

## Appendix 2 - 7 Stages: Local Responsibilities and Time Standards

The following table builds on the process described on pages 51 to 55 of Protecting adults at risk: London multi-agency policy and procedures (PLP). It describes how this is tailored to specific local procedural requirements that must be followed by Richmond Partners in all cases of safeguarding adults concerns.

Stage of Procedure	Purpose/Activity/Role	Responsibility	Time Standard
<b>Stage 1 Raising an Alert</b>	<ul style="list-style-type: none"> <li>Act to protect Adult at Risk.</li> <li>Report concerns as required by own agency/service procedure. Consider reporting to the police if a crime.</li> <li>Record</li> </ul>	Everyone with duty of care	Immediately if an emergency Or within the <b>same working day (this should be within 4 hours)</b>
<b>Decision</b>	<ul style="list-style-type: none"> <li>Take any immediate management action to identify and address the risk</li> <li>Decide if a referral to ACS under Safeguarding Adults procedure is needed</li> <li>If NHS, consider reporting as serious incident (See page 34 PLP - role of NHS)</li> </ul>	Alerting manager Safeguarding Adults lead, member of staff, as per own agency procedure.	Immediately <b>or</b> within 24 hours of alert being raised
<b>Stage 2 Making a Referral request</b>	<ul style="list-style-type: none"> <li>Refer to Safeguarding Adults Referral Point (SARP). Report to Police if a crime.</li> <li>If NHS, also make a report under Serious Incident procedures (as above)</li> <li>Notify CQC if necessary</li> <li>Gather initial information so that SAM can make a decision.</li> </ul>	Designated staff within organisations	
<b>Decision to accept referral</b>	<ul style="list-style-type: none"> <li>Evaluate risk</li> <li>Decide if SA procedures apply and identify alternative responses where not, taking appropriate action</li> <li>Agree actions needed for an <i>interim</i> (urgent) protection plan and begin to implement e.g. ensure adult at risk is safe, any actions relating to carers (Human Resources, Police investigations may have begun, liaison with carer)</li> </ul>	SAM with relevant partner agency/ service staff	Within 24 hours <u>of receipt</u> of referral request

Stage of Procedure	Purpose/Activity/Role	Responsibility	Time Standard
	<ul style="list-style-type: none"> <li>Decide whether strategy <i>meeting</i> or <i>discussion</i> is appropriate, or neither (See page 74 PLP)</li> <li>Decide on level of response and who should be SAM/Chair</li> <li>Record decisions and reasons. Inform alerter/alerter manager</li> </ul>		
<b>Stage 3 Strategy discussion or Meeting</b>	<ul style="list-style-type: none"> <li>Assess immediate risk and overall case risk management needs</li> <li>Evaluate non urgent risk (review level and whether Large-scale process response is needed) and investigation requirements</li> </ul>	SAM with relevant partner agency/ service staff	Same day or within 5 working days of receipt of referral request
<b>Decision</b>	<ul style="list-style-type: none"> <li>Decide how to address urgent/ safeguarding needs</li> <li>Decide if investigation is needed</li> <li>If not SA agree appropriate action</li> <li>If not SA close the process at this point (see Stage 7)</li> <li>Agree the investigation plan</li> <li>If large-scale investigation, follow process</li> <li>Exceptionally, consider if a Strategy Review Meeting/ discussion will be necessary (agree date).</li> <li>Record decisions &amp; reasons</li> <li>Distribute decisions/ plans</li> <li>Where discussions/meetings are held, distribute the minutes/notes. Inform Alerter/Alerting Manager</li> </ul>	SAM with relevant partner agency/ service staff  Adult at Risk as appropriate	Investigation plan and immediate safety plan to be available in 24 hours        Minutes to be available within 5 days
<b>Stage 4 Investigation</b>	<ul style="list-style-type: none"> <li>Conduct investigation (liaising with partners as required)</li> <li>Re-evaluate risk</li> <li>Collate evidence and share with involved organisations</li> <li>Where necessary, arrange 'Strategy meeting/discussion Review', agree and implement new investigation plan.</li> <li>Produce investigation report for SAM/Chair. Report distributed to all relevant parties once agreed</li> <li>Record activity and reasons</li> <li>Arrange a Case Conference date.</li> </ul>	Coordinated by SAM with relevant partners    Allocated lead Investigating Officer	Within 20 working days from receipt of referral

Stage of Procedure	Purpose/Activity/Role	Responsibility	Time Standard
<p><b>Stage 5</b> <b>Case Conference and Protection Plan</b></p> <p><i>Decision</i></p>	<ul style="list-style-type: none"> <li>• Discuss evidence obtained during investigation</li> <li>• Evaluate risk</li> <li>• Consider actions for protection plan</li> <li>• Where no further investigation is required, and review is not necessary, close SA process (see 2.8.1 p.98) – Stage 7 and Serious Concerns Process.</li> <li>• Keep under review (see Stage 6)</li> <li>• Record decisions and reasons</li> <li>• Distribute decisions/plans.</li> <li>• Where meetings are held, distribute the minutes.</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Agree outcome conclusions for each allegation</li> <li>• Agree outcomes for Adult at Risk and Person alleged to have caused harm where appropriate</li> <li>• Agree Protection Plan</li> <li>• Close or agree review date. Ensure clear actions for review/monitoring under case management if appropriate</li> <li>• Inform alerter/alerting manager</li> </ul>	<p>Coordinated by SAM with relevant partners. Adult at Risk/family / advocate as appropriate</p>	<p><b>Within 5 working days</b> of completion of the investigation report.</p> <p>The Protection Plan to be available within 24 hours of the Case Conference Minutes distributed in 5 days.</p>
<p><b>Stage 6 Review of the Protection Plan</b></p> <p><i>Decision</i></p>	<ul style="list-style-type: none"> <li>• Review progress of actions in protection plan</li> <li>• Evaluate the risk</li> <li>• Consider if plan needs to be revised</li> <li>• Distribute decisions/ revised plans</li> <li>• Where no further review is required, close the SA process</li> <li>• Distribute the minutes</li> <li>• Record decisions and reasons</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Agree revised Protection Plan or</li> <li>• Agree no further action under SA process</li> </ul>	<p>Coordinated by SAM</p>	<p><b>First review within three months</b> of Case Conference or as agreed at the case conference. Subsequent reviews should be within 6 months. Revised Protection Plans (where relevant) shared within 24 hrs, minutes distributed in 5 days</p>

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<p><b>Stage 7</b> <b>Closing the Safeguarding Adults process</b></p> <p><i>Decision</i></p>	<ul style="list-style-type: none"> <li>• Complete the SA process/record overall conclusion</li> <li>• Notify alerter/alerting manager of closure</li> <li>• Obtain feedback on SA process from Adults at risk/others</li> <li>• Reflect on learning from the case</li> <li>• Reflect on how well the SA process applied, supervision, role of SAM</li> <li>• Consider whether Serious Case Review is appropriate</li> <li>• Disseminate any learning</li> </ul> <hr/> <ul style="list-style-type: none"> <li>• Agree to sign-off of the SA process</li> <li>• Decide if referral to a Serious Case Review is required</li> </ul>	<p>SAM sign-off. Reflection /feedback from adult at risk, Partners etc</p>	<p>At time of agreement to no further action under SA procedures. Agreement with partners and adult at risk.</p>