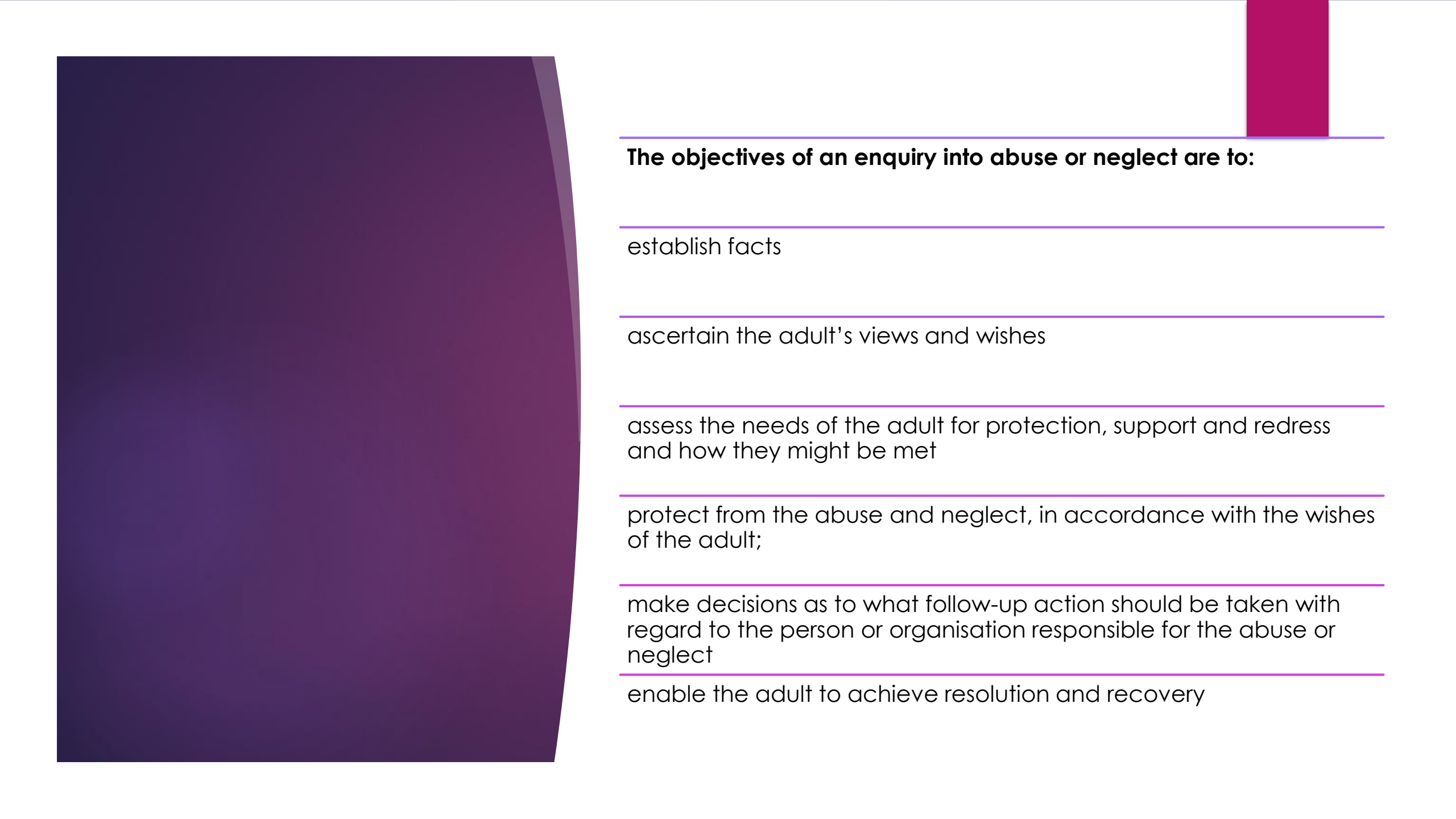


Making a good safeguarding adults referral

AND UNDERSTANDING THE PROCESS



What does safeguarding adults mean?



The objectives of an enquiry into abuse or neglect 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 with regard to the person or organisation responsible for the abuse or neglect

enable the adult to achieve resolution and recovery

Importance of good quality referrals



1

Best outcome for service user- get the right response the first time for the adult to reduce risks for them.



2

Support agencies to provide the information needed so LA can understand the concerns and risks clearly.



3

Reduce number of referrals not needing s42 enquiries so focus can be on those that do

Local picture

This is a snapshot of safeguarding adults activity over 2025/26.

Locally we still record and monitor the volume of referrals received (initial contacts) and for 2025/26 this was 21,926

This is a 14% increase (+2,731 referrals) on previous year.

51% of referrals met the safeguarding adults concern criteria (1% decrease on previous year).



21,926

Safeguarding adults referrals

A referral made to Adult Social Care identified as requiring safeguarding intervention



11,247

Safeguarding adults concerns

Safeguarding adults referrals which met the safeguarding adults concern criteria



9,937

Section 42 enquiries

Safeguarding adults concerns which met all three parts of the Section 42 (Care Act) enquiry criteria



1,310

Other enquiries

Safeguarding adults concerns which did not meet all three parts of the Section 42 (Care Act) enquiry criteria but it was deemed necessary to carry out enquiries/take action

Safeguarding Adults Concerns

Do you have reasonable cause to suspect that the adult:

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

B - is experiencing, or at risk of, abuse of neglect?

Section 42(1) (a) & (b) Care Act 2014

LGA/ADASS Understanding what constitutes a safeguarding adults concern guidance



What does care and support needs mean?

Local authorities must consider at this stage if the adult has a condition as a result of either physical, mental, sensory, learning or cognitive disabilities or illnesses, substance misuse or brain injury. The authority should base their judgment on the assessment of the adult and a formal diagnosis of the condition should not be required.

- 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 relationship
- 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
- Carrying out any caring responsibilities the adult has for a child

What is abuse or neglect

Neglect

Sexual

Emotional

Self neglect/hoarding

Discriminatory

Financial

Physical

Domestic abuse

Organisational

Modern Slavery/Exploitation

Section 42 enquiries

42 Enquiry by local authority

(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.

[LGA/ADASS Making Decisions on the duty to undertake enquiries](#)



Care Act 2014

The Wellbeing Principle:
Is the principle duty of the Care Act 2014. Every action taken, function performed, or decision made by the Local Authority both corporately and operationally must give demonstrable regard to the impact upon the person's Wellbeing.

What does unable to protect themselves mean?

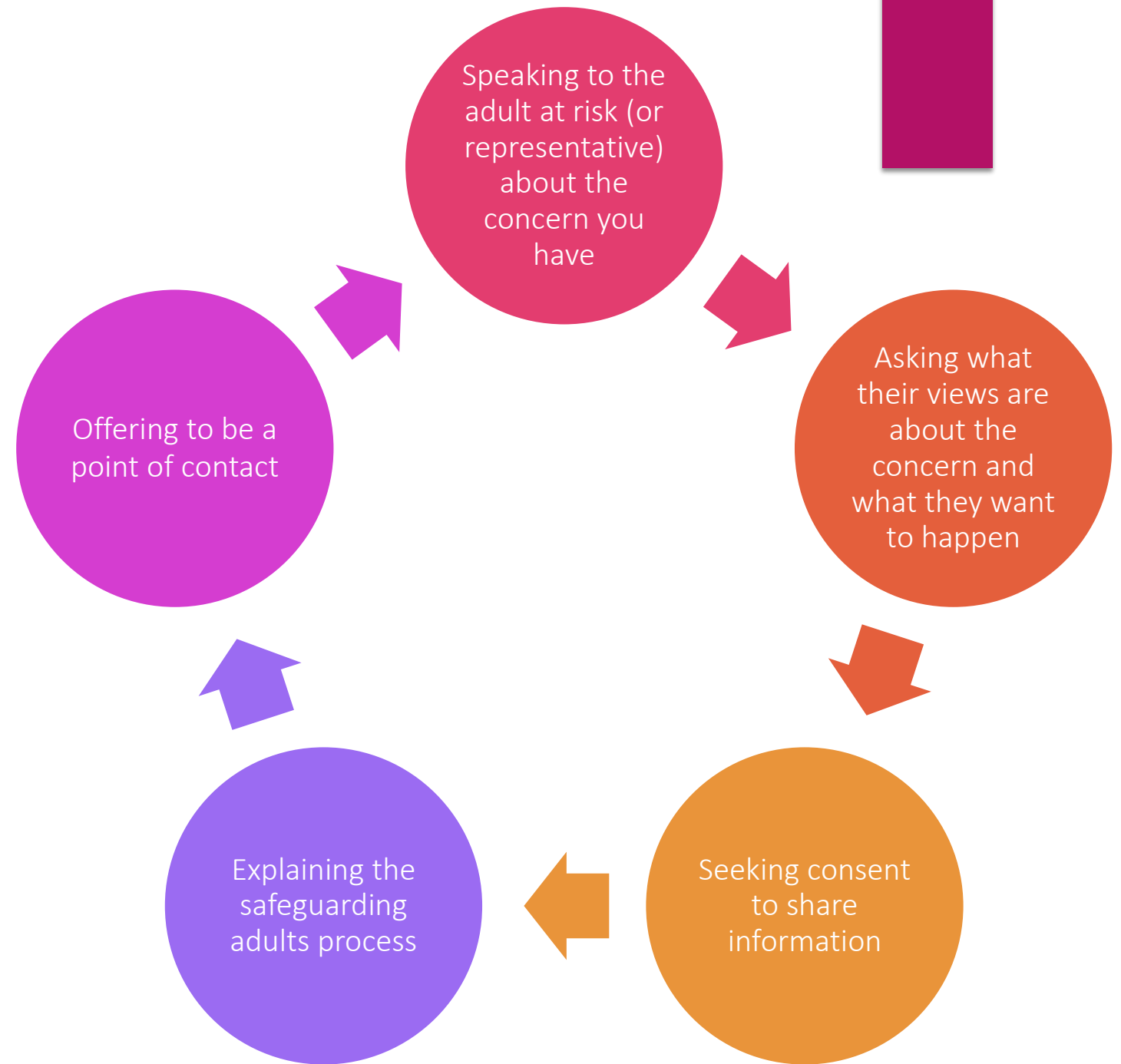
- ▶ Can they physically remove themselves from the situation?
- ▶ Are they being controlled, groomed, coerced?
- ▶ Do they have mental capacity to make decisions?
- ▶ Are substances impacting on their ability to keep themselves safe?
- ▶ Trauma response
- ▶ Dependence on the perpetrators
- ▶ Being manipulated
- ▶ Do they recognise the abuse that is occurring?

Safeguarding - Overriding Consent

- ▶ The adult lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act
- ▶ Other adults or children are, or may be, at risk. Sharing the information is in the public interest.
- ▶ The alleged abuser has care and support needs and may also be at risk
- ▶ A serious crime has been committed
- ▶ The adult has the mental capacity to make that decision, but they may be under duress or being coerced
- ▶ The risk is unreasonably high
- ▶ A court order or other legal authority has requested the information

Not having consent should not prevent submission of a safeguarding concern, however reasons should be demonstrated if consent is not gained

Making safeguarding personal



Transitional Safeguarding Protocol



The provisions in the Care Act relating to transition to adult care and support are not only for those who are already receiving children's services, but for anyone who is likely to have needs for adult care and support after turning 18.

That a young person or carer is 'likely to have needs' means they have any likely appearance of any need for care and support as an adult – not just those needs that will be deemed eligible under the adult statute. It is highly likely that young people and carers who are in receipt of children's services would be 'likely to have needs'

Everyone has the right to refuse a transition assessment, however the local authority must undertake an assessment regardless if it suspects that a child is experiencing or at risk of abuse or neglect.

This protocol sets out the arrangements for young people aged 17.5 years and above, whose circumstances may mean that safeguarding adults procedures would apply when they are 18.

Children Social care can refer into SGA procedures around 17.5 years of age to enable communication and information sharing to appropriately plan for support and risk management plans required post 18. Other providers and organisation's must send in any concerns to Children social care when someone is under 18.

Safeguarding Adults Manager would decide if a strategy meeting is required approx. one month prior to turning 18. Safeguarding enquiry would remain open throughout the transition period. SGA process is different to requiring an adult needs assessment. Both or one processes may be required.

The practicalities of making a referral on a multi-agency basis

- ▶ If you are a professional you must use the safeguarding adults online referral form:

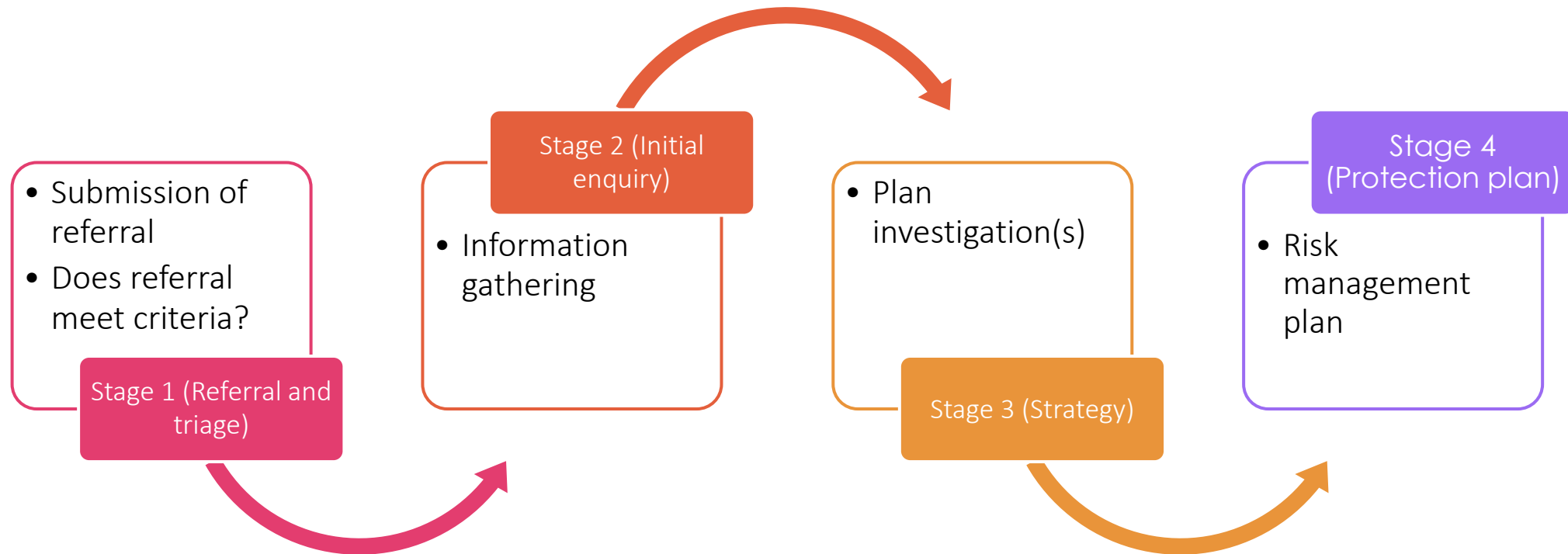
[Report a Concern - Newcastle Safeguarding](#)

- ▶ Mandated questions
- ▶ No longer use the "word-version" of referral form
- ▶ Members of the public/adults at risk do not need to use a referral form.

Some top tips!

- ▶ Read the questions and answer carefully
- ▶ What have you seen/heard?
- ▶ Why are you worried? What type of abuse or neglect is occurring?
- ▶ What are the needs of the adult at risk? What is making it difficult for the adult to protect themselves from harm.
- ▶ What are the adult's views?
- ▶ Is there anything impacting upon the adult's decision-making ability
- ▶ Information about the alleged perpetrator.
- ▶ What has been done to manage risks already? Who else is involved?
- ▶ Separate facts from opinion

What happens when a referral is submitted?



Language - Victim blaming

- ▶ Consider language used
- ▶ Impacts on risk assessments
- ▶ Judgements made
- ▶ Third party disclosure material
- ▶ Subject access requests
- ▶ Adult Exploitation Language Guidance



Strategy and Protection Plan meetings

- ▶ Formal meeting
- ▶ Check right people are invited
- ▶ Confidentiality
- ▶ Person's involvement and views are key
- ▶ Be prepared-bring relevant information your agency has.
- ▶ Professional conduct expected

Ending a safeguarding adults enquiry

- ▶ Usually enquiries end when it is believed that risks are managed as far as they possibly can be.
- ▶ It will not always be possible to remove or reduce all risks
- ▶ Need to consider capacity of the person at risk where risk remains and their ability to seek help and support in the future
- ▶ Ending a safeguarding adults enquiry is a multi-agency decision
- ▶ Re-referral to safeguarding adults procedures if risks change/increase
- ▶ Remember your routes for escalation, support and advice.

The SGA unit

- ▶ Group of safeguarding adult managers who provide advice daily to social care and partner agencies
- ▶ Can escalate concerns or decisions made
- ▶ We manage concerns at a strategy or protection plan level where there is complex abuse or cross boundary issue
- ▶ Multiple victims /perps
- ▶ Modern Slavery, criminal and sexual exploitation/cuckooing/Organised Crime Groups (OCGs)/Peer Crime Groups (PCGs)
- ▶ Organisational abuse
- ▶ Professional in position of trust
- ▶ Honour Based Violence/Female Genital Mutilation
- ▶ Prevent

Safeguarding Adults Unit: Advice Form

I'm worried about someone but it doesn't meet criteria for safeguarding adults...

What are you concerned about?	Referral/signposting options
Care and support needs	<u>Adult Social CarePoint</u>
Mental health	<u>GP, NHS 111, Crisis Support, Talking Therapies</u>
Drugs and alcohol	<u>GP, NTaR, Harm Reduction Service, George Street Social, PROPS</u>
Poverty/financial inclusion	<u>Benefit/Debt advice, money support</u>
Homelessness	<u>Housing Advice Centre</u>
Domestic abuse	<u>Newcastle Integrated Domestic Abuse Service (NIDAS)</u>
Env	<u>Newcastle City Council Environmental Health</u>

Police Partnership Intelligence Form

- To share information/intelligence with the Police
- Does not replace usual reporting routes to Police and/or safeguarding pathways

Police Partnership Intelligence Form



Intelligence / Information Submission Form 2021

If you have concerns about a child / young person / vulnerable adult you should make a safeguarding referral to your local children's or adult's services. **DO NOT USE THIS FORM IN PLACE OF A REFERRAL**

Please complete this form using the advice sheet below as a reference.

YOUR AGENCY:	
NAME:	
POST / POSITION:	
EMAIL:	
TELEPHONE NO:	

INFORMATION

Please supply all known information in as much detail as possible, including:

Date(s), Time(s), Person(s), Age (s), Address (s), Vehicle(s), Location(s)

If you only have partial details such as a first name or street name please include this information as it helps us build a picture.

Please consider whether there is any risk to you or another if the police act upon this information.

It is expected that you will implement safeguarding measures in addition to submission of intelligence to the police.

It is important to explain in this section how **YOU** know the information you wish to share. Please enter your information here: *(this box will expand as you type)*

THIS SECTION MUST BE COMPLETED

INFORMATION EVALUATION		
SOURCE OF INFORMATION: If the information was supplied by someone else, how reliable are they?	1 RELIABLE – Person known to me and known to tell the truth	ENTER YOUR RATING HERE:
	2 UNTESTED – Person known but cannot test how reliable they are i.e. never given information before or person unknown/heard indirectly and cannot be judged.	
	3 UNRELIABLE – Person known to me but known not to be truthful.	
INFORMATION ACCURACY:	A - KNOWN TO BE TRUE TO SOURCE	ENTER YOUR RATING HERE:
	B - INFORMATION WHICH HAS BEEN OVERHEARD OR TOLD TO YOU BY SOMEONE ELSE	
	D - NOT KNOWN	
	E - SUSPECTED TO BE FALSE	
DATE OF SUBMISSION:	TIME OF SUBMISSION:	

PLEASE RETURN YOUR COMPLETED FORM TO:
forceintelligence@northumbria.pnn.police.uk

Key points to takeaway

- ▶ Safeguarding adults is a shared responsibility.
- ▶ Adults at risk are put at the centre of any action we take.
- ▶ Be proactive in seeking feedback on referrals you make.
- ▶ If you're unsure about whether your concern is for safeguarding adults - seek advice: your Safeguarding Lead and/or Safeguarding Adults Unit.
- ▶ If your concern isn't for safeguarding adults, consider what other routes of help and support are available.

Think



Consult



Act

Tools and Resources

- ▶ Newcastle Safeguarding Website
- ▶ Report a concern
- ▶ Making a good safeguarding adults referral guide
- ▶ Making Safeguarding Personal Short Guide
- ▶ Safeguarding Adults Unit