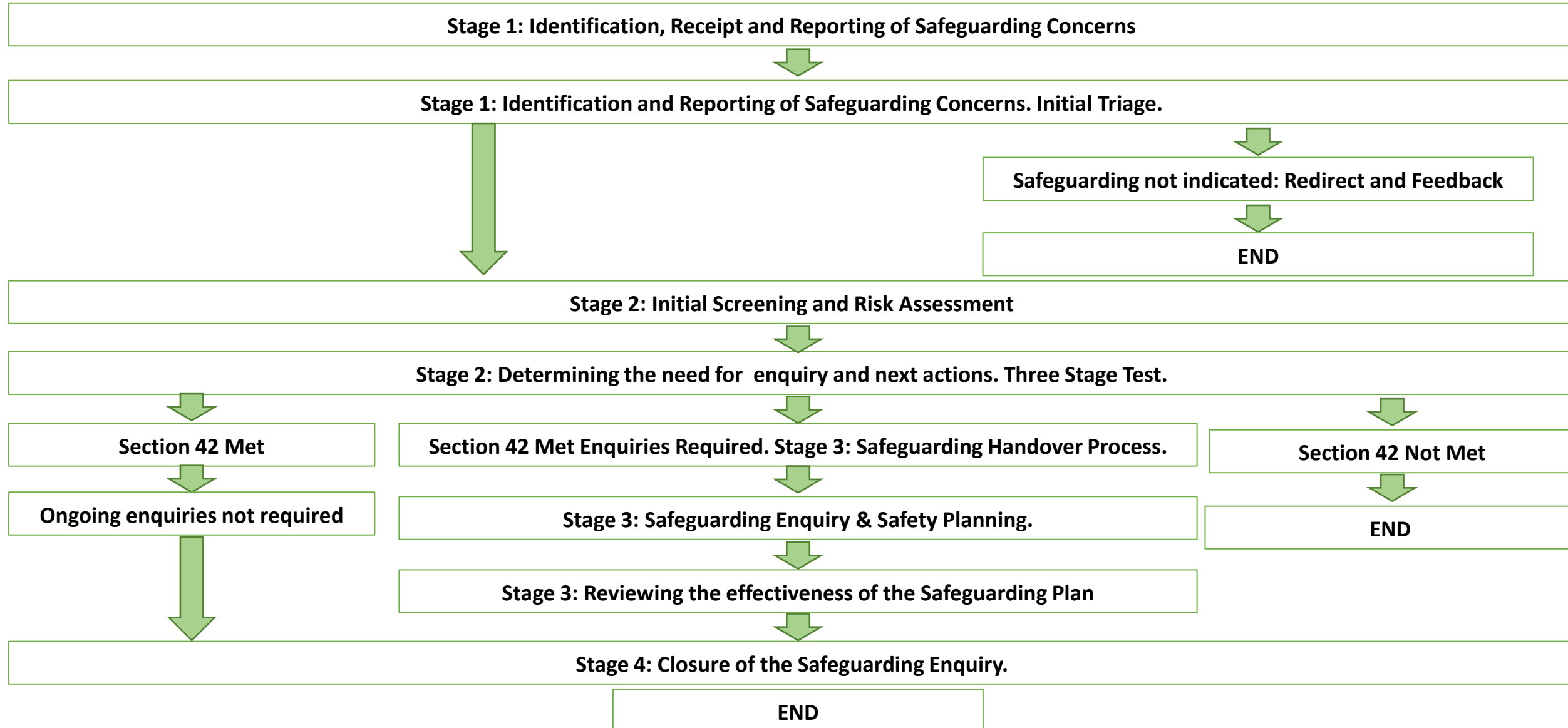


Adult Services and Wellbeing  
Calderdale Metropolitan Borough Council

**People's Journey: Safeguarding Adults.**

# Adult Services & Wellbeing

## Safeguarding Adults | Overarching Process



# Adult Services & Wellbeing

## Safeguarding Adults | Stage 1 | Receiving Safeguarding Concerns

### Stage 1: Identification, Receipt and Reporting of Safeguarding Concerns



**I am experiencing or at risk of experiencing neglect, harm or abuse. I'd like to discuss what is happening and talk about what I would like to happen.**

Incoming safeguarding concern via Telephone or Electronic Referral



#### ELECTRONIC

**GATEWAY:** Locate the person on CIS, or create a record if there isn't one.

Document action taken that concern is received and forwarded to the Safeguarding Adult Team or the Mental Health Team.



#### TELEPHONE

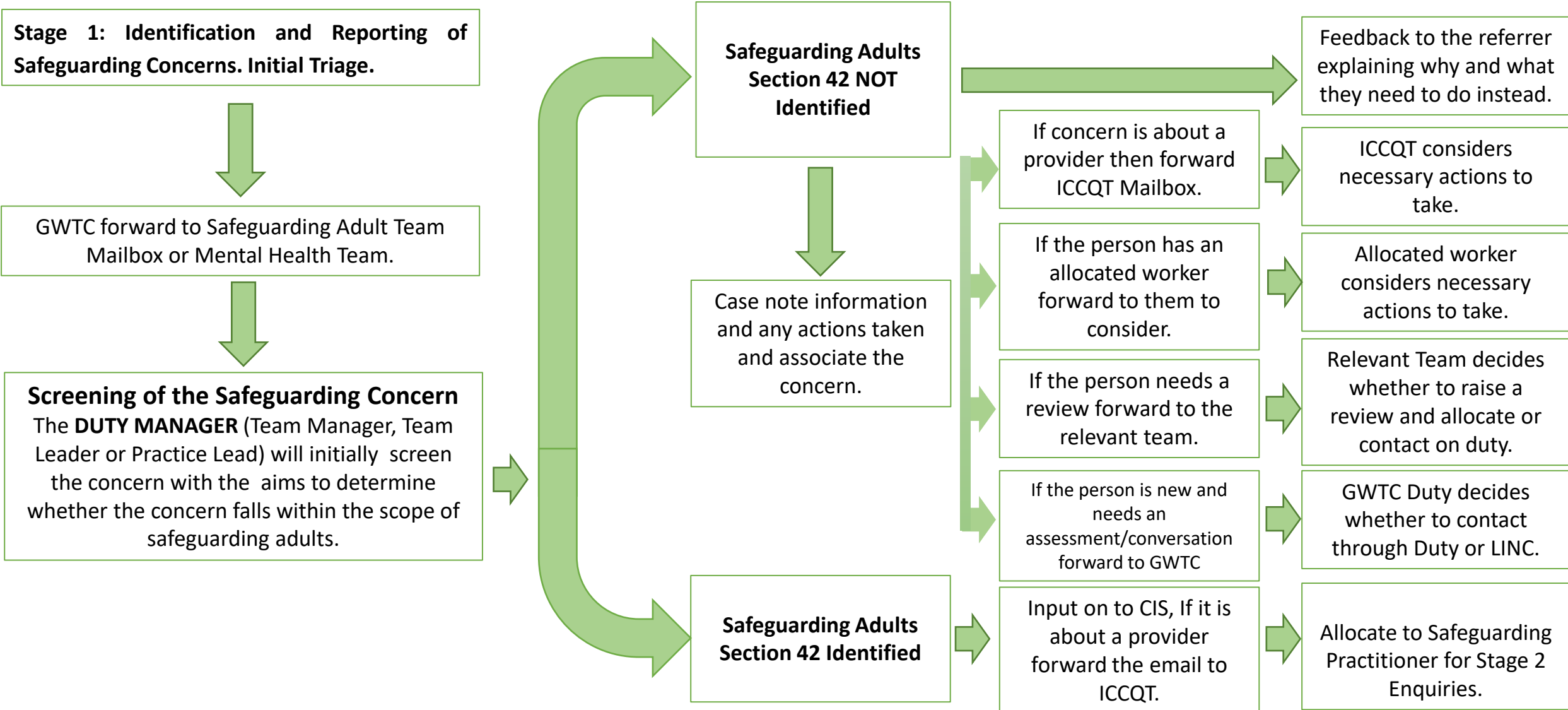
**GATEWAY:** Locate the person on CIS, or create a record if there isn't one.

Seek advice from Social Worker or Team Leader/Manager if required.

Capture all the important information that can be disclosed into the Safeguarding Screens on CIS. Email the Safeguarding Adult Team or the Mental Health Team to say that a safeguarding has come in on CIS.

# Adult Services & Wellbeing

## Safeguarding Adults | Stage 1 | Initial Triage



# Adult Services & Wellbeing

## Safeguarding Adults | Stage 2 | Initial Enquiries

### Stage 2: Initial Screening and Risk Assessment

#### Allocation to a Social Worker or Service Co-ordinator.

**DUTY MANAGER** (Team Manager, Team Leader or Practice Lead) will allocate the concern, sharing their observations and providing operational direction to the allocated worker.



#### Allocated Worker Gathers Information.

The allocated social worker or service co-ordinator collects all relevant information about the reported concern, including details about the person at risk, the nature of the abuse or neglect, and any immediate actions already taken.



#### Allocated Worker Consults.

The allocated social worker or service co-ordinator will engage on a proportionate basis with the relevant parties, such as the person at risk, their family or carers, and professionals involved, to gather a comprehensive but proportionate view of the situation.

### Risk Assessment Process

#### Risk Assessment:

The allocated social worker or service co-ordinator will evaluate the immediate and potential risks to the person, including the likelihood of harm and the impact on their safety and well-being.



#### Risk Factors:

The allocated worker will identify and assess risk factors such as the type and severity of abuse, the person's vulnerability, and the context in which the abuse occurred.



#### Safety Measures:

The allocated worker will determine if any immediate actions are required to ensure the safety of the person. This may involve utilising other agencies.

# Adult Services & Wellbeing

## Safeguarding Adults | Stage 2 | Initial Enquiries

### Stage 2: Determining the need for enquiry and next actions. Three Stage Test.

#### Determining the need for an enquiry:

The allocated worker will decide whether to proceed with a full safeguarding enquiry, this will be based on the conclusion of the initial screening and the risk assessment combined with the application of the three-stage test:

- a) The adult is experiencing or potentially experiencing abuse or neglect.
- b) The adult has care and support needs.
- c) The adult cannot protect themselves because of their care and support needs.

#### Ongoing Enquiries are required:

If the allocated worker decides that the three-stage test is met and that the safeguarding concern needs to proceed to full enquiry, this will be clearly documented, and the 'stage 2' will be outcome'd as such. Management oversight is provided at this stage. A safeguarding plan is completed which identifies the appropriate pathway and safeguarding strategy. This is in collaboration with allocated worker.

#### Connection to local team for ongoing enquiry:

The allocated worker will assign the safeguarding task to the relevant team to complete the enquiry. Meaningful connections are considered good practice, and this should include a full verbal handover to the new allocated worker. If the concern is about a CMBC employee, this stays with the Safeguarding Adult Team. Mental Health Team manage all concerns within the team currently and so will allocate throughout the stages according to availability.

#### Ongoing Enquiries are not required:

If the allocated worker concludes that the three-stage test has not been met or the person refuses consent to further enquiries (and there is no reason to override this) The safeguarding concern must be outcome'd accordingly at stage 2. The allocated worker may recommend and arrange further involvement of other agencies (both internal & external) that would be best equipped to deal with any ongoing matters that the person needs support with.

#### Ending the safeguarding episode and quality assurance:

The allocated worker will complete the safeguarding module on CIS as appropriate and will send this to the Team Manager (TM), Team Leader (TL) or Practice Lead (PL) to end the safeguarding episode. The TM, TL or PL will then quality assure the record, seeking further clarity or information as required. The TM, TL or PL will ensure the work has been carried out in accordance with MSP.

# Adult Services & Wellbeing

## Safeguarding Adults | Stage 3 | Safeguarding Enquiries

### Stage 3: Safeguarding Enquiry, Safety Planning and Review. Handover Process.

#### Who is currently handed over from Stage 2 initial enquiries for Stage 3 enquiries?

Initial Concerns within the Mental Health Team or within the Hospital Discharge Team are retained within those teams for ongoing enquiries.

The Safeguarding Adult Team retains concerns for further enquiry where the Person Alleged to have Caused Harm is a CMBC Employee.

Concerns where the person's primary support need is physical disability, or older people, learning disability or neurodivergent, or palliative care will be handed over to the respective team.



#### Prepare for Handover

The Safeguarding Adult Team Manager, Team Leader or Practice Lead reviews the safeguarding concern and initial 'stage 2' enquiries and ensures all necessary action has been undertaken in line with the Standard Operating Procedure.



#### Handover

The Safeguarding Adult Team Manager, Team Leader or Practice Lead contacts the Team Manager, Team Leader or Practice Lead within the relevant team, advising them of a handover. The receiving Team Manager, Team Leader or Practice Lead should identify a practitioner to allocate the enquiry too.

They should then have a meeting and if beneficial they should include the allocated practitioners from both teams.

# Adult Services & Wellbeing

## Safeguarding Adult Team | Stage 3 | Safeguarding Enquiries

### Stage 3: Safeguarding Enquiry, Safety Planning and Review. Undertaking a safeguarding enquiry.

#### Formulate A Safeguarding Plan

The Safeguarding Practitioner (allocated worker) formulates a Safeguarding Plan with the Safeguarding Co-Ordinator (Team Manager) outlining plans and actions immediately required, together with timescales.



#### Personalised Outcomes

The Safeguarding Practitioner comes to understand the outcomes the person is looking to achieve through safeguarding enquiries. The wishes and feelings of the person are prioritised. If a person changes their outcomes as the enquiry progresses this should be respected and clearly recorded.



#### Full Involvement

The Safeguarding Practitioner ensures the person is informed and involved throughout the process. They should be consulted about their views and wishes unless doing so would increase the risk of harm.

### LIVE & TIMELY RECORDING OF PROGRESS AND ACTIONS

#### Gathering Information

The safeguarding enquiry officer will collect and evaluate relevant information from multiple sources, including the person at risk, carers, family members, and professionals involved in their care. This should include gathering evidence of abuse or neglect.



# Adult Services & Wellbeing

## Safeguarding Adult Team | Stage 3 | Safeguarding Enquiries

### Stage 3: Safeguarding Enquiry, Safety Planning and Review. Undertaking a safeguarding enquiry: Safety Planning.

#### Formulate A Safeguarding Safety Plan

The Safeguarding Practitioner (allocated worker) formulates a Safeguarding Safety Plan addressing identified risks, outlining actions to protect and support the person at risk to ensure their safety and wellbeing.



#### Person Centred Approach

Develop the safeguarding plan in collaboration with the person at risk, ensuring their views, wishes and desired outcomes are central to the planning process, in line with the principles of MSP: EMPOWERMENT, CHOICE, CONTROL, respecting rights and preferences.



#### Involvement of Relevant Parties

With the person's consent, involve parties such as family members, carers, and other professionals in the planning process.



#### Action Planning & Risk Management

Clearly outline the actions required to manage identified risks, specifying roles, responsibilities and timeframes. The plan should be proportionate and prioritise least restrictive options while empowering the person.

Maintain an accurate record of all communications, meetings, and decisions related to the safeguarding plan, ensuring a complete and transparent audit trail.

# Adult Services & Wellbeing

Safeguarding Adult Team | Stage 3 | Safeguarding Enquiries

## Stage 3: Safeguarding Enquiry, Safety Planning and Review. Reviewing the effectiveness of the Safeguarding Plan

### Reviewing the Safeguarding Plan

Evaluate the effectiveness of the safeguarding plan and make necessary adjustments to ensure ongoing protection and support.



### Scheduled Reviews

Conduct reviews at appropriate intervals based on the level of risk and complexity of the situation. Reviews should be flexible, allowing for adjustments if significant changes occur in the person's circumstances or if new risks are identified.



### Inclusive Reviews

Involve the person at risk, their support network, and relevant professionals in the review process. This ensures that progress against the safeguarding plan is assessed collaboratively and that adjustments are made in response to the person's feedback and evolving needs.



### Adjustments and Continuous Improvement

Modify the safeguarding plan as needed based on review findings, ensuring it remains relevant and effective in addressing the person's needs and preferences. Communicate any changes clearly to all involved parties to maintain alignment and understanding.

Record review outcomes in CIS, including any changes to the safeguarding plan, reasons for adjustments, and feedback from the person.

# Adult Services & Wellbeing

## Safeguarding Adult Team | Stage 4 | Closure

### Stage 4: Closure of the Safeguarding Enquiry.

#### Closure of the Safeguarding Episode

Formally close the safeguarding enquiry when identified risks have been appropriately managed and the person's safety and well-being are assured.

Can occur following Stage 2 or 3 as deemed appropriate.



#### Confirming Outcomes

Confirm with the person at risk, their support network, and involved professionals that the safeguarding goals have been met and that no further actions are required. The decision to close should be based on the person's sense of safety and their feedback on the safeguarding process.



#### Ensuring Ongoing Support

Ensure the person feels safe, supported, and informed about how to access help if new concerns arise in the future, in keeping with the MSP principle of ensuring people feel listened to and respected throughout the safeguarding process.



#### Management Oversight

The team manager or team leader will review all safeguarding enquiries and closures prior to ending the safeguarding enquiry episode.

Document the decision to close the enquiry in CIS, including the rationale for closure, the person's views, and any final actions agreed upon. Provide a comprehensive summary of the safeguarding process, actions taken, and outcomes achieved.