

Raising a safeguarding concern

You are informed or become aware of possible abuse or neglect

Gather information,

- How does the adult wish for the concern to proceed
- What changes/support would they like as a result of this concern being raised?

RESPOND

Take action to ensure the immediate safety and welfare of the adult (and any other person/child at risk)

Consider:

- Does medical attention need to be organised? (dial 999)
- Is urgent police presence required? (dial 999)

REPORT

Has a crime been committed? If so, does it need to be reported?
(dial 101 unless there is an immediate risk, in which case dial 999)

Preserve forensic evidence (if any)

REFER

Decide whether to raise a safeguarding concern, and if so, take action
Do this:

- Immediately where the concern is urgent and serious
Within the same working day for any other concerns

Customer Services

Cambridgeshire County Council
PO Box 144
St Ives
PE27 9AU

Tel: 0345 045 5202

Email: referral.centreadults@cambridgeshire.gov.uk

RECORD

Document the incident and any actions or decisions taken

REFER

Ensure key people are informed
For example, Responsible safeguarding lead, CQC, relatives as appropriate,
service commissioning teams

SUPPORT

Provide support or feedback for the person identifying the safeguarding concern