

## **A multi-agency framework to support decision making in relation to adult safeguarding concerns.**

**For decision makers in agencies and organisations across Southampton, Hampshire, the Isle of Wight and Portsmouth with adult safeguarding responsibilities.**



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**If you think someone is at immediate risk of harm, call the emergency services on 999**

# A multi-agency framework to support decision making in relation to adult safeguarding concerns.

## 1. Introduction and purpose

The purpose of this multi-agency framework is to support the decision making and raising of adult safeguarding concerns, to impact positively on outcomes for people with a need for care and support, who are at risk of or experiencing abuse or neglect.

This framework should be used by those in any agency or organisation, in the statutory, private, voluntary or faith sectors in Southampton, Hampshire, the Isle of Wight and Portsmouth who would be making a decision to raise an adult safeguarding concern to the Local Authority. It is the Local Authority's responsibility to ensure consistent and compliant decision making once those referrals are received.

This framework sits alongside the [Multi-Agency Adult Safeguarding Policy, Process and Guidance 2023](#) and draws on the Care Act 2014 and accompanying statutory guidance and connects to the LGA and ADASS framework [Understanding what constitutes a safeguarding concern and how to support effective outcomes](#). This covers next steps on how adult social care responds to safeguarding concerns raised to them and any following enquiry (Section 42) process.

What supports this framework is:

- the [six statutory principles for safeguarding adults](#)
- clear understanding of the relevant legal frameworks, including Human Rights Act 1998, Care Act 2014 and Mental Capacity Act 2005
- working collectively; including consistency in defining, referring, and responding to safeguarding concerns
- practice that promotes personalised approaches which balance well-being with safety, early intervention and prevention
- engagement with the adult about how best to respond to their safeguarding situations in a way that enhances their involvement, choice, and control
- an adult's rights, ensuring that those who lack mental capacity (as well as those who have capacity) are empowered and included within safeguarding support
- empowering people so that they are partners in understanding and managing risk in their own lives
- an emphasis on the need for transparency and openness in managing conflicting outcomes (both of the adult and between the adult and professional organisations)
- the role of advocacy in all the above.
- Acknowledgement of the importance of recording and reporting
- [4LSAB Multi-Agency Policy, Process and Guidance](#)

### Key Point

'Safeguarding means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult well-being is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.' **Care and Support Statutory Guidance 2025, para.14.7**

## 2. What is an adult safeguarding concern?

Where there is reasonable cause to suspect that an adult under S42(1) a) who has or may have needs for care and support and b) is at risk of or experiencing of abuse or neglect.

Effective safeguarding directs us to all work together to improve our understanding of the risks and experiences of adults who have needs for care and support:

- it will improve our ability to prevent or intervene early when there are concerns of abuse or neglect
- it will enhance joint working to prevent, reduce or delay the risk of harm to the adult
- it will ensure that safeguarding concerns are identified and raised to support the adult
- it will ensure that those who have a statutory duty to enquire, act in a timely, person centred and co-ordinated way.

You should consider raising a safeguarding concern to the local authority if you have reasonable cause to suspect that an adult (under section 42 (1) of the Care Act):

- a) has needs for care and support (whether or not the local authority is meeting any of those needs); and
- b) is experiencing, or at risk of, abuse or neglect

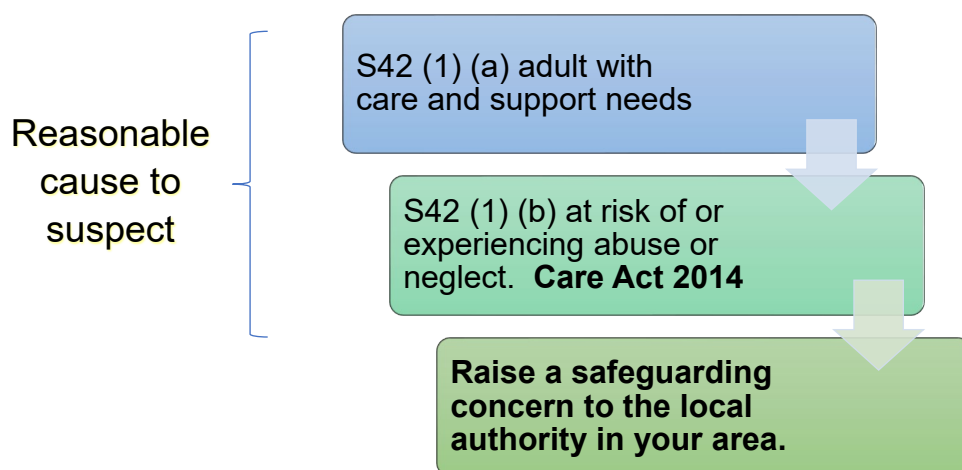
The local authority will consider the concern to see if it meets the above criteria, as well as whether:

- c) as a result of those care and support needs the individual is unable to protect themselves from either the risk of, or the experience of abuse or neglect

### Key Point

To raise a safeguarding concern means that only reasonable cause to suspect that (a) and (b) apply is needed in order to decide whether to raise a safeguarding concern to the Local Authority. That is not to say that there may also be information that would indicate that due to their care and support needs the adult is unable to protect themselves from the risk of or experiences of abuse or neglect, however that information is not necessary to raise a safeguarding concern.

If all three of the criteria are met, the Local Authority has a duty to initiate a section 42 safeguarding enquiry to decide what (if any) action is needed to help and protect the adult. Only the Local Authority has the power to initiate a section 42 enquiry. Local Authorities also have the discretion to open a section 42 enquiry if the criteria are not met. There is a range of possible Local Authority responses to concerns raised and this may not be a section 42 enquiry.



Local Authority statutory adult safeguarding duties apply equally to those adults with care and support needs regardless of whether those needs are being met, regardless of whether the adult

lacks mental capacity or not, and regardless of the setting (other than prisons and approved premises - see the [4LSAB guidance on Safeguarding in Prisons and Approved Premises](#) for more information).

A safeguarding concern can arise due to:

- an active disclosure of abuse by the adult, where the adult tells a worker that they are experiencing abuse and/or neglect.
- a passive disclosure of abuse where someone has noticed signs of abuse or neglect, for example workers who notice unexplained injuries.
- an allegation of abuse by a third party, for example a family/friend or neighbour who have observed abuse or neglect or have been told of it by the adult.
- a complaint or concern raised by an adult or a third party who does not perceive that it is abuse or neglect. Complaints Officers should consider whether there are safeguarding matters
- a concern raised by staff or volunteers, others using the service, a carer, or a member of the public.
- an observation of the behaviour of the adult.
- an observation of the behaviour of another.
- patterns of concerns or risks that emerge through reviews, audits and complaints or regulatory inspections or monitoring visits.
- professional curiosity and intuition (that gut feeling).

For further information see [Understanding what constitutes a safeguarding concern: FAQs | Local Government Association](#)

## 2.1 What is meant by 'care and support needs'?

Care and support are terms used to describe the help some adults need to live as well as possible with any illness or disability they may have

Safeguarding duties apply regardless of whether a person's care and support needs are being met, whether by the Local Authority or anyone else. They also apply to people who pay for their own care and support services. An adult with care and support needs may be:

- an older adult\*
- an adult with a physical disability, a learning difficulty, or a sensory impairment
- someone with mental health needs, including dementia or a personality disorder
- an adult with a long-term health condition
- someone who uses substances or alcohol to the extent that it affects their ability to manage day-to-day living'.<sup>1</sup>

\*An older adult should not be taken to mean that age alone means an adult has care and support needs but is a recognition that older people are at higher risk of some conditions that can lead to care and support needs developing.

Guidance on carers and safeguarding is set out in the statutory guidance.<sup>2</sup> This explains the circumstances in which a carer (for example, a family member or friend) could be involved in a situation that may require a safeguarding response, for example:

- a carer may witness or speak up about abuse or neglect
- a carer may experience intentional or unintentional harm from the adult they are trying to support or from professionals and organisations they are in contact with; or,
- a carer may unintentionally or intentionally harm or neglect the adult they support on their own or with others.

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<sup>1</sup> Based on [Adult safeguarding practice questions, SCIE July 2018](#)

<sup>2</sup> [14.45-14.50 Care and Support Statutory Guidance 2025](#)

If a carer speaks up about abuse or neglect, it is essential that they are listened to and that where appropriate a safeguarding concern is raised, the Local Authority will determine whether an enquiry duty is met, or an alternative response is required. (See Care and Support Statutory Guidance **para** 14.45.)

Care and support is the mixture of practical, financial and emotional support for adults who need extra help to manage their lives and be independent. Care and support may include an assessment of people's needs, provision of services and the allocation of funds to enable a person to purchase their own care and support. It could include a care home, home care, personal assistants, day services or the provision of aids and adaptations.

Care and support needs include help with:

- managing and maintaining nutrition
- maintaining personal hygiene
- managing toilet needs
- being appropriately clothed
- being able to make use of the adult's home safely
- maintaining a habitable home environment
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of necessary facilities or services in the local community including public transport, and recreational facilities or services; and
- carrying out any caring responsibilities the adult has for a child.

Local Authorities have a number of duties to adults who may have care and support needs, in addition to their safeguarding duties. Sometimes the concerns you have about an adult are about their wellbeing and the adult may benefit from knowing about the duties that the Local Authority might have to them, for example, an assessment for care and support (section 9 of the Care Act), may be more appropriate, or a carers assessment (section 10 of the Care Act). Please refer to section 6 for more details.

For further information see the [4LSAB Short Guide to Care and Support Needs](#).

## 2.2 What is meant by 'abuse and neglect'?

Abuse and neglect can happen to anyone, whatever their circumstances and can be carried out by anyone. This could be family, friends, neighbours, paid staff, carers, or volunteers. It could also be strangers.

This table reflects some examples of the types and categories of abuse and neglect and examples of indicators.

Types of abuse	Behaviours include
Physical	Hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.
Sexual	Rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, amending images to create sexualised pictures, subjection to pornography or witnessing sexual acts, the sharing of sexual images, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting.



<b>Psychological</b>	Emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
<b>Financial or material</b>	Theft, fraud, exploitation, pressure in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits.
<b>Neglect and acts of omission</b>	Ignoring medical or physical care needs, failing to provide access to appropriate health, social care, welfare benefits or educational services, withholding the necessities of life such as medication, adequate nutrition and heating.
<b>Discriminatory</b>	Racism, sexism, or acts based on an adult's disability, age or sexual orientation or other protected characteristics. It also includes other forms of harassment, slurs, or similar treatment such as disability hate crime.
<b>Domestic abuse</b>	Psychological, physical, sexual, financial, emotional abuse and so called 'honour' based violence by those who are or have been intimate partners or family members.
<b>Organisational abuse</b>	Neglect and poor care practice within a care setting such as a hospital or care home or in relation to care provided in someone's own home ranging from one off incidents to on-going ill-treatment. It can be neglect or poor practice as a result of the structure, policies, processes, or practices.
<b>Modern slavery</b>	Encompassing slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment.
<b>Self-Neglect</b>	Covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and behaviour such as hoarding.

For more details on the types of abuse and behaviours/contexts, refer to the multi-agency tools. The multi-agency tools cover the types of abuse set out in the Care and Support Statutory Guidance as well as situations, behaviours and contexts which may commonly arise linked to the adult's care and support needs or abuse/neglect.

You may be aware of concerns about abuse and neglect, but you are not clear as to whether the concerns are about an adult with needs for care and support. If in doubt, refer to the multi-agency tools and discuss within your organisation before raising your concerns to the Local Authority. It is important to always ensure that if you think there is an immediate risk to the adult that you do not delay in raising your concerns or phoning the police.

The Care and Support Statutory Guidance 2025 states 'Local Authorities should not limit their view of what constitutes abuse or neglect, as they can take many forms, and the circumstances of the individual case should always be considered.'

### 2.3 Who can raise a safeguarding concern?

Anyone who has concerns that an adult who may have care and support needs is at risk of or experiencing abuse and neglect, can raise their concerns with the Local Authority.

Each adult's circumstances are different, and it may therefore be necessary for the agency to gather more information to help them to determine if there is a safeguarding concern. However, ultimately, the decision as to whether there is reasonable cause to believe that the concerns reflect the three statutory criteria, will sit with the Local Authority.

As set out in the Care and Support Statutory Guidance (14.4) 'the safeguarding duties [set out in S42 Care Act] have a legal effect in relation to organisations other than the Local Authority for example the NHS and the Police'. Whilst there may be other processes in a range of agencies (for example the Patient Safety Framework (PSIRF) in health), they will have their own frameworks and regulatory reporting requirements that they must work within, these may connect with safeguarding responsibilities. Those other responsibilities do not negate the need to raise a safeguarding concern with the Local Authority where the criteria in this framework are met.

### **3. What do we do when the adult does not want the safeguarding concerns to be raised?**

The Care and Support Statutory Guidance advises that the priority in safeguarding should always be to ensure the safety and wellbeing of the adult.

Wherever possible the adult should be involved in decisions about raising a safeguarding concern. Ensure a Making Safeguarding Personal approach is used, through developing a real understanding of what the adult being safeguarded wishes to achieve, and agreeing, negotiating, and recording their desired outcomes or goals. It is about working collaboratively with the adult (and/or their representative or advocate) around how best to bring about those outcomes.

Adults are encouraged to make their own decisions and must be provided with support and information to empower them to do so. This approach recognises that adults have a general right to independence, choice and self-determination including control over information about themselves. Agencies and organisations should strive to deliver effective safeguarding consistently with both above principles. They should ensure that the adult has accessible information, in a format which is preferable to them, so that the adult can be supported to understand the information given to them and make informed choices about safeguarding, what it means, the risks and benefits, possible consequences and desired outcomes.

There may be several reasons why an adult does not give their consent to the sharing of safeguarding information. For example, they may be unduly influenced, coerced or intimidated by another person. They may be frightened of reprisals, they may fear losing control, they may not trust social services or other partners, or they may fear that their relationship with the abuser will be damaged. Reassurance and appropriate support may help to change their view on whether it is best to share information. The following should be considered:

- Explore the reasons for the adult's objections.
- Explain the concern and why you think it is important to share the information.
- Tell the adult with whom you may be sharing the information with and why.
- Explain the benefits, to them or others, of sharing information.
- Discuss the consequences of not sharing the information.
- Reassure them that the information will not be shared with anyone who does not need to know.
- Reassure them that they are not alone, and that support is available to them.
- If, after this, the adult refuses intervention to support them with a safeguarding concern or an enquiry, or requests that information about them is not shared with other safeguarding partners, in general, their wishes should be respected.

However, there are several circumstances where consent could be reasonably overridden, which could include:



- The adult lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act.
- Emergency or life-threatening situations may warrant the sharing of relevant information with the emergency services without consent.
- Other people are, or may be, at risk, including children and young people.
- Sharing the information could prevent a serious crime.
- A serious crime has been committed.
- The risk is unreasonably high, and duty of care must be considered.
- Staff or volunteers are implicated.
- There is a court order or other legal authority for acting without consent.

In such circumstances, it is important to keep a careful record of the decision-making process. Staff should seek advice from leaders/managers in line with their own organisations policy before overriding the adult's decision, except in emergency situations. Leaders/managers should make decisions based on whether there is an overriding reason which makes it necessary to act without consent and whether doing so is proportionate because there is no less intrusive way of ensuring safety.

Legal advice should be sought where appropriate. If the decision is to act without the adult's consent, then unless it is unsafe to do so, the adult should be informed that this is being done and of the reasons why. In addition, if there are any other adults or children at risk seek advice from the safeguarding lead for the organisation.

If none of the above apply and the decision is not to share safeguarding information with other safeguarding partners, or not to intervene to safeguard the adult:

- Support the adult to weigh up the risks and benefits of different options.
- Ensure they are aware of the level of risk and possible outcomes.
- Offer to arrange for them to have an advocate or peer supporter.
- Offer support for them to build confidence and self-esteem if necessary.
- Agree on and record the level of risk the adult is taking.
- Record the reasons for not intervening or sharing information.
- Regularly review the situation.
- Try to build trust to enable the adult to better protect themselves.

It is important that the risk of sharing information is also considered, in some cases, such as domestic abuse or hate crime, it is possible that sharing information could increase the risk to the adult. Safeguarding partners need to work jointly to provide advice, support and protection to the adult to minimise the possibility of increasing risk of harm to the individual within the relationship or risk of retribution from the person alleged to have caused the harm.

Section 11, 2(b) of the Care Act sets out that the Local Authority does not need to carry out a needs assessment if the adult refuses one, unless the adult is experiencing, or is at risk of, abuse or neglect (which can include self-neglect), in which case the Local Authority must still carry out the needs assessment.

Further guidance can be found in the [4LSAB Multi agency guidance on information sharing](#)

### **Key Point**

The Data Protection Act 2018 and the UK General Data Protection Regulation permit information to be shared in a situation of 'vital interest', where it is critical to prevent serious harm or distress or where someone's life is threatened.

#### 4. How to raise safeguarding concerns

Safeguarding concerns should be raised to:

Southampton	Telephone: 023 8083 3003 Online referral available <a href="#">here</a>
Hampshire	Telephone: 0300 555 1386 (0300 555 1373 for Out of Hours) Online referral available <a href="#">here</a>
Isle of Wight	Telephone: 01983 823340 (01983 821105 for Out of Hours) Online referral available <a href="#">here</a> Email: <a href="mailto:safeguardingconcerns@iow.gov.uk">safeguardingconcerns@iow.gov.uk</a>
Portsmouth	Telephone: 02392 680810 (0300 555 1373 for Out of Hours) Email: <a href="mailto:adultsafeguarding@portsmouthcc.gov.uk">adultsafeguarding@portsmouthcc.gov.uk</a>

The flowchart in appendix 1 reflects the process for raising a safeguarding concern and the guidance to inform decision making. Additional guidance is available to support decision making about safeguarding concerns in relation to:

- Protocol for [falls and adult safeguarding](#)
- Protocol for [pressure ulcers and adult safeguarding](#)

A quick guide on raising safeguarding concerns is included in Appendix 3

#### 5. Working together makes a difference

Adult safeguarding will be most effective when it has the full support of the wider public and of safeguarding partners across the private, statutory, voluntary, communities and faith sectors working together and is delivered in a way where roles, responsibilities and lines of accountability are clearly defined and understood.

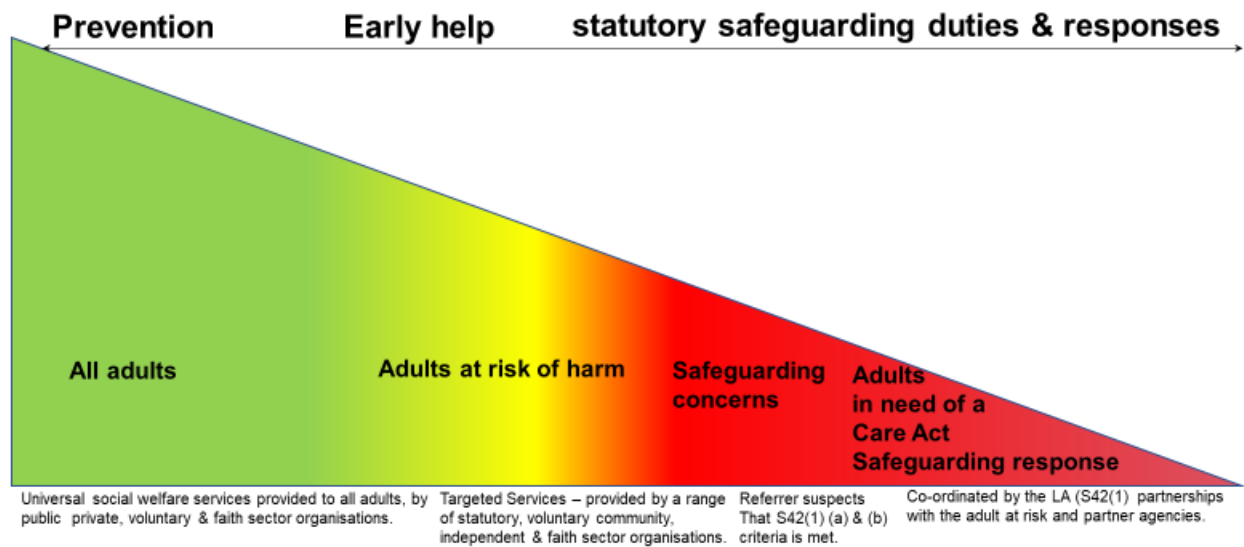
Adult safeguarding means a broad continuum of activity. It ranges from the empowerment and strengthening of communities, through prevention and early intervention, to risk assessment and management, including statutory safeguarding interventions in which all agencies and organisations have a role to play.

Prevention is one of the six key principles of safeguarding. To ensure that safeguarding is effective in preventing abuse and neglect, professionals should have consideration for the risk of abuse when making a decision on when to raise a concern.

There is no “significant harm” threshold for action under the Care Act 2014. However, any actions taken must be proportionate to the level of presenting risk or harm and be driven by the desired outcomes of the adult or their representative. Referring agencies need to use their professional judgement, including sharing the views of the adult and where appropriate, seek consent for sharing information.

Once a safeguarding concern has been raised to the Local Authority, the responsibility does not end, it is essential to take appropriate steps to protect the adult from abuse and harm. As part of the S42 enquiry, agencies may be required to respond to requests from the Local Authority and it is their duty to co-operate.

# The Adult Safeguarding Continuum



At all stages along this continuum, safeguarding interventions will aim to provide appropriate information, supportive responses and services which become increasingly more targeted and specialist as the risk of harm increases moving into statutory safeguarding responsibilities and safeguarding enquiries.

Presenting safeguarding activity in this way is intended to reflect the importance of the role that all agencies and organisations must play in prevention and early intervention, both as a means of improving the safety and quality of life and outcomes for all adults and reducing the risks of incidents of harm and need for more intrusive protection interventions.

Adult safeguarding can be complex and challenging. The focus of any intervention must be on promoting a proportionate, empowering, and measured approach to balancing the risk of harm with respecting the adult's choices and preferred outcome for their own life circumstances.

## 6. What do we do about concerns of abuse and neglect of an adult who does not have care and support needs?

Many agencies are facing the challenge of how to support people who are at increased risk of abuse, but who do not have care and support needs. This can include for example, carers, some people who self-neglect, homeless people, and survivors of domestic abuse. Many agencies and organisations support people who do not meet the statutory criteria as set out in S42(1) of the Care Act 2014, but who may be being abused and are unsure where to go next. Wherever someone is being harmed, or is at risk of harm, there are agencies and organisations that can help, even if a safeguarding enquiry duty is not met.

Where an agency or organisation has reasonable cause to suspect that the adult does not have needs for care and support but is at risk of or experiencing abuse or neglect then there are other avenues that agencies should explore when responding to their safety and protection needs. These include:

- Local Authority referral for a S9 Care Act assessment
- Local Authority referral for a S10 Care Act carer assessment
- Referral for advocacy support
- Domestic Abuse services
- Multi-agency risk assessment conference (MARAC)

- High-Risk Domestic Abuse (HRDA)
- Police may consider a multi-agency public protection arrangement (MAPPA)
- A contract monitoring or commissioning response to issues in a health or care provider setting
- A specific pathway to resolve issues regarding care, including clinical care, for example in relation to pressure ulcer care
- A regulatory response (Trading Standards, Environmental Health)
- Review of a person's care and support or health care plan.
- Referral for a Safe and Well visit from the Fire and Rescue service
- The National Referral Mechanism for victims of modern slavery
- Consider a referral to [PREVENT](#) where concerns are related to radicalisation
- Referral to community and voluntary sector organisations including Citizens Advice Bureau
- Organisations complaints procedures, including Care Quality Commission or Ombudsman
- Registered Housing Provider, including tenancy support or Anti-Social Behaviour policies
- [4LSAB Multi-Agency Risk Management Framework \(MARM\)](#)
- [4LSAB Guidance on Prevention and Early Intervention in Adult Safeguarding](#)

## 7. What do we do about an adult with care and support needs, who is NOT experiencing or at risk of abuse and neglect but has other wellbeing concerns?

When an adult with care and support needs is not experiencing or at risk of abuse or neglect but presents with other wellbeing concerns such as loneliness, or difficulty managing daily tasks, it is essential to adopt a proactive and holistic approach.

Engaging with the voluntary and community sector can be a vital first step, as these organisations often provide tailored support, social inclusion activities, and practical assistance that can significantly enhance wellbeing.

Additionally, consider a referral to Adult Social Care for a Care Act assessment, which evaluates the individual's needs and eligibility for formal support services. This assessment ensures that the person's rights under the Care Act 2014 are upheld, and that they receive appropriate care planning and access to services that promote independence and wellbeing.

## 8. What are the statutory safeguarding duties of the Local Authority?

The Care Act 2014 S42 duty states:

(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.

### Key Point

S42 (Care Act 2014) is the legal framework within which Local Authorities must operate when a safeguarding concern is referred. This duty not only ensures that adults are supported to keep themselves safe, but that all agencies and organisations also take appropriate action with the S42 as guided by the Local Authority to keep adults safe who may be at risk of or experiencing abuse or neglect.

More detail about the Local Authority's statutory safeguarding role is available in the [4LSAB Safeguarding Adults Multi-Agency Policy, Process and Guidance](#).

More information about the Local Authority's other responsibilities under the Care Act is available in the [4LSAB Multi-Agency Guidance on Safeguarding Roles and Responsibilities \(section 3\)](#).

## 9. What is the Adult Safeguarding S42 Enquiry Process?

The enquiry is any action taken or instigated by the Local Authority in response to a safeguarding concern that meets the three statutory criteria. The purpose of the enquiry is to decide whether the Local Authority or another agency or organisation, should do something to help and protect the adult, if so what and by whom. The Local Authority remains the lead co-ordinator of S42 enquiries, until the decision is made to close the enquiry process.

The Local Authority is the decision maker in relation to the Care Act S42 enquiry duty. Such decisions can change as more information becomes available, so it is important that decisions made are clearly recorded and shared with those who need to know.

The Care and Support statutory guidance says that the objectives of an enquiry are to:

- establish facts
- ascertain the adult's views and wishes
- assess the needs of the adult for protection, support and redress and how they might be met
- protect from the abuse and neglect, in accordance with the wishes of the adult
- make decisions as to what follow-up action should be taken regarding the adult or
- organisation responsible for the abuse or neglect
- enable the adult to achieve resolution and recovery.

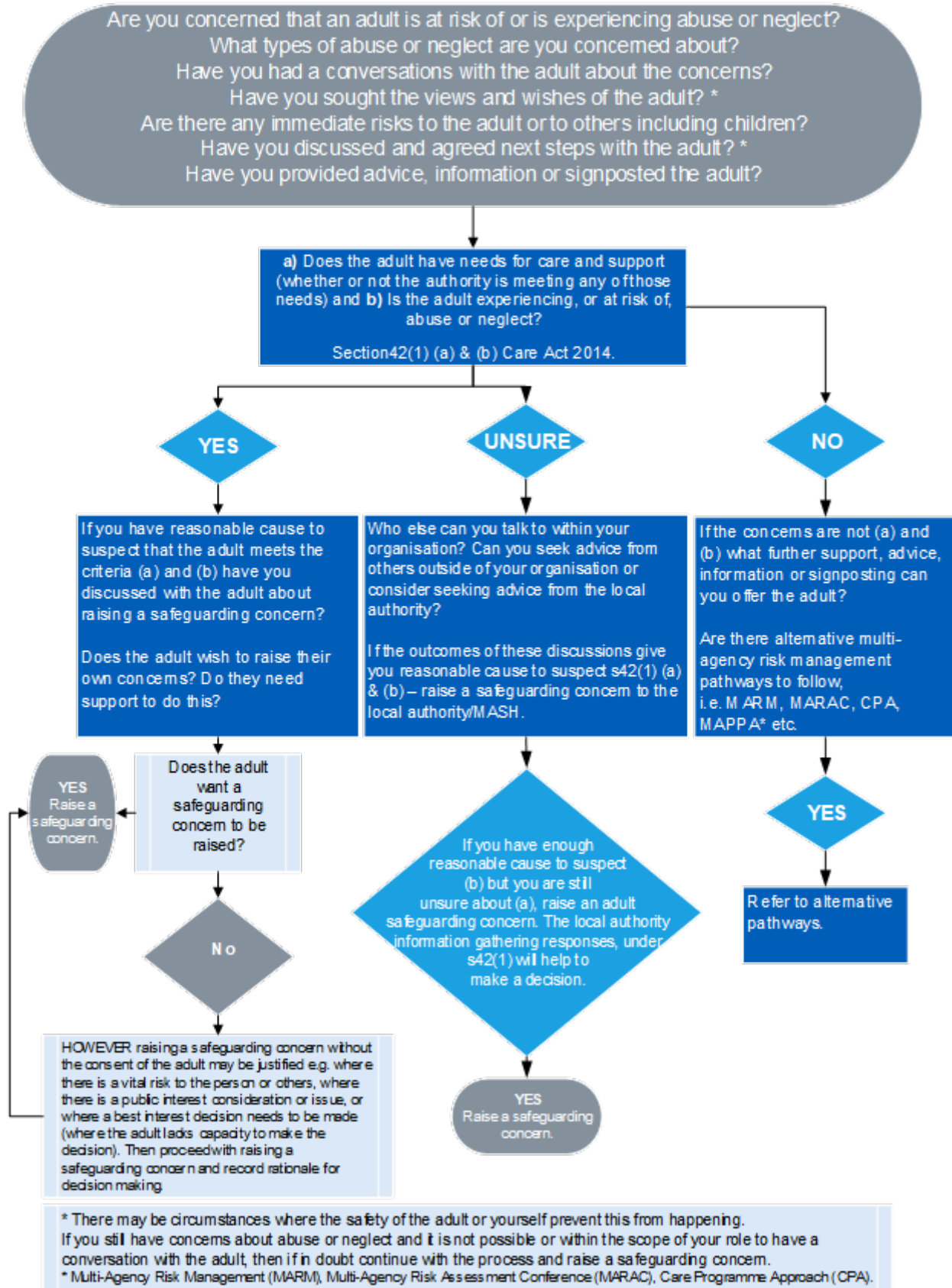
A carer, family member or advocate may be supporting the completion of the enquiry by helping the adult with care and support needs communicate their wishes or views on those occasions where the adult is not able to do this independently.

The Local Authority S42 enquiry process can be seen in more detail in Section 3 of the [Multi-Agency Policy, Process and Guidance](#)

Further guidance can be found in the LGA document [Understanding what constitutes a safeguarding concern and how to support effective outcomes](#). See appendix 2 for a copy of the flowchart.

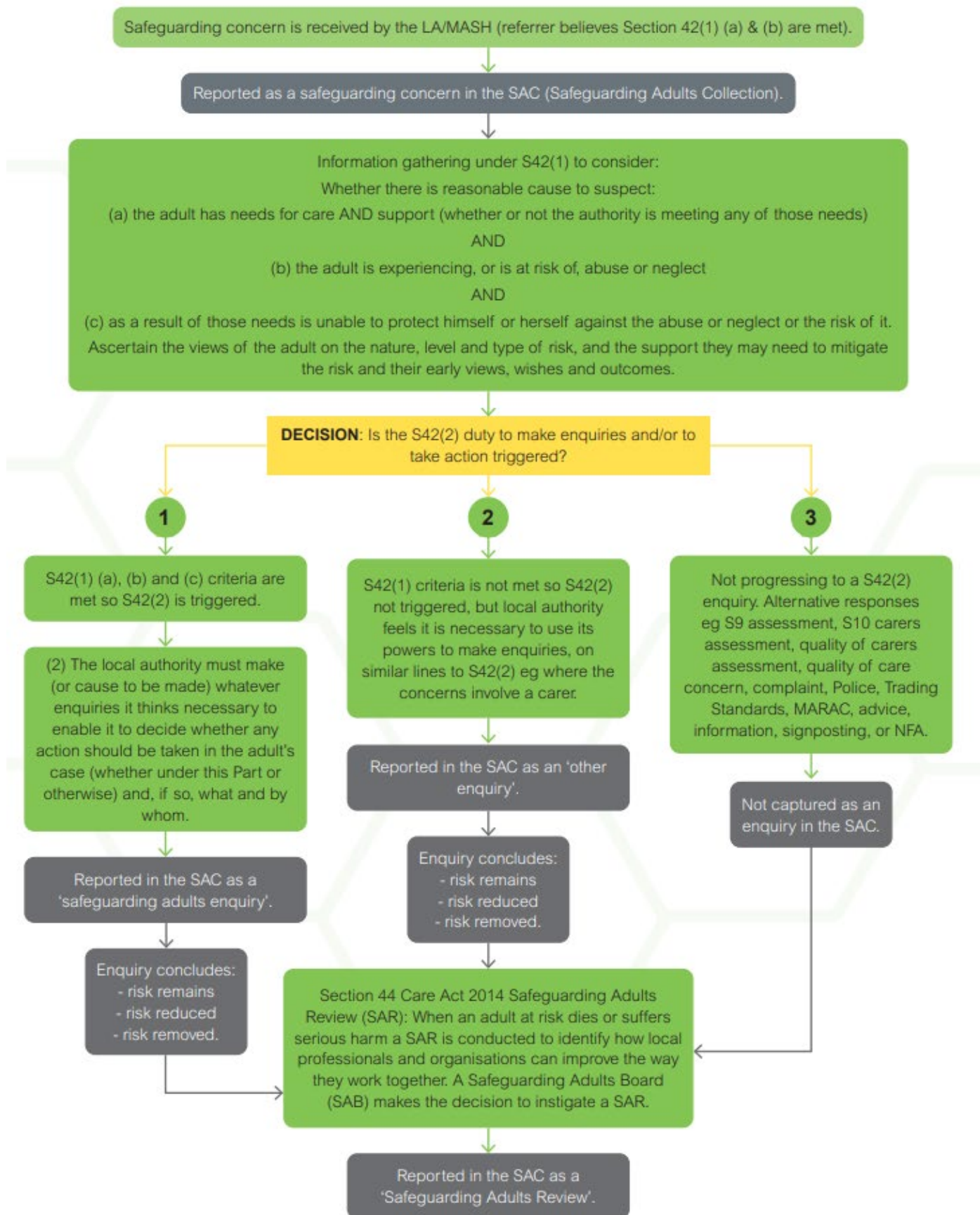
## Appendix 1

### Deciding if you need to raise a safeguarding concern to the Local Authority/ Multi-Agency Safeguarding Hub (MASH)





## Safeguarding concern received by the local authority/ Multi-Agency Safeguarding hub (MASH)



## Appendix 3

The following Quick Guides to responding and raising safeguarding concerns can be found below.

### **Quick Guide for staff/volunteers to responding and raising safeguarding concerns within their agency or organisation. This is a quick reference guide and not an exhaustive list.**

#### **Immediate Response to an adult where there are concerns of abuse or neglect**

- Ensure the safety of the individuals involved and in an emergency ring 999
- Be professionally curious
- Assess the risk to the individual and others (including other adults at risk, children, members of the public staff / volunteers)
- Explore if the adult feels safe, acknowledging immediate and long-term risks
- Have an open and honest conversation with the individual, give the person time to respond and acknowledge their response.
- Reassure the adult that they have been heard
- Do try and gain their views, wishes and any initial outcomes that they wish to see
- Provide support and information to meet their specific communication needs
- Be clear with the adult and explain the process, go informed
- Explain that you have a duty to tell your manager or other designated person and discuss consent to share, acknowledge that this isn't required\*
- Explain to the adult what will happen next\*
- Explain that you will try to take steps to mitigate risk if that is their desired outcome.
- If the person alleged to have caused harm is an adult at risk do address their immediate safety needs.
- Do not confront the person alleged to have caused the harm.

\* there may be circumstances where this may not be appropriate e.g. serious risks to the person, self or others.

#### **Action after the concern of abuse has been recognised:**

- Raise the concerns to a designated safeguarding manager or other designated person within your agency/organisation or direct to the local authority, in accordance with your organisation's procedures.
- Within your organisation, use Whistleblowing Procedures if you feel that you will not be believed, taken seriously or believe that your manager may be causing the risks of abuse to the adult.
- Record your concerns and how they came to light, any information given by the adult, information about any witnesses, the wishes of the adult, actions taken, who was present at the time, dates and times of incident(s).
- Where possible record using the adults' own words.
- Record details of the adult alleged to have caused harm (if known).
- Record any concerns about the capacity of the adult to make decisions relating to the safeguarding concern and the reasons for the concerns about capacity.
- Record whether the adult is aware that the concerns have been raised.
- Record any previous concerns.
- You may be required to participate in a section 42 enquiry
- You may be required to attend safeguarding meetings
- Ensure that you receive support from your employer/organisation

**Quick Guide for person raising concern and/or their organisation. This is a quick reference guide and not an exhaustive list and will depend on who the decision maker is and their role within the organisation, some decision makers may not have this information and some responsibilities will sit outside of their role, but this should not deter the raising of concerns.**

**The decision maker should:**

- Ensure that action has been taken to address the safety of the person who is alleged to have been harmed or the person alleged to have caused the harm.
- Assess the risk to others (including adults at risk, children, members of the public, staff / volunteers).
- Ensure that support has been offered and is available to the adult.
- Ensure that the views and wishes of the adult have been captured and include these in any concerns raised to the local authority or other referrals.
- Provide relevant advice and information to the adult.
- Ensure that the person raising the concern records the nature of alleged abuse, wishes of the adult, any information given or witnessed, actions taken, who was present at the time, dates and times of incident(s).
- Assess the presenting risk issues and record this risk assessment.
- Do **not** take photographs of any injuries (unless a Policy and Procedure on the taking of photographs is in existence, then this should be followed)
- Ensure that a body map is completed (where appropriate).
- If pressure ulcer damage you must follow the [4LSAB Multi-Agency protocol for Pressure Ulcers and Adult Safeguarding](#)
- Discuss with the adult/family/advocate a protection plan to minimise the risk to the person at risk and others\*
- Explain to the adult/their representatives their rights, i.e. to report to police, to make a complaint
- If required, explain why you feel there is a need to raise the concerns to the local authority. This may include highlighting the statutory duty of professionals to safeguard others for example.
- Report incident to police if criminal offence appears to have been committed.
- Refer to Adult Social Care, or Emergency Duty Service (out of hours).
- If you make a decision not to raise the concerns because you have judged them not to be safeguarding concerns or the patient declines and the risk is not sufficient to warrant raising a concern, you must fully document your decision and rationale including any other action you need to take and why.
- Consider internal disciplinary action if a member of staff is alleged to be involved
- Consider if a referral to the Disclosure and Barring Service is necessary at this point
- Initiate other processes that need to be triggered, e.g. PSIRF, Complaint, CQC notification (if in a regulated setting).
- Ensure all decisions and any actions taken and reasons for variation on timescales are recorded.

\* there may be circumstances where this may not be appropriate e.g. serious risks to the person, self or others.