

Safeguarding Procedure 2023 Update

Healthwatch Luton regard their Safeguarding Policy and refer to this under all circumstances when dealing with Safeguarding. HWL's Safeguarding Policy was created with the LBC Safeguarding Manager in 2014 – and amended in 2017.

This Procedure outlines further updated information and operational procedural information for HWL staff team to know what to do when a member of the public becomes or outlines a safeguarding concern.

The Local Government Association outlines a Safeguarding Concern as:

'The criteria are derived from Section 42, Care Act, 2014. The criteria suggested in the framework for determining that a safeguarding concern should be identified are set out in S42(1a and b). That is, do I have reasonable cause to suspect that the adult has care and support needs? (Whether or not those needs are being met). S42 (1a), and do I have reasonable cause to suspect that the adult is experiencing, or at risk of, abuse or neglect? S42(1b). If these are met, then the framework suggests a safeguarding concern be raised with the local authority'

[Understanding what constitutes a safeguarding concern: FAQs | Local Government Association](#)

[Quick guide to understanding what constitutes a safeguarding concern | Local Government Association](#)

HWL should adhere to the LGA guidance on:

The framework encourages conversations, both between people in referring agencies, between those who refer a concern and those in the local authority who receive the concern referral, to enable informed decisions about the range of pathways for addressing risk and/or support needs, rather than simply defaulting to raising a safeguarding concern or missing situations involving risk that require a response of some kind.

It must be noted that an individual does not have to be eligible for care and support under the [Care and Support \(Eligibility Criteria\) Regulations](#) for a safeguarding concern to be raised or for the local authority S42 duty to apply.

HWL staff, or Volunteers, witnessing, observing or being given a safeguarding feedback or information on abuse, neglect, self harm, or other Safeguarding' concern should

1. Make a log and detail the Safeguarding Concern (Date time)
2. Inform the Safeguarding Lead of HWL – the CEO (in all instances)
3. Conform to the decisions made by the CEO including
 - a. Logging all details
 - b. Informing the CEO and holding a discussion on the concern
 - c. Outlining the concern clearly and logged formally for the CEO to escalate if needed
4. All Safeguarding concerns should be shared with MASH / LBC to share information on any alert or concern, and to allow professionals within the Safeguarding field to support / advise and investigate the HWL stated concern.

HWL Staff should then:

5. Signpost the person of concerned to where they can receive support
6. If MH / Suicide or Self Harm suggested
 - a. Inform the Police on 101 for a Welfare Check
7. Inform the MH Crisis Team eg any interactions with any partners / responses from any external agencies
8. Inform the CEO / Safeguarding Lead of ongoing correspondence.

It is the responsibility of HWL to keep the Safeguarding Lead informed of all raised concerns, and process together a decision ongoing.

It is the responsibility of the staff member being informed of the concern to escalate to CEO in first instance and if unavailable, to follow these procedures. Not matter how little information is provided, HWL should adhere too and refer too professionals within the Luton Safeguarding field for further guidance and support and not keep concerns within the HWL data fields.

HWL will then

- Take advice and action from leading partners on the safeguarding concern – either raising as a Safeguarding and through supporting the LA in this process
- Will action advice from the LA in other pathways of support for the individual
 - Such as informing the MH Crisis Team
 - Such as informing the Police 101 Welfare Team
 - Such as reporting to MASH
- HWL will log in their own field and Safeguarding log and outline details of where information has been stored
- CEO will then inform the LSAB of progress of this process.

CONTACT DETAILS

1. MASH
2. LBC Safeguarding
3. BLMK Safeguarding
4. HWL Safeguarding Lead
 - a. CEO –Pat Lattimer
 - b. 0772161474

- To create an internal Safeguarding concern log for internal use
- To create a mode to highlight in the moderation, a safeguarding input