

# **Telford and Wrekin**

## **Adult Social Care Safeguarding Adults Procedures**

**Supplementary to West Midland Adult Safeguarding  
Policy and Procedures**

<b>Title</b>	<b>Safeguarding Adults</b>
<b>Purpose/scope</b>	The purpose of this document is not to replace the West Midlands Safeguarding Adults Multi-agency Policy and Procedures but to explain how the West Midlands Procedures are applied locally by Telford and Wrekin Council
<b>Subject key words</b>	<ul style="list-style-type: none"> <li>• Adults with Care and Support Needs</li> <li>• Safeguarding Adults</li> <li>• Safeguarding Concern</li> <li>• Safeguarding Enquiry</li> </ul>
<b>Council Priority</b>	<ul style="list-style-type: none"> <li>• Protect and support our vulnerable children and adults</li> <li>• Improve the health and wellbeing of our communities and address health inequalities</li> </ul>
<b>Lead author &amp; contact details</b>	Service Delivery Manager Adult Safeguarding
<b>Date Established</b>	April 2018
<b>Date of Next Review</b>	March 2022
<b>Legal Sign Off</b>	N/A
<b>Finance Sign Off</b>	N/A
<b>Approver</b>	Director of Adult Social Care

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## 1. Introduction

This protocol explains how the West Midlands Adult Safeguarding Multi-agency Policy and Procedures are applied locally by Telford and Wrekin Council.

It describes the roles of Council staff when responding to a concern or referral for a safeguarding enquiry regarding adults experiencing or at risk from abuse or neglect.

The protocol is supplementary to, and must be read in conjunction with the West Midlands Policy and Procedures which sets out four clear stages of the safeguarding process, which must be adhered to by all partner agencies. These are:

- Stage 1: Responding to and reporting a concern
- Stage 2: Decision making
- Stage 3: Enquiries
- Stage 4: Safeguarding plan

Click on the safeguarding link below to access the West Midlands Safeguarding Multi-agency Policy and Procedures: [Safeguarding Link](#)

## 2. Safeguarding Adults Local Roles & Responsibilities

### Telford & Wrekin Safeguarding Adults Board

Safeguarding Adults in Telford is overseen and led by a multi-agency partnership of organisations which have contact with adults at risk. Partners include:

- Telford & Wrekin Council
- West Mercia Police
- Telford & Wrekin Clinical Commissioning Group
- Shropshire Community Health NHS Trust
- Shrewsbury and Telford Hospital NHS Trust
- Staffordshire and Shropshire NHS Trust
- Care Quality Commission
- West Midlands Ambulance Service
- Shropshire Partners in Care
- West Mercia National Probation Service
- Herefordshire, Shropshire & Telford Community Rehabilitation Company
- Healthwatch
- Telford College of Arts and Technology
- Wrekin Housing Trust
- Telford & Wrekin Council for Voluntary Services

All partners are responsible for ensuring all is being done to prevent abuse and neglect, and to keep people safe within the borough. Each partner organisation is required to have its own procedures which identifies who their Safeguarding Lead is and who/how to raise and/or respond to a concern, in compliance with the Telford & Wrekin Council's Protocol.

**The SAB** gives direction to Safeguarding Adults across Telford and its members both champion and lead adult safeguarding within their own organisations.

The SAB 'owns' all adult safeguarding strategies, policies and procedures.

### SAB Sub-groups

Multi-agency sub groups develops policies, procedures and protocols in the light of operational experience, and bring matters to the SAB Executive Group for direction, guidance and/or approval. Sub-groups are the business development function of the SAB.

### Partnership Staff

All staff within the partnership have a duty of care to safeguard adults. Partnership staff should follow their own organisation's procedure for reporting concerns in line with the Council's protocol. The first priority is to ensure the person is safe from harm.

All partnership staff should follow the Council's protocol including keeping within recommended timescales for handling concerns, responding to referrers and dealing with enquiries, and use the Telford & Wrekin Multi-Agency Safeguarding Adults Concern Reporting Form (see Appendix 1) to report concerns about suspected or actual abuse/neglect/harm. Concerns raised will be accepted without completion of the form for urgent cases.

### The Safeguarding Adults Team

The Safeguarding Team are part of Telford and Wrekin's multi-agency Safeguarding Hub and have responsibility for screening all adult safeguarding referrals. Functions of the team include:

- Undertake section 42 enquiries for unallocated cases, and cases open to Early Help Practitioners
- Undertake all safeguarding enquiries relating to organisations
- Undertake all safeguarding enquiries relating to Person's in a Position of Trust
- Provide Safeguarding Adults strategic and operational advice across the partnership
- Support & promote the development of Safeguarding Adults practice across the partnership
- In exceptional circumstances, where it is agreed that it is not appropriate for a responsible Team Leader to do so: Chair and/or make enquiries in complex cases that involve conflict of interest between teams/services, and/or T&W staff/HR
- Act as representative for T&W in Out of Borough cases involving more than 1 T&W Resident
- Provide up to date advice, expertise, and guidance to operational teams and partnership staff who have responsibility for safeguarding adults.
- Monitor & audit quality of practice, decisions and compliance with standards of Safeguarding Adults work by staff across the partnership, and ensure others are fulfilling their monitoring and auditing

- responsibilities in compliance with performance and quality standards
- Analyse and report regularly on identified trends, patterns, issues, concerns and research(national & local) to provide pro-active preventative advice to Senior Management across the partnership
- Provide expertise and high quality service in those exceptional cases where they are required to Chair/investigate

The Safeguarding Adults Team may delegate the lead responsibility for safeguarding enquiries to another appropriate partner. However, the Safeguarding Team will retain overall responsibility for overseeing enquiries

#### Adult Social Care Social Work Teams

These include the Community Social Work Teams, and the Hospital Team

When a case is already open to a Social Work Team responsibility for the safeguarding process rests with that team.

For these cases Team Leaders/ Senior Social Workers have responsibility as the designated 'Safeguarding Adults Managers (SAM) with responsibility for making all Safeguarding Adults decisions, and coordinating the section 42 enquiry through to conclusion of the Safeguarding Plan and review. Specific tasks include:

- Ensure that concerns coming directly to their teams after being screened by the Safeguarding Team are recorded and information is entered onto the Councils data base
- Involve partners (external and internal to T&W) at the earliest opportunity, particularly where it may be appropriate for a partner to lead the enquiry.
- In cases where a partner (e.g. Police) leads the enquiry, the SAM retains responsibility to ensure SA procedures/time standards are complied with and practice quality/standards are maintained.)
- In cases where the SAM be requested to Chair, this would be negotiated and agreed with the Adult Safeguarding Lead. The SAM retains responsibility for coordinating all other aspects of the enquiry.
- The SAM retains responsibility until transfer to another team has been confirmed with the receiving SAM.
- Ensure ASC staff and all other contributors to an enquiry comply with the procedures/time standards, templates and recording/quality standards as defined in the procedures and this appendix.
- Allocate the case appropriately to a Social Worker
- Ensure appropriate supervision and support of Safeguarding Adult SW's and allocated SW's carrying out enquiries, including approving the S42 Safeguarding Enquiry Report, Closure and Review,
- In cases that do not fit to a single obvious service/team, or where the scope/scale or complexity changes during the course of the enquiry, negotiate with other relevant SAM(s) on a 'best fit' basis for appropriate allocation.

- Undertake audits as required by the SAB Performance and Quality Framework.
- Ensure appropriate administrative support e.g. arranging and minuting meetings to ensure the allocated worker and Chair can fully participate
- Ensure priority is given to contemporaneous recording of SA cases to enable colleagues e.g. EDT to minimize/manage risk.
- Ensure Commissioning teams are involved where the suspected abuse/neglect has occurred within a contracted resource for all client groups (including: privately arranged care and host authority cases).

### The Emergency Duty Team (EDT)

During out of hours working (evenings, weekends, Bank Holidays) EDT will

- Receive concern that indicate an adult has been assessed as being an adult at risk and there is urgent need for intervention out of hours, complying with T&W Policy & Procedures
- Undertake initial risk assessment
- Take steps to ensure that the adult at risk from harm is in no immediate danger
- Complete a safeguarding concern on the relevant client data base.
- Produce documentation which will reflect adequate information and an assessment of need, risk and urgency
- Pass to the appropriate locality team for immediate follow up the next working day

### West Mercia Police

The Police are part of the Multi-agency Safeguarding Hub collaboratively working to share relevant and appropriate information to ensure well informed safeguarding decisions. Collaborative working arrangements exist between West Mercia and Adults Social Care staff including local arrangements for MAPPA and MARAC: [https://www.westmercia.police.uk/adult\\_safety](https://www.westmercia.police.uk/adult_safety)

### Health Partners

Health partners are virtual members of the MASH collaborative working arrangements, and include the Clinical Commissioning Group, SATH Primary Care and South Staffordshire Mental Health Foundation Trust

### The Council's Commissioning Teams

Commissioning Teams have a responsibility to:

- Maintain a preventative role in Safeguarding Adults across all client groups. This includes assisting providers to develop/improve.
- Provide advice and support to Operational teams e.g. regulatory advice, joint site visits in
- Residential/Nursing Homes/24 hour care settings.
- Contribute to the safeguarding process when concerns are raised about care or support within a contracted service, including providers not contracted by Telford & Wrekin Council (e.g. privately arranged care and host authority cases) for all client groups.

- Ensure service providers undertake their responsibilities appropriately
- Address any shortfalls in the action taken by service providers.
- Identify any improvements needed in how a provider executes their responsibilities, and how these will be addressed.
- Use the contracting process to enforce compliance, if necessary, and to safeguard adults at risk.
- Ensure safe commissioning at all times
- Invoke the Establishment Concerns procedure and liaise with the Care Quality Commission (CQC) as necessary

### **3. Local procedures for managing safeguarding referrals**

Family Connect provides the single point of contact for managing all safeguarding referrals (See Appendix 1 for process flow)

Customer Service Advisors are responsible for receiving and processing safeguarding referrals, and ensuring safeguarding work is passed appropriately to Social Work Teams/Safeguarding Team.

CSA's will check for information on systems, look for any previous history, themes, incidents, and use these to support decision making

CSA's are supported by a Family Connect Duty Team Leader, Senior Social Worker/ Senior Practitioner on a rota basis.

CSA's screen for possible safeguarding issues by considering:

- Does the adult have care and support needs (whether or not the Council is meeting any of those needs)
- Is the adult experiencing or at risk of abuse or neglect
- As a result of their care and support needs is the adult able to protect themselves from either the risk of, or the experience of abuse or neglect

Consideration is also given to the safeguarding threshold matrix (See Appendix 2)

If any possible safeguarding issues are identified CSA's refer to the relevant Social Work Team/Safeguarding Team for follow up

If no safeguarding issues are identified but some support is required, CSA's refer to the relevant locality team as appropriate.

Any referral where a decision that no further action is indicated must be agreed by the Family Connect Duty Team Leader/Senior

Where possible safeguarding issues have been identified the receiving Social Work/Safeguarding Team must refer to and follow the West Midlands Adult safeguarding Policy and Procedures which sets out four clear stages of the safeguarding process, which must be adhered to by all partner agencies. These are:



- Stage 1: Responding to a safeguarding concern
- Stage 2: Decision making
- Stage 3: Enquiries
- Stage 4: Safeguarding plan

Overview of procedures and responsibilities

**Stage 1: Safeguarding Concerns**

**Maximum one working day for initial risk management, decisions and actions. 5 days to complete the concern**

Stage 1	Activity	Responsibility	Timescale
<p><b>Responding to a Concern</b>                      (An adult at risk – as per 3 stage check – an individual OR member of staff suspects that an adult at risk has been harmed or is at risk of harm)</p>	<p><b>3 stage check</b></p> <ul style="list-style-type: none"> <li>• Is person over 18?</li> <li>• Does person have care &amp; support needs?</li> <li>• Is person unable to protect themselves because of need?</li> <li>• Acting to protect adult at risk</li> <li>• Deal with immediate needs e.g.</li> <li>• Ambulance/Police (if a crime is suspected)</li> <li>• Complete safeguarding concern form</li> <li>• Review whether Section 42 Enquiry is needed. If not Safeguarding Adults procedure, agree appropriate action/alternative response.</li> </ul>	<p>Locality Team Social Work Teams</p> <p>Safeguarding Adults Team</p>	<p>Immediate action in case of emergency or <b><i>within</i></b> one working day in other cases</p>

- Safeguarding Adults Manager identified
- Take any immediate action to identify and address risk.

Safeguarding SW, allocated worker of Team Leader  
The individual who suspects abuse and/or the relevant senior, Team Leader, (SAM)

**Stage 2: S42 Enquiry**

**Maximum 28 working days to agreeing outcomes**

Stage 2	Activity	Responsibility	Timescale
<b>Initial conversation</b>	<ul style="list-style-type: none"> <li>• Establish the facts</li> <li>• Ascertain adult’s views, wishes and preferred outcomes</li> <li>• Assess needs of the adult for protection, support and redress – and how these</li> <li>• should be met</li> <li>• Protect the adult from abuse and neglect, in line with the wishes of adult, if possible</li> <li>• Enable adult to achieve resolution where possible</li> <li>• Establish adult is safe</li> <li>• Establish consent and capacity to make relevant decisions</li> <li>• Establish need for advocacy</li> <li>• Provide feedback to referrer</li> <li>• Record all actions and conversations</li> </ul>	Safeguarding Adults Manager (SAM)	Same day concern received if it has not already taken place
<i>Decisions</i>	<ul style="list-style-type: none"> <li>• Agree who should lead the Enquiry</li> <li>• Allocate worker</li> <li>• Who is best placed to speak with adult at risk?</li> <li>• Are there any reasons to delay speaking with adult at risk?</li> <li>• What might the safeguarding enquiry consist of?</li> <li>• Whether to proceed without consent, if appropriate</li> </ul>	Decisions made by Safeguarding Adults Manager (SAM)	

	<ul style="list-style-type: none"> <li>• Have actions so far completed the enquiry?</li> </ul>		
<b>Planning meetings</b>	<p>Outcome focused discussion Emphasise duty to cooperate Plan the enquiry Identify links to other procedures in progress</p> <ul style="list-style-type: none"> <li>• Agree timing and length of meeting</li> <li>• Agree who should attend</li> <li>• Preparation with the adult at risk</li> <li>• Clear agenda</li> <li>• Ensure equality</li> </ul> <ul style="list-style-type: none"> <li>• Understand Adult's mental capacity to understand the enquiry outcomes and effect on their safety now and in future</li> <li>• Ensure advocacy is adult needs support to represent their views</li> <li>• Confirm consent has been sought</li> <li>• Understand Adults desired outcomes and what it means to achieve them</li> </ul> <p>Identify level and impact of risk of abuse and neglect</p> <p>Identify adults own strengths and support networks</p>	<p>Adult/advocate SAM</p> <p>Enquiry Lead with adult/advocate</p>	<p>Within 5 working days for the first one, then as agreed if more needed</p>
<i>Decisions</i>	<p>Type of enquiry that is appropriate and proportionate Who should lead and who should contribute?</p>	<p>SAM in consultation with adult and others</p>	

<p><b>Enquiry actions</b></p>	<p>Assess risk and aim, through a multi-agency approach to:-</p> <ul style="list-style-type: none"> <li>• Prevent further abuse and neglect</li> <li>• Keep risk of abuse and neglect at a level that is acceptable to the person</li> <li>• Support adult to continue in the risky situation if that is their choice and they have the capacity to make that decision</li> </ul> <p>Timely information sharing, within legal and local Information Sharing Agreement boundaries</p> <ul style="list-style-type: none"> <li>• Prevention measures to be put in place</li> <li>• Meet outcomes wanted by adult</li> <li>• Determine how and whether enquiry can be successful in achieving those outcomes</li> <li>• Determine how risk can be reduced or removed</li> <li>• Refer for criminal or organisational (e.g. HR) action where</li> </ul>	<p>Allocated worker, Enquiry Officer and SAM with adult and others</p>	<p>Target time within 28 working days of start of enquiry</p>
<p><b>S42 Enquiry Report</b></p>	<p>Enquiry report must be completed <i>in full</i>, approved by the SAM, including responsibility and timescales for taking forward any actions. Review risk assessment and adjust safeguarding plan and monitor.</p>	<p>Enquiry Officer, allocated social worker and SAM</p>	<p>Target time within 28 working days of start of Enquiry, <i>unless any delay is agreed and reasons recorded.</i></p>

<p><i>Decisions</i></p>	<p>It is necessary for enquiry to be taken over by LA?  Should enquiry be closed down or taken forward for review?  Does the report meet standards  Action for the adult  Actions for the person alleged to have caused harm</p>	<p>SAM in consultation with adult and others</p>	
<p><b>Agreeing outcomes</b></p>	<p>Decision to be made whether:-</p> <ul style="list-style-type: none"> <li>• Adult has needs for care and support</li> <li>• Adult was experiencing or at risk of abuse or neglect</li> <li>• Adult was unable to protect his/herself</li> <li>• Further action that should be taken to protect the adult from abuse or neglect</li> </ul> <p>Evaluation by Adult at Risk</p> <p>Outcome for the person(s) alleged to have caused harm</p> <p>Referrals to professional bodies</p> <p>Explore recovery and resilience</p> <p>Handovers/referrals to other services, e.g.</p>	<p>SAM in consultation with the adult and other parties involved in the enquiry</p>	<p>Within 28 working days of enquiry report</p>

### Stage 3: Safeguarding Plan and Review

Safeguarding Plan within 5 working days and *Review Plan within three months*

Stage 3	Activity	Responsibility	Timescale
<b>Safeguarding Plan</b>	<p>Set out steps to be taken to assure future safety of the adult at risk            Provision of support, treatment or therapy, including on-going advocacy if needed            Any modification needed in the way services are provided (e.g. same gender care; appointment of deputy)            Determine how best to support adult through any action they may want to take to seek justice or redress</p> <p>On-going risk management strategy as appropriate</p> <p>Outline roles and responsibilities of all individuals and agencies involved</p> <p>Identify lead professional to monitor and review plan; timescale for review</p>	<p>Allocated worker under guidance of the SAM and with involvement of Adult at Risk and relevant partner agencies.            Full participation of adult at risk, using a representative/advocate if direct participation is not possible.</p>	<p>Within 5 working days of Enquiry</p>
<b>Review</b>	<p>Monitor Plan to evaluate:-</p> <ul style="list-style-type: none"> <li>• effectiveness of the Adult Safeguarding Plan;</li> <li>• whether the Plan is meeting/achieving outcomes</li> <li>• risk</li> </ul> <p>Communicate and agree decisions about plans with adult at risk</p>	<p>Lead professional identified within Safeguarding Plan</p>	<p><b>Within 3 months</b>, timescale to be determined by level of risk</p>



	<p>Decide whether Adult Safeguarding Plan is no longer required or whether it needs to continue</p> <p>Make any changes or revisions to plan, set new timescales.</p> <p>Decide if new Section 42 Enquiry is needed</p>	SAM	
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**Stage 4: Closing the Enquiry**  
**Up to 5 working days from Enquiry Report**

Stage 3	Activity	Responsibility	Timescale
<p><b>Closing the Enquiry</b></p>	<p>Complete closure on the client data base, note reason for closure decision and views of adult at risk to proposed closure</p> <p>Referral for assessment and support            Advice and information provided            All partners organisations updated and informed            Feedback to referrer – outcome letter            Record action taken with person alleged to have caused harm            Outcomes noted and evaluated by adult at risk and results recorded            Consideration for a SAR            Any lessons to be learned recorded and shared via supervision, team meetings, SAB sub groups and staff briefings</p>	<p>Coordinated by the SAM, implemented by the allocated worker or Enquiry Lead with relevant partner input and Adult at Risk evaluating outcomes (with support if needed)</p> <p>SAM</p> <p>SAM / Enquiry Lead / Safeguarding Lead</p>	<p>Actions immediately following decision to close where possible. Other actions within 5 working days</p>

### Setting timescales

It is important that the safeguarding process is moved forward appropriately to ensure timely actions however, the interests of the adult at risk are paramount, and divergence from time standards may be justified on grounds of good practice as an exception where:

- Adherence to the timescales would jeopardise achieving the outcome that the adult at risk wants
- It would not be in the best interests of the person at risk
- Significant changes in risk are identified that need to be addressed
- Supported decision making requires an appropriate resource not immediately available
- The adult at risk's physical, mental and/or emotional wellbeing may be temporarily compromised
- The complexity of the enquiry is such that a longer timescales is unavoidable

Reasons for changes to required timescales ***must always be recorded in Case Notes***. Where the divergence concerns the ability to gather information or hold professional meetings, the agreement of the SAM must be sought and an alternative timescale agreed to avoid the process becoming open ended.

Other processes, including police investigations, can continue alongside the Safeguarding Adults Process, but should not delay it; for example, a decision that on the balance of probabilities abuse took place can be agreed even if the police have not concluded their enquiries (N.B. do not close a case where - on balance of probabilities - a case is **not** substantiated where Police investigation is ongoing).

### **5. Minimum Competency Standards for safeguarding practice**

All adult social care staff must complete the minimum competency standards framework for safeguarding practice. Line managers will be expected to formally evaluate competency for staff on a two yearly basis. Evidence of competencies may be achieved through a range of methods including training, examples of case work, reflective practice, self -directed learning. Mentoring and shadowing may also be used to develop safeguarding practice.

The competency standards for safeguarding practice can be found on the staff intranet site. Click on the link below to access.

[Safeguarding Link](#)

Additional safeguarding adults information and guidance can be found on the staff intra net site including:

- Best practice advice
- Adult Safeguarding Top tips
- Self-neglect policy and guidance

Click on link below to access

[Safeguarding Link](#)