

# Safeguarding Adults – Reporting Concerns Procedure

## Designated Safeguarding Lead (DSL): Yasmin Clark

**Reviewed:** 21/05/2026

**Next Review Date:** 21/05/2027

This procedure sets out how staff must respond to, record, and report safeguarding concerns about adults with care and support needs. It aligns with Cornwall Council Adult Social Care safeguarding procedures and NHS Cornwall & Isles of Scilly Integrated Care Board (ICB) guidance.

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### 1. Safeguarding Principles

1.1 Safeguarding adults is guided by the following principles:

- Empowerment and person-centred practice
- Prevention of harm and neglect
- Proportionality
- Protection of adults at risk
- Partnership working (Cornwall Council, NHS, Police, and relevant agencies)
- Accountability

1.2 Safeguarding must always be **person-led**, meaning the adult is supported to be involved in decisions about their safety wherever possible and appropriate.

1.3 Staff must not investigate safeguarding concerns. Their role is to **listen, record, and report**.

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### 2. Consent and Involvement of the Adult

2.1 **Consent to share safeguarding concerns should be obtained wherever possible before any referral is made**, unless doing so would:

- Place the adult at further risk of harm
- Increase risk to others
- Interfere with a criminal investigation
- Be impossible due to lack of capacity
- Be overridden by legal safeguarding duties or immediate risk

2.2 Where consent is sought, staff must clearly and sensitively explain:

- What information is being recorded
- Why it is being recorded
- Who it may be shared with (e.g. DSL, Cornwall Council Adult Social Care, Police if required)
- How it will be stored securely and who will have access

2.3 The adult must be **actively involved throughout the safeguarding process wherever safe and appropriate**, including:

- Being listened to without judgement
- Being supported to express their views and wishes
- Being informed of what will happen next
- Being updated where it is safe to do so

2.4 Safeguarding must always respect the adult's dignity, autonomy, and right to make informed choices.

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### **3. Immediate Risk and Emergency Action**

3.1 If an adult is in immediate danger, call **999**.

3.2 If the person cannot speak, follow the **Silent Solution** process and press **55** when prompted.

3.3 For non-emergency police involvement, call **101** and request the **Public Protection Unit**.

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### **4. Reporting a Safeguarding Concern**

4.1 All concerns must be reported immediately to the **Designated Safeguarding Lead (DSL): Yasmin Clark**.

4.2 Concerns may be:

- Shared verbally with the DSL as soon as possible (in-person or via 07891529403)
- Emailed ([riseandclimb.safeguarding@outlook.com](mailto:riseandclimb.safeguarding@outlook.com))

- Followed by written recording via the organisation's safeguarding reporting form

4.3 The DSL will decide next steps, which may include:

- Gathering further information
  - Speaking with the adult (where appropriate and safe)
  - Making a referral to **Cornwall Council Adult Social Care Safeguarding Team**
  - Contacting Police or emergency services where required
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## 5. Recording Safeguarding Information

5.1 Records must be completed **as soon as possible after the disclosure or concern**.

5.2 Records must include:

- Exact **date and time** of the conversation or incident
- Location
- Names of those present
- The adult's **exact words wherever possible**
- Clear factual description of what was said and/or observed

5.3 Records must be:

- Factual and objective
- Free from interpretation, assumption, or opinion
- Clearly separated into:
  - What was said
  - What was observed
  - What was reported by others

5.4 Where appropriate, records may include details of physical indicators (e.g. bruising), in line with policy and consent considerations.

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## 6. Confidentiality and Information Sharing

6.1 Safeguarding information is strictly confidential and shared only on a **need-to-know basis**.

6.2 Information may be shared without consent where there is:

- Risk of serious harm
  - A crime suspected or disclosed
  - Risk to others
  - Legal or safeguarding duty to do so
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## **7. Storage of Records**

7.1 All safeguarding records must be:

- Stored securely on the organisation's safeguarding system
- Accessed only by authorised safeguarding personnel

7.2 Records must not be stored on personal devices or informal systems.

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## **8. Explaining Record-Keeping to the Adult**

8.1 Where appropriate and safe, staff must explain to the adult:

- What records will be made
- Why they are necessary (to ensure safety and appropriate action)
- How the information will be used
- Who it may be shared with
- How it will be stored securely and protected

8.2 This explanation must be given in a clear, respectful, and accessible way.

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## **9. Role of the DSL (Yasmin Clark)**

9.1 The DSL is responsible for reviewing all concerns and determining appropriate action.

9.2 The DSL may:

- Seek clarification from the reporting staff member
- Speak with the adult where appropriate
- Make a referral to **Cornwall Council Adult Social Care Safeguarding Team**
- Consult NHS safeguarding advice services
- Contact Police or emergency services if required

### 9.3 Cornwall Adult Safeguarding contact:

- Tel: **0300 1234 131**
  - Out of hours: **0300 1234 131**
  - Online referral: **Cornwall Council Adult Safeguarding Concern form**
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## 10. External Safeguarding Referrals

Where thresholds are met, the DSL will refer to:

- Cornwall Council Adult Social Care Safeguarding Team
- Police (via 101 or 999 in emergencies)
- NHS safeguarding or clinical services where appropriate

Additional specialist pathways may include:

- Domestic Abuse support (Safer Futures)
  - Sexual violence services (Devon & Cornwall SARC)
  - Mental health or community NHS services
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## 11. Concerns About Staff, Volunteers, or People in Positions of Trust

11.1 Concerns that a professional or volunteer may:

- Have harmed or pose a risk of harm
- Have committed a criminal offence
- Be unsuitable to work with adults or children

must be treated as a **Position of Trust (PiPoT) concern**.

11.2 These must be reported immediately to the DSL and referred to:

- **Cornwall Council Adult Safeguarding PiPoT process**

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## 12. Professional Advice and Support

DSL may seek advice from:

- NHS Cornwall & Isles of Scilly ICB Safeguarding Team:  
**ciosicb.scatsconcern@nhs.net**
- Cornwall Council Adult Safeguarding Team:  
**01872 326433**
- Out of hours duty social worker:  
**0300 1234 131**

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## 13. Additional Safeguarding Risks

- Domestic Abuse: Safer Futures (01208 22 99 22)
- Sexual Violence: Devon & Cornwall SARC
- Prevent (Radicalisation): 0800 011 3764
- FGM: Mandatory reporting to Police and safeguarding services

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## 14. Summary of Staff Responsibilities

Staff must:

- Listen without judgement
- Record factually and accurately
- Use the adult's own words
- Seek and consider consent where appropriate
- Explain what is being recorded and why
- Report immediately to the DSL
- Maintain confidentiality
- Never investigate concerns