

LAS - Safeguarding Process

Introduction

This guide will highlight the main steps of the Safeguarding process, and is suitable for workers within the Social Work, Front Door Triage and S42 teams.

LAS aside, the normal Croydon safeguarding practices and thresholds apply.

CAS will first screen referrals with elements of risk at contact stage, those deemed appropriate for a case management pathway will be added as Adult at Risk and follow the generic referral pathway* unless further screening identifies the need to follow the Safeguarding Pathway.

*LAS-Adult At Risk Pathway can be found in Tri-X

Safeguarding stages.

A safeguarding contact can be created, but closed at any of the stages below. The 4 stages will be covered in this guide.

- **Contact** – will be created by the receiving worker (e.g. Front Door or allocated social worker).
- **Information Gathering** – can be initiated / completed by the Front Door, allocated worker or S42 Team.
- **Enquiry** – would only be completed by the S42 Team.
- **Closure (Completion)** – contacts finishing at the Information Gathering stage or Enquiry would **always** require a completion work step. This work step would be generated by the worker involved at that stage.

Safeguarding 'Flags'

If the adult has current / previous Safeguarding Episodes – these will be indicated with a 'SA' flag. Hovering over the SA flag will display the Episodes.

If you need to view, select the appropriate Episode and then use the links included to review the information. When finished, select the adults name, this will allow you to return to the Basic Demographics screen.



Creating a Contact

A safeguarding referral is always created with a new 'Contact' which can be created by the receiving worker e.g. the Front Door team or a Social Worker (if the case is already allocated).

1. Access the adult's record.
2. Within **Basic Demographics (Personal)** – select **Create a new Contact**.

The screenshot shows the 'Basic Demographics' section of a system interface. The 'Contact & Case' section is circled in red, highlighting the 'Create a new Contact' link. Other sections include 'Address', 'Contact Methods', 'Accommodation Details', 'Important Information', 'Alerts', and 'Consent to Information Sharing'.

- Fully Complete the Contact / Sections contained within the 'Contact'.

Note – within the **Contact Record** Section:

- **Contact Type** – select **Safeguarding Concerns**
- **Are Safeguarding Adult Issues Indicated?** – select **Yes**.

to prevent anonymity:
Professionals cannot ask for anonymity

We cannot guarantee anonymity but will do all we can to keep details confidential if preferred.

Source of Contact

Is the subject aware of the Contact? Yes No N/A

Contact Method

Date and time of Contact

Alter as necessary

Contact Type

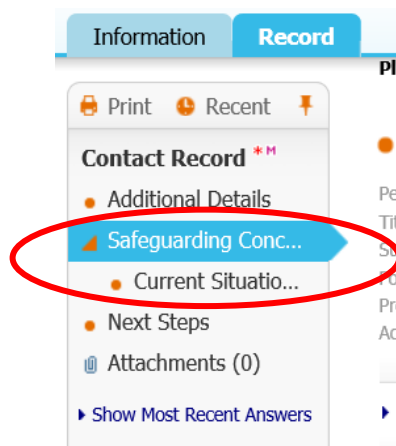
Reason For Contact

Is this contact as a result of a Hospital Assessment or Discharge notice? Yes No

Are Safeguarding Adults Issues indicated? Yes No

Is Deprivation of Liberty Safeguards Yes No

This will open additional Sections for completion, essentially, tailoring the Contact (to be a Safeguarding Contact). Complete these additional Sections that display.



In the **Next Steps** Section – see the various options, as indicated below:

If Contact is not progressing to a Safeguarding Adults Process

- Select options, as below, and then the appropriate **Suggested Outcome**.

Next Steps

Progress to Safeguarding Adults Process?
If this is a mental health referral please select No.

Yes No

Is this safeguarding concern being passed to MHYA to triage?

Yes No

Please give details on why this contact is not being progressed to Safeguarding Adults process
e.g. cases where another local authority is responsible for investigation

Add detail...
[Text input field]

Outcomes

Suggested Outcomes

- No Further Action from Contact
- Information/Advice Given Only
- Signposted to Other Agency
- Arranged to call back later
- Progress to New Case
- Link-to-Existing-Case
- Service at Point of Contact

- Select **Finalise Record**.

If needing to send to MHYA to triage

If the Safeguarding concern needs to go to MHYA to triage – select as below, and as indicated, create a PDF from the Print View and send to MH via an email. Add a **Case Note** (within the Safeguarding Episode – as detailed later in the guide), to confirm.

Next Steps

Progress to Safeguarding Adults Process?

If this is a mental health referral please select No.

Yes No

*  

Is this safeguarding concern being passed to MHYA to triage?

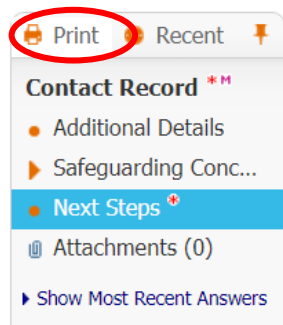
Yes No

*  

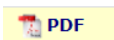
Please generate a PDF from the print view to include with the referral and add a case note to record your actions. Outcome the Contact as Signposted to Other Agency

To generate the PDF:

- Select **Print**:



Show Printable Record Details



- Select:
- Select:
- Then **Open** (if not displaying already).
- Right mouse click – **Save as** (save to your computer). Don't forget to delete from your computer after! Send as an attachment within email to MH.
- Select **Finalise Record**.

If the Contact needs to progress to a Safeguarding Adults Process

Select the option **Progress to Safeguarding Adults Process**.

Next Steps

Progress to Safeguarding Adults Process?

If this is a mental health referral please select No.

Yes No



Select **Start New Safeguarding Adults Only** to progress to a safeguarding episode and start the triage process.

Select **Link to Existing Safeguarding Adults Only** if the contact is related to an open safeguarding episode.

Outcomes

Suggested Outcomes

- | | |
|---|---|
| <input type="radio"/> Start New Safeguarding Adults Only | <input type="radio"/> Arranged to call back later |
| <input type="radio"/> Link to Existing Safeguarding Adults Only | <input type="radio"/> Progress-to-New-Case |
| <input type="radio"/> Information/Advice Given Only | <input type="radio"/> Link to Existing Case |
| <input type="radio"/> Signposted to Other Agency | <input type="radio"/> Service at Point of Contact |



Assign the Safeguarding task to either the **Front Door - Safeguarding Triage** work tray or to yourself (if an internal referral) to complete the Information Gathering stage.

Assign the Safeguarding task to

Option

- If you want to link a contact to an existing Episode e.g. it may be for the same safeguarding issue – perhaps 2 individuals have alerted for the same issue. Select the Outcome – Link to Existing Safeguarding Adults Only.
- If it's a completely new safeguarding issue (i.e. unconnected to any other recent safeguarding referrals) select **Start New Safeguarding Adults Only**.

Linking to existing – if selected will then allow you to select which SA Episode to connect to, and you can search and select the worker to receive.

Outcomes

Suggested Outcomes

- | | |
|---|---|
| <input type="radio"/> Start New Safeguarding Adults Only | <input type="radio"/> Arranged to call back later |
| <input checked="" type="radio"/> Link to Existing Safeguarding Adults Only | <input type="radio"/> Progress-to-New-Case |
| <input type="radio"/> Information/Advice Given Only | <input type="radio"/> Link to Existing Case |
| <input type="radio"/> Signposted to Other Agency | <input type="radio"/> Service at Point of Contact |



Assign the Safeguarding task to either the **Front Door - Safeguarding Triage** work tray or to yourself (if an internal referral) to complete the Information Gathering stage.

Choose Existing Safeguarding Adults Episode to Link to

- Preliminary SA Episode #21224 (01-Oct-2020 16:11) by Paul Tarling (View Episode)
- Do not link. Start a New Episode

Assign the Safeguarding task to

- Select **Finalise Record**.

If a 'Link to existing Case' (via the Contact) was selected

If the worker completing the Contact had selected the option to link to an existing Safeguarding Episode (assigning to a specific worker or Front Door Safeguarding Triage), this would then send a task to that work tray:

Contact - Link to Existing Safeguarding Adults

If you are a worker receiving this task - this indicates that another 'Contact' has been received, but is linked to a safeguarding referral (already in progress). This means that an additional 'Information Gathering' work step would not be required.

To remove this task from your work tray (effectively acknowledging that you now know another Contact has been received for the same safeguarding):

- Click this task.
- Select **Update Record**.

Update Record Reset

The (original) SA episode can then be selected, accessing the folder where the other 'connected' safeguarding referrals sit:

● **Linked to Safeguarding Adults Episode**

Date Linked 08-Oct-2020
Linked By Paul Tarling
Linked By Dept Training Team
Linked Episode Preliminary SA Episode #21224 for Ethel Example

Note – with the SA Episode you will be able to view all 'linked' contacts:

● **Linked Contacts**

14-Oct-2020 10:30,
Recorded By Paul Tarling
- Training Team
01-Oct-2020 16:10,
Recorded By Paul Tarling
- Training Team

SA Episode

If a 'New Safeguarding Adults Only' was selected (via the Contact) - the allocated worker or the Front Door Triage Team would receive a **SA Episode** within their task tray. The SA episode is essentially a folder which holds all of the safeguarding information (work steps, Case Notes and Documents) for that referral.

- Within the appropriate work tray - select **SA Episode**.

SA Episode #21224 (Started: 01-Oct-2020 16:11)

- The Safeguarding Episode will display including a process map which will indicate the current stage and will update (as you move through the process).

The screenshot displays the 'Safeguarding Adults Episode' interface. On the left, a process map shows the following steps: 'Safeguarding Adults Episode' (highlighted), 'SA Episode' (Approve), 'Enquirv' (Approve), 'Safeguarding Meeting', 'New Case', and 'SA Episode Closure' (Authorise). On the right, the task details for 'Safeguarding Adults Episode' are shown. The active task is 'Front Door - Safeguarding Triage' with a 'Pickup' button. The task started on 28-Sep-2020 and is due on 29-Sep-2020. The priority is 'No Priority Given'. The task comment is '(Initial Decision)'. Below the task details, there is a yellow warning box stating 'There is currently no safeguarding adults coordinator assigned.' The interface also features sections for 'Information Gathering / Triage' (with a 'Start New Information Gathering / Triage' link), 'Safeguarding Enquiry Process' (with a 'Start New Safeguarding Enquiry Proces' link), and 'Attached Documents' (with a note 'There are no documents.' and an 'Attach Document' link). The 'Case Notes' section shows '0 Case Note(s) for this Episode' and '0 Draft Case Note(s) for this Episode', with an 'Add Case Note' link. The 'Episode Details' section shows 'SA Referral ID: 22' and 'Start Date: 28-Sep-2020 09:04', with links to 'Update Episode Type' and 'Update Adult at Risk's Desired Outcomes'.

Information Gathering / Triage

If an Information Gathering / Triage stage is required:

- Select **Start New Information Gathering / Triage** (within the SA Episode).

A copy forward option will appear. Copy forward will pull through information included on a previous form (Contact). This will help as it will prepopulate the reason for the referral.

On some cases you will see a number of options to Copy Forward, ensure you select the appropriate one (i.e. the last 'Contact'). If you would like the information gathered during the Contact work step to be copied into the 'Information Gathering' Stage:

- Ensure the appropriate work step is selected (ticked), and then select - **Copy Forward Selected**. The Information Gathering stage will then open.

Copy Forward Selected Start Blank *No Filter applied* Update Filter Clear Filter

	Created	Subject	Record
<input checked="" type="checkbox"/>	Today	Ifiwasan Example	Contact Record (Monday, 28 September 2020, 08:58)

- The form will open. Complete the form / all Sections:

Note – tables are included. If extra rows are required select the ‘+’:

People/Organisations consulted

Date information obtained	Type of contact	Person/Organisation	Details / Views
			<input checked="" type="checkbox"/> <input type="checkbox"/>
			<input checked="" type="checkbox"/> <input type="checkbox"/>

Section – Outcome of Concern:

Complete all fields.

Outcome of Concern

Summary of information gathering and recommendation

Details of discussion from safeguarding consultation

Worker to complete if discussed at the Safeguarding Consultation Meeting

The adult has needs for care and support (whether or not the authority is meeting any of those needs)

Yes No Unknown

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

Yes No Unknown

As a result of those needs is unable to protect themselves against the abuse or neglect, or the risk of it

Yes No Unknown

Is a statutory safeguarding enquiry required?

Yes No

Dependent on the answers selected, it will advise which ‘Episode Type’ should be selected.


Is a statutory safeguarding enquiry required?

Yes No

Select S42 episode type below

- Select the **Update Episode Type** and select the ‘type’ as appropriate, and **Save**.

Episode Type
▶ Update Episode Type

Set type of this Episode 


- Episode Type
- Section 42 Enquiry
 - Other Safeguarding Enquiry
 - Safeguarding Concern
 - Not a Safeguarding Concern/Enquiry

● **Authorisation**

Who is making the decision?

 **Paul Tarling** 

Date of decision

now 

Reasons for decision

SAM / Manager - if you can please update

- **Who is making the Decision** – add name of SAM / Manager (use ‘X’ to remove and then search for the SAM / Manager).
- **Date** – add.
- **Reasons for decision** - record only “to be completed by the SAM’. SAM / Manager can then update once sent for approval.
- **Finalise Record** – select.



Sending for approval:

- Select your manager / SAM from the list or use the **Other** field to search for the manager that will approve.

Send for Approval: Please select the user to approve this assessment.

28-Sep-2020 13:30, Safeguarding Adults - Initial Information Gathering by Paul Safe1 - London Borough of Croydon (C

▶ Amend Gathered Information

- Manager**  Paul Man2
- Other... 

▶ Create New Professional Involvement...

Your Comments:

- Add a **Comment** if required, and then **Send for Approval**.

SAM / Manager – Approval:

The manager will then receive this task within their own work tray:

Assessment - Approve Safeguarding Investigation: Safeguarding Adults - Initial Information Gathering

- SAM / Manager selects this task, and views the information / Sections contained within.
- Manager can update information, and should ensure the **SAM discussion / Reason for Discussion** (renamed) fields are recorded, or update.
- **Finalise Record** – select.
- Add appropriate comments selecting **Approve** or **Request Further Information**. Note - if requesting more information – manager or SAM should add the detail of what’s required to the **Comments** field. This will then return to the sending worker for edit.

Note - if the Safeguarding was finishing at this stage, the allocated worker would need to complete a Closure form I (see at the end of this guidance).

Acknowledgement of SAM / Manager Approval

Once the Information Gathering stage has been approved the allocated worker will be advised:

Task Description

Assessment - Approved: Safeguarding Adults - Initial Information Gathering

- Select this task, and **Acknowledge Approval**.

Reassigning the SA Episode to the S42 Team (to initiate the ‘Enquiry’)

If the alert needs to progress to an Enquiry, the SA Episode would need to be assigned to the S42 Safeguarding (Duty) Tray:

- Allocated worker - select **Home**.
- Hover to the right of the SA Episode – a ‘spanner’ icon will display.



Task Description

SA Episode #21 (Started: 28-Sep-2020 09:01) - (Initial Decision)



- Click the ‘X’

● Assignment

Reassign Task To  **Paul Safe1** 

Priority High Normal

Complexity High Normal

Comments

- In the **Reassign Task To** field add 'S42', and select **S42 Safeguarding Duty** from the results, below. Add a comment if required, and **Save**.

● Assignment

Reassign Task To

changed from...
 Paul Safe1

Priority High Normal Low Not Given

Complexity High Normal Low Not Given

Comments

S42 - Duty
 S42 - Review
 S42 - Pending

Initiating the Enquiry (S42 Team Only)

The S42 Team would receive the SA Episode within the S42 Duty work tray, which could then be allocated to a specific worker, if required:

- Select the **SA Episode**.
- The Information Gathering form is reviewed by selecting 'View'.
- The SAM/manager decides the next steps (if requiring immediate action – allocating to a worker, added to 'Pending' etc.).
- Manager or SAM would reassign the SA episode to appropriate worker (use 'spanner' within task tray).
- Allocated worker would then select the **SA Episode** and then select **Start New Safeguarding Enquiry Process**.

📄 Safeguarding Enquiry Process

▶ [Start New Safeguarding Enquiry Proces](#)

A copy forward option will appear, which will prepopulate information from the previous stage (Information Gathering). Ensure the correct form is selected.

If you would like the information (gathered during the Information Gathering stage) to be copied into the Enquiry:

- Ensure the 'Initial Information Gathering' is ticked, and then select - **Copy Forward Selected**. The Enquiry form will then open.

Copy Forward Selected Start Blank No Filter applied Update Filter Clear Filter

	Created	Subject	Assessment
<input checked="" type="checkbox"/>	Today	Ifiwasan Example	Safeguarding Adults - Initial Information Gathering (M
<input type="checkbox"/>	Today	Ifiwasan Example	Contact Record (Monday, 28 September 2020, 08:58)

'Enquiry' (S42 Team only)





The S42 Team would complete the Enquiry.

Note – the Enquiry could be open for a period of time until resolved. To exit the form (and return to later) use the **Save** then **Close** options to exit the work step. You can then continue the work step from your work tray.

Safeguarding Enquiry – Section



A rolling Action Plan is available. Note the options to remove rows is not required 'X' or additional rows with the '+'.
+ -

Action Plan

Date	Action	Person Responsible	Timescale	
				 X +
				 X +

● Desired Outcomes of Adult or their Representative

The adults views and desired outcomes may change throughout the course of the enquiry and should be updated in the table below

Date	Desired outcomes identified by adult/representative	
		X +
		X +







Safeguarding Meetings can also be recorded:

● Safeguarding Meetings

Did a formal safeguarding meeting take place?



Yes No

● Meeting Details

Date	Type of Meeting	Name of chair	Name of minute taker	
				X +
				X +

Enquiry Findings - Sections

Add the details of the evidence / analysis.

Date	Type of evidence	Provided by
		
		

Analysis of Evidence







Add the details of the SAM discussion, and the (final) Action Plan. Note – the SAM discussion will need to be accurate; this detail could be forwarded from the SAM, by email, and pasted into this field.

● **Final SAM Discussion**

Date of SAM discussion 

Details of SAM discussion

Action Plan

Date	Action	Person Responsible	Timescale
			
			

- Select **Finalise Assessment**.

Enquiry - Approval

An Enquiry ‘approval’ stage may be added (not yet agreed / finalised). If added, this will allow you to send to the SAM for final approval, who can then make any updates required, including amendments to the ‘SAM Discussion’.

Episode Completion (Closure)

All safeguarding alerts that progress to a) Information Gathering b) Enquiry – will need a closure work step.

Note - the closure work step will only allow completion once all other safeguarding tasks (and acknowledgements) have been completed. If this option is crossed out (unavailable) then you may have related safeguarding tasks still present in your work tray, and will need to be finished before the following steps.

- In the Safeguarding Episode, select the **Start Episode Completion**.

● **Actions**

- ▶ [Progress to New Case](#)
- ▶ [Start Episode Completion Step](#)

- **Start Completion Form** – select.
- Select the link that appears:

▶ [28-Sep-2020 16:55, Closure of Safeguarding Adults Process by Paul Safe1 - London Borough of Croydon \(Copy Forward\)](#)

- Select the Safeguarding Work steps that should ‘copy forward’ into the closure, and then select the **Copy Forward Selected** option.

<input type="button" value="Copy Forward Selected"/>	<input type="button" value="Start Blank"/>	<i>No Filter applied</i>	<input type="button" value="Update Filter"/>	<input type="button" value="Clear Filter"/>
	Created	Subject	Record	
<input checked="" type="checkbox"/>	Today	Ifiwasan Example	Safeguarding Enquiry (Monday, 28 Septe	
<input checked="" type="checkbox"/>	Today	Ifiwasan Example	Safeguarding Adults - Initial Information	

- Complete all required detail, and **Finalise Record**.

Sending for approval:

Select your manager / SAM from the list or use the **Other** field to search for the manager that will approve.

Send for Approval: Please select the user to approve this assessment.

28-Sep-2020 13:30, Safeguarding Adults - Initial Information Gathering by Paul Safe1 - London Borough of Croydon (

▸ Amend Gathered Information

Manager

Other...

▸ Create New Professional Involvement...

Your Comments:

- Add a **Comment** if required, and then **Send for Approval**.

Manager – Approval:

The manager will then receive within their own work tray:

Assessment - Approve SA Completion: Closure of Safeguarding Adults Process

- Select this task, and view the information contained within.
- **Finalise Record** – select.
- Add appropriate comments selecting **Approve** or **Request Further Information**.

Record retention

If the retention detail has not been recorded previously for the adult a screen will display asking for confirmation of the criteria (including the duration that the record will be kept). Complete as necessary.

Note - 'Begin Purge Process' is the normal option to select (unless the other options apply).

Case Notes

Safeguarding Case Notes should only be recorded within the Safeguarding Episode, as they will then show as connected / part of that Safeguarding case. Safeguarding Case Notes should not be recorded in the generic Case Note screen. However, once recorded within the SA Episode they will also be viewable within the 'generic' Case Note screen.

Safeguarding Adults Episode

Active Task: S42 - Duty Pickup Started: 28-Sep-2020 Due: 29-Sep-2020 Priority: No Priority Given

Task Comment: (Initial Decision)

SA Episode Task Details

The current safeguarding adults coordinator is Paul Safe1, Safeguarding.

Information Gathering / Triage

- View Safeguarding Adults - Initial Information Gathering(Started Today, Completed 15:27)

Case Notes

0 Case Note(s) for this Episode
0 Draft Case Note(s) for this Episode
[Add Case Note](#)

- In the SA Episode, select **Add Case Note**.
- **Add New Note** – select.
- Add details.
- **Finalise Note** – select.

If you need to advise another worker of this Case Note recording:

- Within the SA Episode
- Select the Case Note (you have just recorded)

Case Notes

1 Case Note(s) for this Episode
0 Draft Case Note(s) for this Episode
[Add Case Note](#)

- Select the **Notify** option:

Safeguarding - safeguarding referral

+ Add Comment [Notify \(0/0\)](#) ★ Watches

- Use the **Other Professional** field to search and select the worker.

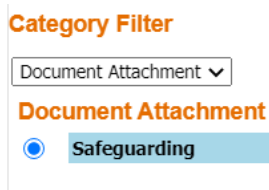
Other Professional

Select the **Notify Chosen Professionals** option at the bottom of the screen. This will then send a Case Note Notification to that worker.

Documents

To upload documents within the Safeguarding Episode:

- Within the Safeguarding Episode, select **Attach Document**.
- Select **Document Attachment** (from All Categories) & **Safeguarding**:



- **Create** – select.
- **Choose File** – select.

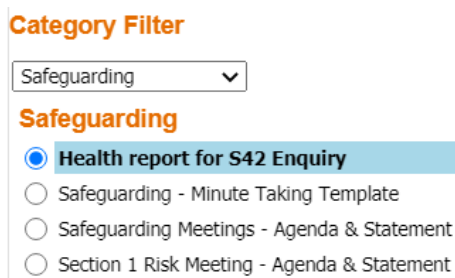
● **Upload Document**

▶ [Choose File](#)

- Browse for file & double click. It will then confirm that document has been uploaded.
- Selecting the **Back** button will return to the Safeguarding Episode.

Templates can also be downloaded, and if required Saved and then uploaded (as instructions above):

- Within the Safeguarding Episode select **Attach Document**.
- **Select Safeguarding, and then the option required.** Note – additional document types may be added to this list.



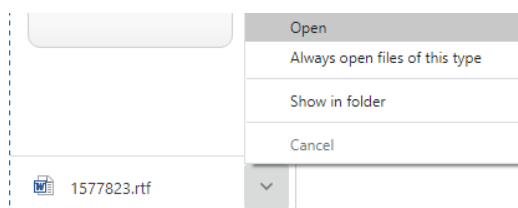
- Click – **Create**.

If you need to upload one of these documents that is stored on your computer:

- Select the **Choose File** option, and follow the steps (as above).

If you need to download a template – select **Download**.

- You may have to open the downloaded document:



- This will then display this template that can be saved / emailed etc.

● **Edit Locally**

▶ [Download Document](#)

● **Upload Document**

▶ [Choose File](#)

Extra

- When you are creating a relationship, it is mandatory to add an address. If an address is unknown - you can add 'zz' to the postcode field which will advise it's an unknown address and will allow you to continue.