the situation; and to establish who should take such action.
- The local authority has a responsibility to make enquiries if the adult is currently in its geographical area of responsibility (whether or not the person is ordinarily resident there).
- [Cross boundary and inter authority responsibilities are laid out in National guidance](#) that clarifies the respective safeguarding roles, responsibilities and actions of 'host' and 'placing' Local Authorities in England where an adult lives in one area, but for whom some responsibility remains for someone funding their care.
- In many cases a professional who already knows the adult will be the best person. They may be a social worker, a housing support worker, a health worker such as a community nurse or the care provider.
- Relevant partner agencies involved in providing services to adults who may have care and support needs have a legal duty to cooperate in adult safeguarding enquiries, unless doing so is incompatible with their own duties or would have an adverse effect on their own functions.
- This includes sharing information to enable the enquiry to be made thoroughly, participating in the enquiry planning processes, and undertaking enquiries when they have been 'caused' by the Local Authority to do so.

[Care and support statutory guidance - GOV.UK \(www.gov.uk\)](#)
[Care Act 2014 \(legislation.gov.uk\)](#)

4. What responsibilities do Elected members have?

Elected members of Local Councils have the following responsibilities in relation to safeguarding adults:

- They understand their own organisational responsibilities for safeguarding persons at risk.
- The corporate strategy identifies the council's role in safeguarding persons at risk and what priority this is given
- The council formally considers the annual report of the Safeguarding Adults' Board, and the issues this identifies for the local council area.

5. What responsibilities do Safeguarding Adult Boards have in relation to Adult Safeguarding?

S43 of the Care Act 2014 requires each local authority to set up a Safeguarding Adults Board (SAB). The main objective of a SAB is to assure itself that local safeguarding arrangements and partners act to help and protect adults in its area who have a need for care and support (whether or not the local authority is meeting any of those needs) and is experiencing, or at risk of, abuse or neglect; and as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

The SAB has a strategic role to oversee and lead adult safeguarding across the locality and will be interested in a range of matters that contribute to the prevention of abuse and neglect. The SAB can be an important source of advice and assistance, for example in helping others improve their safeguarding mechanisms. It is important that the SAB has effective links with other key partnerships in the locality.

The legal duties of Safeguarding Adults Boards are set out in the Care Act 2014 and its [statutory guidance](#).

The Social Care Institute for Excellence Safeguarding Adults Boards Checklist and Resources provides a comprehensive narrative and account of the roles and responsibilities of the SAB. [Safeguarding Adults Boards checklist and resources - SCIE](#)

[Hampshire Safeguarding Adults Board | Working together to safeguard adults at risk \(hampshiresab.org.uk\)](#)

[Home Page - Isle of Wight Safeguarding Adults Board \(IOWSAB\)](#)

[Portsmouth Safeguarding Adults Board \(portsmouthsab.uk\)](#)

[Southampton Local Safeguarding Adults Board – Working together to improve the safety and wellbeing of Adults at risk of harm in Southampton \(southamptonlsab.org.uk\)](#)

6. What is the role for Housing organisations within Adult Safeguarding?

Housing sector staff, frontline and managers, not just those in supported or sheltered have a key safeguarding role to play. They are well placed to identify people with care and support needs, share information and work in partnership to coordinate responses. Housing staff are a vital component of 4LSAB multi-agency safeguarding partnership. Social care staff should promote partnership working with housing staff. Local partnerships should have strategies for promoting the wellbeing of people where safeguarding does not apply, including those without care and support needs, people who refuse support and those who self-neglect. The guide aims to raise awareness about safeguarding in the housing sector, at management and frontline levels, for all housing staff, not just those in sheltered or supported housing.

Housing staff should be kept informed and involved, as appropriate, with any safeguarding

activity concerning those within their homes.

7. What is the role of Environmental Health?

They are responsible for health and safety enforcement in businesses, investigating food poisoning outbreaks, pest control, noise pollution and issues related to health and safety. Local authorities are responsible for the enforcement of health and safety legislation in shops, offices, and other parts of the service sector.

Hampshire: [Environment | Hampshire County Council \(hants.gov.uk\)](https://hants.gov.uk/environment)

IOW: [Contact Environmental Health \(iow.gov.uk\)](https://www.iow.gov.uk/contact-environmental-health)

Portsmouth: [Environmental health - Portsmouth City Council](https://www.portsmouth.gov.uk/environmental-health)

Southampton: [Environmental issues \(southampton.gov.uk\)](https://www.southampton.gov.uk/environmental-issues)

8. What is the role of Public Health?

Public Health commissions a number of services which fulfil their statutory obligations to improve the health of the local population, including most sexual health services, services for children aged 0-19 years (health visitors), domestic abuse services, suicide prevention, weight management services, oral health promotion, NHS Health Checks and services aimed at reducing smoking, drug and alcohol abuse.

- [Public Health in Hampshire | Health and social care | Hampshire County Council \(hants.gov.uk\)](https://hants.gov.uk/public-health)
- [About public health \(iow.gov.uk\)](https://www.iow.gov.uk/about-public-health)
- [Public Health - Health & Care Portsmouth](https://www.portsmouth.gov.uk/public-health)
- [Health \(southampton.gov.uk\)](https://www.southampton.gov.uk/health)

9. What is the Role of PREVENT and the Channel Panel?

Prevent is a component of the National Counter Terrorism Strategy.

Prevent has three objectives within this overall government strategy:

- To tackle the ideological causes of terrorism
- To intervene early to support people to stop them from becoming terrorists or supporting terrorism.
- To rehabilitate those who have engaged in terrorist activity.

Prevent has the purpose of supporting people, both Adults and Children, who are at Risk of Radicalisation.

Channel Panel is a part of Prevent that is the responsibility of the Local Authority to lead. Each Council has to have a local panel in operation that can assess referrals and provide tailored support to people vulnerable to being drawn into terrorism.

Partner organisations have the responsibility of participating in Channel. Partners are the Police (Counter Terrorism and Local Operations), Adult and Children's services, Education, relevant NHS Trusts, Probation, Housing, Community Services. Other members are co-opted for individual

meetings where relevant.

Principal safeguarding partner organisations have a duty to participate in Channel and at times, other organisations join the Channel process.

All staff in safeguarding partner organisations have the responsibility for understanding the Prevent and Channel processes and responding to requests for assistance.

Whilst these duties are situated outside of Care Act Safeguarding duties, they have broadly parallel functions and responsibilities. These are focussed on protecting an Adult or Child from the risks of engaging in terrorist activity. These risks include risk to the person who may engage with others to carry out terrorist activity and to prevent risks of harm to the public from terrorist activity. Staff across the Adult Care sector should have an awareness of how people may be susceptible to being radicalised and about the indicators for these risks and of reporting and referral processes. Initial referrals should be sent to, Counter Terrorism Police South East (CTPSE).

[Prevent duty guidance: England and Wales \(2023\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/publications/prevent-duty-guidance)

Each Local Authority and partner organisations should have a staff training package, and there is an in-depth e-learning training module from the Home Office.

[Prevent - Hampshire SCP](#)
[Prevent \(counter terrorism\) \(iow.gov.uk\)](https://www.iow.gov.uk/prevent)
[What is Prevent - Safer Portsmouth](#)
[Prevent \(southampton.gov.uk\)](https://www.southampton.gov.uk/prevent)

10. What is the role of National Trading Standards?

National Trading Standards (NTS) is responsible for gathering important intelligence from around the country to combat rogue traders and tackle a number of priorities. These priorities currently include mass marketing and internet scams to other enforcement issues that go beyond local authority boundaries.

National Trading Standards uses grants provided by Government to deliver specific Trading Standards related work, around England and Wales. It aims to protect both consumers and legitimate businesses. NTS delivers its work via a set of specialist national and regional teams and by providing funds to Local Authority Trading Standards to deliver work in NTS priority areas.

[Work Areas - National Trading Standards](#)

National Trading Standards cannot help members of the public with specific complaints or advice about goods, services or specific businesses.

[Consumer - Citizens Advice](#)

To contact your local authority trading standards service <https://www.gov.uk/find-local-council>

11. What are the responsibilities of the Director of Adult Social Services (DASS)?

The Director of Adult Social Services has specific responsibilities under statutory guidance issued by the Department of Health. This means having a key leadership and challenge role to play in adult safeguarding, which includes promoting prevention, early intervention and partnership working.

The director has a responsibility to:

- Maintain a clear organisational and operational focus on safeguarding adults.
- Make sure statutory requirements and national standards are met.
- The local authority needs to have an independent chair to the SAB. This can be Chaired by the DASS with an independent scrutineer.
- The DASS should promote and develop a personalised approach to adult safeguarding, so that there is a culture across services:
 - that is person-centred, in line with Making Safeguarding Personal and Safeguarding Principles
 - that supports choice and control for Adults.
 - That aims to tackle inequalities.

12. What are the role and responsibilities of the Principal Social Worker?

Each Local Authority has a Principal Social Worker (PSW).

This person has the lead role across the Authority for many aspects of Social Work Practice and Performance. This includes a professional leadership role for Social Work Practice including Safeguarding Adults Practice.

The PSW's overall role is,

- To ensure that the highest standard of social work practice is imbedded across the organisation, by providing skilled and experienced leadership and practice knowledge to social workers and social care practitioners, the organisation, and its partners.
- As a member of the senior management team, contribute to the strategic leadership of services and develop and implement standards which provide a cohesive and high performing social work workforce, embraces cultural change, and improves strength-based practice with our citizens.
- As well as this overarching role, the PSW is given a number of key responsibilities for Safeguarding Adults. The Care Act Guidance tells us that:
 - As the professional lead for social work, Principal Social Workers should have a broad knowledge base on safeguarding and Making Safeguarding Personal and be confident in its application in their own and others' work.
 - Principal social workers in the local authority are responsible for providing professional leadership for social work practice in their organisation and organisations undertaking statutory responsibilities on behalf of the local authority.
 - Principal social workers lead on ensuring the quality and consistency of social work practice, so that local authorities can fulfil their safeguarding responsibilities, in line with the Care Act Guidance.

- Social workers should have access to a source of additional advice and guidance particularly in complex and contentious situations. Principal social workers are well-placed to perform this role or to ensure that appropriate practice supervision is available.
- Principal social workers to Lead on disseminating learning from Safeguarding Adult Reviews (SARs) to both managers and practitioners.
- Principal social workers to advise the DASS on complex safeguarding cases, ensuring statutory responsibilities are discharged effectively.

13. What is the role and Responsibility of Social Workers?

The roles and duties of Social Workers cover all aspects of Safeguarding Adults work. Social workers must conduct themselves in line with **regulator's expectations as set out by Social Work England** and escalate where specific concerns about individual professionals or non-registered workers are identified.

Duties of Social Workers include:

- Respond where safeguarding concerns are identified or suspected, supporting others in their safeguarding work where needed.
- Identify and respond to safeguarding concerns, determine when safeguarding enquiries (s42) are required, and if not what action is needed.
- Lead and support enquiries into abuse or neglect.
- Work with the person subject to abuse or neglect, establishing their views and wishes.
- Identify with people (or their representatives, Best Interest decision makers or registered Lasting Power of Attorney if they lack capacity) the outcomes they want and maintain focus on recovery and/or resolution.
- Be alert to coercive control and the impact this has on who you see and their thinking and decision making.
- Review care plans.
- Be curious and apply professional curiosity.
- Work with carers of people who have experienced abuse or neglect to support them in how they care for the person who has experienced abuse or neglect to minimise harm.
- Ensure the adult has appropriate representation. If not, consider if an advocate is needed (formal or informal).
- Create safeguarding plans and have these implemented.
- Have a clear focus on making the Adult safe.
- Maintain a focus on recovery and/or resolution.
- Work in partnership with professionals and organisations.
- Ensure that Information Sharing is carried out effectively and in line with legal guidance.
- Exercise Professional Curiosity
- Escalate concerns as needed.

The Care Act Safeguarding Guidance informs us that social workers/managers need to handle enquiries in a sensitive and skilled way to ensure distress to the adult is minimised. It is likely that many enquiries will require the input and supervision of a social worker, particularly the more complex situations and to support the adult to realise the outcomes they want and to reach a resolution or recovery.

A Safeguarding Enquiry can range from a conversation with the adult, or their representative or advocate, prior to initiating a formal enquiry under section 42, through to a more formal multi-agency plan and actions.

Whatever the course of subsequent action, the Social worker concerned should record the concern, the adult's views, wishes, and any immediate action taken and the reasons for those actions.

14. What is the role of the police?

Hampshire Constabulary is a statutory partner of the SAB. They are determined to achieve equality of outcome for victims of crime. It is recognised that the impact of events which lead to the involvement of police services differ according to the needs of the recipient. All police officers and staff in the Constabulary must take into consideration that persons at risk in particular may have difficulty in engaging with the police service due to learning difficulties or other disabilities as well as cultural, language or other communication difficulties. Such support may include those outlined within The Youth Justice and Criminal Evidence Act 1999 which introduced a range of measures that can be used to facilitate the gathering and giving of evidence by vulnerable and intimidated witnesses.

It is the responsibility of the police to lead investigations where criminal offences are suspected by preserving and gathering evidence at the earliest opportunity. Where necessary the police will interview the alleged victim, the alleged person causing harm, and any witnesses. As the investigating agency they will work with the Local Authority and other partner agencies in line with the local Safeguarding Adults Policy Framework to ensure that all relevant information is shared and identified risks are acted on with a risk management or safeguarding support plan being agreed at an early stage.

Legal Powers to Protect Adults at Risk: Police officers have legal powers to take immediate action to protect adults at risk in situations where there is an immediate risk of harm. This may include removing individuals from harmful situations, applying for court orders such as Emergency Protection Orders or Domestic Violence Protection Orders, and making arrests where necessary.

In cases where criminal proceedings are deemed inappropriate, the police will work with partnership agencies in order to share information and agree courses of action to effectively safeguard adults at risk of harm.

Support for Vulnerable Witnesses: Police provide support to vulnerable adults who are witnesses in safeguarding cases, in accordance with provisions outlined in The Youth Justice and Criminal Evidence Act 1999. This may include providing special measures to facilitate giving evidence, such as screens or video-recorded interviews, to mitigate the impact of the criminal justice process on vulnerable individuals.

During the course of a criminal investigation the safeguarding enquiry lead (Local authority) will retain the lead role for coordinating the multi-agency approach to ensure that the wellbeing and wishes of the adult will be considered throughout, especially when they do not wish to provide any evidence or support a prosecution.

[Home | Hampshire and Isle of Wight Constabulary](#)

15. What is the role of the Police and Crime Commissioner?

The Police and Crime Commissioner is elected to be the voice of the people in relation to policing and hold the police to account. They do not have a frontline role in relation to safeguarding but they do set cross-cutting objectives and strategy for a range of topics including domestic abuse and modern slavery.

[Modern Slavery Partnership - Hampshire Police and Crime Commissioner \(hampshire-pcc.gov.uk\)](https://hampshire-pcc.gov.uk)

16. What is the role of the Crown Prosecution Service (CPS)?

The Crown Prosecution Service (CPS) prosecutes criminal cases that have been investigated by the police and other investigative organisations in England and Wales. The CPS is independent, and they make their decisions independently of the police and government.

Their duty is to make sure that the right person is prosecuted for the right offence, and to bring offenders to justice wherever possible.

The CPS:

- decides which cases should be prosecuted;
 - determines the appropriate charges in more serious or complex cases, and advises the police during the early stages of investigations;
 - prepares cases and presents them at court; and
 - provides information, assistance and support to victims and prosecution witnesses.
- Prosecutors must be fair, objective and independent. When deciding whether to prosecute a criminal case, lawyers must follow the [Code for Crown Prosecutors](#). This means that to charge someone with a criminal offence, prosecutors must be satisfied that there is sufficient evidence to provide a realistic prospect of conviction, and that prosecuting is in the public interest.

[About CPS | The Crown Prosecution Service](#)

Support is available within the judicial system to support adults at risk to enable them to bring cases to court and to give best evidence. If a person has been the victim of abuse that is also a crime, their support needs can be identified by the police, the CPS and others who have contact with the adult. Witness Care Units exist in all judicial areas and are run jointly by the CPS and the police.

The CPS has a key role to play in making sure that special measures are put in place to support vulnerable or intimidated witnesses to give their best evidence. Special measures were introduced by the Youth Justice and Criminal Evidence Act 1999 and are available both in the Crown Court and in the magistrates' courts.

These include the use of trained intermediaries to help with communication, screens and arrangements for evidence and cross-examination to be given by video link.

17. What is the role of the Prison Service?

The Prison Service promotes the welfare of all prisoners, striving for the protection of all adult prisoners from abuse and neglect. Prisons have a range of processes in place to ensure that their duty of care is discharged, which includes ensuring that prisoners who are unable to protect themselves as a result of care and support needs are provided with a level of protection that is equivalent to that provided in the community.

The [Prison Service Instruction 16/2015](#) outlines guidance on how prisons should protect and safeguard adult prisoners from abuse and neglect, it covers:

- Identifying and meeting a prisoner's needs
- Preventing abuse or neglect
- Reporting suspected abuse or neglect
- Investigating and dealing with reports of abuse or neglect
- Monitoring and analysis of safeguarding information
- Engaging with local authorities

[HM Prison Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/hm-prison-service)

18. What is the role of the National Probation Service?

The National Probation Service is a statutory criminal justice service that supervises offenders released into the community. Its priority is to protect the public by the effective rehabilitation of offenders, by tackling the causes of offending and enabling adults to make changes to their lives.

The probation service protects the public by working with offenders to reduce re-offending and harm. It works jointly with other public and voluntary services to identify, assess and manage the risk in the community of offenders who have the potential to do harm.

They are responsible for:

- Preparing pre-sentence reports for courts, to help them select the most appropriate sentence.
- Managing approved premises for offenders with a residence requirement on their sentence.
- Assessing offenders in prison to prepare them for release on licence to the community, when they will come under our supervision.
- Helping all offenders serving sentences in the community to meet the requirements ordered by the courts.
- Communicating with and prioritising the wellbeing of victims of serious sexual and violent offences, when the offender has received a prison sentence of 12 months or more or is detained as a mental health patient.

Probation services share information and work in partnership with other agencies including Local Authorities and health services and contribute to local Multi Agency Public Protection Arrangements (MAPPA) to help reduce the re-offending behaviour of sexual and violent offenders in order to protect the public and previous victims from serious harm.

[Probation Service - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

[Probation Finder - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

19. What is the role of the Court of Protection?

The Court of Protection deals with decisions and orders affecting people who lack capacity. The court can make major decisions about health and welfare, as well as property and financial affairs. The court has powers to:

- Decide whether a person has mental capacity to make a particular decision for themselves.
- Make declarations, decisions or orders on financial and welfare matters affecting individuals who lack capacity to make such decisions.
- Appoint deputies to make decisions for persons lacking capacity to make those decisions.
- Consider objections to the registration of deputies.
- Handling urgent or emergency applications where a decision must be made on behalf of someone else without delay
- Decide whether a lasting power of attorney (from the point someone lacks capacity) or an enduring power of attorney (effective as soon as it is registered) is valid.
- Consider concerns about the actions of deputies or attorneys in carrying out their duties.
- Make decisions about when someone can be deprived of their liberty under the Mental Capacity Act 2005.

[Court of Protection - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

20. What is the Role of the Border Force?

Border Force is a law enforcement command within the Home Office. Border Force secures the border and promotes national prosperity by facilitating the legitimate movement of individuals and goods, whilst preventing those that would cause harm from entering the UK. This is achieved through the immigration and customs checks carried out by our staff at ports and airports.

Report an immigration or border crime

Contact the Home Office if you think someone is:

- Living or working in the UK illegally
- Employing someone who isn't allowed to work in the UK
- Involved in smuggling
- Involved in illegal immigration

[Report an immigration or border crime - GOV.UK \(www.gov.uk\)](https://www.gov.uk)

In an emergency, dial 999 and ask for the police.

Immigration Enforcement hotline 0300 123 7000

UK Visas and Immigration (Home Office) Worker Sponsorship Scheme; Care Provider Organisations

The Home Office have a Sponsorship Scheme that allows employers to register as Sponsor Organisations, with the purpose of supporting and bringing in workers from countries outside of the EU. This scheme is open to employers of care workers. They will need to be authorised by the Home Office. This is known as a 'sponsor licence', and employers who hold a sponsor licence are known as 'sponsors.'

A prospective sponsored worker must have an offer of a job which meets the relevant criteria before they can make a valid visa application to enter or stay in the UK and a sponsor confirms such job offer by assigning a Certificate of Sponsorship (CoS).

A CoS is an electronic document, also with a unique reference number issued by the sponsor to a worker which confirms the details of the job.

The Work Routes Sponsor Compliance Team are responsible for ensuring that sponsors adhere to published guidance and acting upon those who fail to do so. Action includes:

- Suspending a licence
- Revoking a licence
- Downgrading a licence

What is the process when a sponsor licence is suspended?

If the Home Office believes that a sponsor is breaching their sponsor duties and/or pose a threat to immigration control, they will suspend their sponsor licence. The sponsor will then have 20 working days from the date of the written notification to respond to the concerns.

What impact does a sponsor licence suspension have on the sponsored workers?

Workers whom the company are sponsoring at the time of the suspension will not be affected, unless or until the Home Office decide to revoke the licence.

Any prospective sponsored workers with open visa applications, will have these placed on hold until reason for suspension has been resolved.

Revocation

When the sponsorship licence of a company is revoked, they are given reasons for the revocation. The company will no longer be able to sponsor any workers and they will be permanently removed from the public register of Worker and Temporary Worker sponsors

Workers

The Sponsor Compliance Team will notify each sponsored worker of the revocation soon after, normally a month after the date it occurred.

However, their existing permission (visa) remains valid until another Home Office department writes to them to confirm it has been shortened or cancelled.

The sponsored workers remaining permission to enter or stay in the UK will normally be shortened

to 60 calendar days.

The worker must find a new sponsor and submit a new visa application or regularise their stay in the UK through another immigration route before the end of the 60 calendar days, or by the time their permission expires if it was not shortened. If they do not, they must leave the country or face enforced removal.

Notifications are sent to several internal stakeholders when a licence is suspended.

- Department for Health & Social Care (DHSC),
- The Care Quality Commission's (CQC)
- Safeguarding & Advice Support Team, Association of Directors of Adult Social Services in England (ADASS)
- The Local Government Association (LGA).

Responsibilities of Local Authorities

Notifications should be forwarded by any of the above organisations to the Local Authority where the suspended sponsor organisation is located. Commissioners and Safeguarding Managers must consider necessary responses to manage the disruption a suspension will cause; this may include concerns about the safety and wellbeing of sponsored workers, and to Adults receiving care and support services.

Local Authorities should set up risk management processes and guidance for these situations and be alert to any risks of provider failure.

[UK visa sponsorship for employers: Overview - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/overviews/visas/uk-visa-sponsorship-for-employers)

21. What is the role of the Coroner?

Coroners are independent judicial officers who are responsible for investigating violent, unnatural deaths or sudden deaths of unknown cause, and deaths in custody, which must be reported to them. The Coroner may have specific questions arising from the death of an adult with care and support needs. These are likely to fall within one of the following categories:

- Where there is an obvious and serious failing by one or more organisations.
- Where there are no obvious failings, but the actions taken by organisations require further exploration/explanation.
- Where a death has occurred and there are concerns for others in the same household or other setting (such as a care home).
- Deaths that have occurred when someone was the subject of a deprivation of liberty.
- Deaths that fall outside the requirement to hold an inquest, but follow-up enquiries/actions are identified by the Coroner or his or her officers.

In the above situations the Coroner may wish to consider making a referral to the local Safeguarding Adults Board for a Safeguarding Adults Review if they consider the criteria may be met.

Coroners also have a power to issue a Regulation 28 Report where the coroner believes that action should be taken to prevent further deaths. These are monitored by the Safeguarding Adults Boards for any learning applicable to their partners.

[HM Coroner's Service in Hampshire, Portsmouth, and Southampton | Hampshire County Council \(hants.gov.uk\)](https://www.hants.gov.uk/coroner)

22. What is the role and responsibility of Legal services?

By ensuring agencies understand their own and each other's legal responsibilities it can enable more effective working relationships when supporting adults. It can help relationships between services and the people drawing on them if everyone understands why services have to act in certain ways. It will underpin meaningful conversations about people's options, decisions, care and support.

Legal Services can provide advice and guidance to the Local Authority and its managers and staff on the below areas:

- Advice about Care Act Safeguarding responsibilities.
- Guidance about relevant case law that can apply to safeguarding enquiries.
- Advice about referrals to Office of the Public Guardian (OPG), including matters involving seeking investigations about Powers of Attorneys and deputyships.
- Providing legal representation in Court Proceeding where Safeguarding is a key issue (such as in the High Court; about Inherent Jurisdiction; about OPG hearings)
- Advice about Multi-Agency legal agreements and safeguarding enquiries where another LA or key partner is involved or is asked to lead on the enquiry.
- Advice about criminal matters and police powers.
- Providing advice where a Coroner is holding an Inquest or is seeking information to decide if an Inquest is needed and where appropriate representing the LA where they have been made an interested party.

23. What is the role of professional bodies?

A professional body is an organisation with individual members practicing a profession or occupation in which the professional body maintains oversight of knowledge, skills conduct and practice. The professional body concerned would depend on the specific role. Each professional body must ensure that adults are protected from abuse and neglect and will have their own professional standards and codes of conduct to govern practice. Their responsibilities include:

- Raising safeguarding concerns and take part in S.42 enquiries as appropriate.
- Setting the culture and professional standards. Ensuring own staff wellbeing.
- Taking action where professionals have abused or neglected people in their care.

[4LSAB Multi-Agency Framework for Managing Allegations Against People in a Position of Trust \(hampshiresab.org.uk\)](https://www.hampshiresab.org.uk)

24. What is the role of Fire and Rescue Services?

When adults become vulnerable, they become vulnerable to fire. A high proportion of deaths or serious injuries from fires involve people with care and support needs or other vulnerabilities. Due to this Fire and Rescue Services being involved in multi-agency working and safeguarding processes is vital.

Prevention - Fire and Rescue Services have a responsibility to support other agencies to recognise, assess and manage fire risks for individuals. Fire and Rescue Services will provide training around identifying and managing fire risks in the domestic environment and, through the home safety visit / safe and well visit programme, they can visit identified adults at risk and provide advice and equipment that is specific to the individual based on their needs, their behaviour and their home environment.

Response – Fire and Rescue Services attend a variety of emergency incidents including fire incidents, road traffic collisions, medical response, gaining entry for other services. Under Powers of Entry of the Fire Services Act 2004, personnel have the authority to make entry, with force if necessary, if they believe a fire or another emergency has or is about to occur.

Protection – Fire and Rescue Services carry out fire safety inspections on virtually all non-domestic premises to ensure they comply with the Regulatory Reform (Fire Safety) Order 2005. They also inspect, supply guidance and enforce, if necessary, on buildings containing 2 or more domestic premises, including high-rise buildings and HMOs.

[Hampshire & Isle of Wight Fire & Rescue Service, Official website of Hampshire & Isle of Wight Fire & Rescue Service \(hantsfire.gov.uk\)](https://hantsfire.gov.uk)

25. What is the role of voluntary sector organisations, including registered charities and faith groups?

The voluntary sector provides a wide range of activities for adults and have an important role in safeguarding adults and supporting their families and carers.

Like other organisations that work with adults, they need to have appropriate arrangements in place for safeguarding and promoting the welfare of adults. In particular these should include:

- Procedures for staff and others to report concerns that they may have about the abuse, neglect or exploitation of adults.
- Appropriate codes of practice for staff, particularly those working directly with adults.
- Safe recruitment procedures, alongside training and supervision of staff (paid or voluntary).

Registered charities are regulated by the Charity Commission and must follow their [requirements in relation to safeguarding adults](#).

26. What is the role of Advocacy?

Advocacy helps and supports individuals to:

- say what they want;
- secure their rights;
- represent their interests;
- obtain services they need.

There are many different types of advocacy, including self-advocacy and peer-advocacy. However, there are certain circumstances set out in law when local authorities must provide an independent advocate.

Local authority commissioned advocacy services can be accessed via a referral from a social worker. The legislation sets out who can act as an advocate. An advocate must have appropriate training for the particular type of advocacy; competency; integrity; and independence from the local authority.

The Care Act 2014 imposes a duty on the local authority to arrange an independent advocate to facilitate an individual's involvement in:

- Care assessment;
- Carer's assessment;
- Care and support planning and reviews;
- Planning for transition from children's to adult services;
- Young carer's assessment;
- Safeguarding enquiries or a Safeguarding Adults Review.

The duty applies where the individual would have 'substantial difficulty' participating without the involvement of an advocate, and there is no appropriate individual available to support and represent the person's wishes who is not paid or professionally engaged in providing care or treatment to the person or their carer. A family member or friend may be an appropriate person to represent the individual, provided they are willing to support the adult and the adult consents to them acting, or, if they lack capacity to consent, it is in their best interests for that person to act.

The Mental Capacity Act 2005 sets out a legal requirement to appoint an Independent Mental Capacity Advocate (IMCA) to assist vulnerable people who lack the mental capacity to make their own decisions about serious medical treatment and where they live.

The Deprivation of Liberty Safeguards (DoLS) also require local authorities to appoint an advocate if they feel it is in an individual's best interests to deprive them of their liberty, and there is no appropriate person (such as close family/friend) to support them and represent their views.

Certain individuals are eligible for advocacy (an Independent Mental Health Advocate (IMHA)) under the Mental Health Act 1983, for example under some circumstances if they have been detained under the Mental Health Act, are liable to be detained, or are subject to a Community Treatment Order.

Links to advocacy services

- Portsmouth: <https://www.solentmind.org.uk>
- Southampton: www.theadvocacypeople.org.uk
- Hampshire: <https://www.voiceability.org/>
- Isle of Wight: www.southernadvocacyservices.co.uk

27. What is the role of Care Quality Commission (CQC) and Healthwatch?

The CQC is the independent regulator of the Health and Social Care sector in England. CQC regulate treatment, care and support services for Adults in Care and Nursing Homes and in People's own homes. Additionally, they regulate treatment, care and support provided by hospitals, GPs, dentists, ambulances and mental health services. Healthwatch is a statutory committee of CQC established under the Health and Social Care Act 2012. From 2023, CQC's remit was extended by Government to include Inspections of Local Authority Social Care Departments. These inspections have been instructed with the purpose of providing Assurance.

Whilst CQC is not a statutory partner on Safeguarding Adult Boards, it is legislated by its regulations to check that providers have systems and processes in place that protect people from harm. It registers, inspects and monitors Care and Support Providers which provide personal care to Adults. Registered Providers are periodically inspected. Their performance and compliance with regulations is rated. CQC Safeguarding Protocol describes their role in safeguarding both children and adults.

- It provides the principles for how CQC will work to help ensure people are protected.
- It provides helpful guidance for stakeholders, providers of services and members of the public on the role of CQC in local safeguarding procedures.
- In addition to regulating and inspecting health and social care services, CQC protects the rights of people detained under the Mental Health Act 1983.
- Identify situations that give rise to concern that a person using a regulated service is or has been at risk of harm or may receive an allegation or a complaint about a service that could indicate potential risk of harm to an individual or individuals.
- Inspections and regulations cover five domains. "Safe" is the most relevant domain for Safeguarding. This specifies that people must not be given unsafe care or treatment or be put at risk of harm that could be avoided, and that people must not suffer any form of abuse or improper treatment while receiving care.

The CQC Safeguarding Duty states that they should:

- Raise safeguarding concerns to the Local Authority and, where necessary to the Police.
- Take part in S42 Enquiries by supporting the Local Authority's lead role in conducting enquiries or investigations regarding safeguarding children and adults. To co-operate and share information where appropriate from their regulatory and monitoring activity. To assist the police in a similar way.
- Intervene and take regulatory action on breaches of regulations.
- Contact local authorities where there are concerns about specific providers.
- Publish findings about safeguarding in their inspection reports, and award services a rating which reflects their findings about safeguarding, safety and quality of the care provided. This includes holding providers to account by taking regulatory action to ensure that they rectify

any shortfalls in their arrangements to safeguard children and adults, and that they maintain improvements.

- website – www.cqc.org.uk
- National customer service contact number - 03000 616161. Phone lines are open Monday to Friday, 8.30am to 5.30pm, excluding bank holidays.

Healthwatch is an independent consumer champion and a statutory part of the Care Quality Commission (CQC), to champion service users and carers across health and social care.

At local level:

- Local Healthwatch organisations ensure that the views and feedback from patients and carers are an integral part of local commissioning across health and social care.
- Local Authorities can commission local Healthwatch or Healthwatch England to provide advocacy and support, helping people access and make choices about services, and supporting individuals who want to make a complaint.
- Local Healthwatch organisations are funded by and accountable to, Local Authorities and will be involved in Local Authorities' partnership functions.
- Local Healthwatch organisations provide a source of intelligence for national Healthwatch and will be able to report concerns about the quality of providers, independently of the Local Authority.

Hampshire: [Home | Healthwatch Hampshire](#)

IOW: [Home | Healthwatch Isle of Wight](#)

Portsmouth: [Home | Healthwatch Portsmouth](#)

Southampton: [Welcome | Healthwatch Southampton](#)

28. What is the role of the Department of Work and Pensions (DWP)?

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits to around 20 million claimants and customers. They are responsible for:

- helping people to move into work and supporting those already in work to progress, with the aim of increasing overall workforce participation
- helping people to plan and save for later life, while providing a safety net for those who need it now
- providing effective, efficient, and innovative services to the millions of claimants who rely on DWP every day, including the most vulnerable in society
- improving experience of DWP services while maximising value for money for the taxpayer
- Ensuring people are on the correct benefits and managing this process.

[Department for Work and Pensions - GOV.UK \(www.gov.uk\)](http://www.gov.uk)

29. What is the role of the Disclosure and Barring Service?

The Disclosure and Barring Service (DBS) supports employers to make safer recruitment decisions by processing and issuing checks to prevent unsuitable people from working with vulnerable groups including children. There are 4 levels of DBS checks that can be completed, the [DBS eligibility tool](#) can be used to determine what type of check specific roles could be eligible for.

[4LSAB-Safer-Recruitment-Guidance-June-2023-vFINAL.pdf \(hampshiresab.org.uk\)](#)
[About us - Disclosure and Barring Service - GOV.UK \(www.gov.uk\)](#)

30. What is the role of the Office of the Public Guardian (OPG)

Office of the Public Guardian (OPG) helps people in England and Wales to stay in control of decisions about their health and finance and make important decisions for others who cannot decide for themselves.

They do this by:

- Helping people plan for someone to make decisions for them, should they become unable to do so because they do not have mental capacity.
- Supporting people to make decisions for those that do not have the ability to decide for themselves.

The OPG carry out the legal functions of the [Mental Capacity Act 2005](#) and the [Guardianship \(Missing Persons\) Act 2017](#). The OPG is responsible for:

- Taking action where there are concerns about an attorney, deputy or guardian.
- Registering lasting and enduring powers of attorney, so that people can choose who they want to make decisions for them.
- Maintaining the registers of attorneys, deputies and guardians.
- Supervising deputies and guardians appointed by the courts, and making sure they carry out their legal duties.
- Looking into reports of abuse against registered attorneys, deputies or guardians.

[Office of the Public Guardian - GOV.UK \(www.gov.uk\)](#)

- [Safeguarding strategy](#)
- [Safeguarding policy](#)

The OPG has set out the standards that are expected of lay, Public Authority and professional court appointed deputies and these form a central part of OPG's approach to supervising all three types of deputies.

[OPG Deputy Standards \(publishing.service.gov.uk\)](#)

If you have any concerns about the actions of a deputy or attorney, please contact [OPG's safeguarding team](#).