



Dumfries and Galloway Adult Support and Protection

## **Information for Providers on reporting concerns about an adult AP1**

**If a person is in immediate danger,  
then a direct 999 call must be made to request  
urgent assistance or advice**



This protocol is for providers reporting concerns about an adult when harm, mistreatment or neglect is suspected or alleged. It is aligned to and should be read in conjunction with the West of Scotland Inter-agency Adult Support and Protection Guidance which can be accessed on Dumfries and Galloway's Public Protection website [www.dgppp.org.uk](http://www.dgppp.org.uk).

The protocol gives a step by step guide to reporting concerns.

The priority is the safety and protection of adults at risk and it is the responsibility of all staff to act on and report any suspicions or evidence of harm.

A step by step checklist of what you should do when you are concerned that an adult may be at risk of harm, mistreatment or neglect is set out below. A diagram to illustrate this is included at Appendix 1.

All providers will have a process to record all alerts which may indicate a change in a service users behaviour or environment which may impact on health and well-being of both service user and/or Carer. Providers will also have arrangements in place to monitor alerts being submitted liaising with other relevant professionals, including social work as appropriate to seek assistance.

Concerns move from this internal reporting and monitoring process when there is evidence that someone may be at risk of harm, neglect or mistreatment or when a range of lower level concerns suggest an emerging pattern of change or accumulation of risk.

Providers should operate a robust internal management oversight process to monitor alerts identified by care staff and this is the process through which supervisory staff identify possible concerns which need to be referred to social work. This may include high risk, accumulating risks, high levels of complexity and or an adult support and protection concern. Whilst not all concerns referred to social work will constitute Adult Support Protection; one form has been developed to cover both concerns and ASP referrals to ensure a consistency of approach. This allows social work to have oversight of all concerns which will support decision making in terms of how best to intervene and protect.

**If you are the person who witnesses, suspects or is made aware that someone is at risk of harm you should:**

1. Check whether they are in immediate danger or in need of immediate assistance and you should contact the police, or appropriate emergency service.
2. If the person is not in immediate danger you should ask them to tell you what happened or raise your concerns if these are observed. It is important that you don't probe with too many questions. You should listen to what they need to tell you encouraging and supporting as required. You also need to be aware that they may not want to discuss the issues or may minimise these. This does not affect your responsibility to report and to seek medical assessment where appropriate.
3. You should if possible, let the person know that you need to tell someone else so that you can get them help and ensure that the harm, mistreatment and or neglect is stopped. The person may not want you to report the issues and you need to explain that you have a duty of care to ensure they are safeguarded from harm. Again, if you are unable to have this conversation this should not prevent you from reporting the concern. It is for specially trained professionals to determine what and if something needs to be followed up.
4. You should write down what you have heard or observed as soon as possible.
5. You should contact your immediate line manager to report the concern and, in their absence, you should contact another manager within your service. If this is not possible for whatever reason you should ring the Single Access Point and tell them, you need to report a concern about an adult. The Single Access Point will take the details of your concern and liaise as required with the Multi-agency Safeguarding Hub (MASH).

**If you are the manager who receives a concern from one of your staff, you should:**

1. Within the same working day call the Single Access Point 030 33 33 3001 and tell them you need to report a concern about an adult. It will assist this process if you can complete and have to hand the information required to complete the AP1 form. You should note the name of the person you speak to at the Access team. The Single Access Point will request an AP1 form, as the follow up to your phone call in writing and this should be forwarded within 24 hours.
2. The Single Access Point will undertake the initial triage to determine whether to forward your concern to either the MASH or the relevant locality team.
3. If you need to refer a concern out with normal working hours 9am – 5pm Monday to Friday, you should ring the social work out of hours team on 033 33 33 3001 who will take the details of the concern and action as appropriate. You should follow this up with a completed AP1 form within 24 hours to be sent as instructed by the Out of Hours Team.
4. The Single Access Point or the MASH may contact you if they require further information.
5. You should check that the staff member raising the concern is supported and can discuss the impact this has had on them.

If you are concerned about an individual but not sure whether this needs to be reported, you can seek advice from the Single Access Point who will then direct you as appropriate to either the MASH or the Duty Social Worker. If they are not available, the call advisor will take your details and request a call back.

## Reporting Concerns

Check whether they are in immediate danger or in need of immediate assistance and you should immediately contact the police and or appropriate emergency service.

If the person is not in immediate danger you should ask them to tell you what happened.

Contact your line manager and give them details of the concern.

You should record what you have been told or what you observe as soon as possible.

You should complete any internal alert/reporting form.

The absence of your immediate manager should not delay the reporting of the concern.

If a concern has been reported in normal working hours 9am – 5pm Monday to Friday, you should call the Single Access Point on:

0303 333 3001 and tell them you need to report a concern about an adult. You should send the AP1 referral form to:

[AccessTeam@dumgal.gov.uk](mailto:AccessTeam@dumgal.gov.uk)

### Complete the AP1 form

You should note the name of the person you speak to at the Single Access Point.

The completed AP1 form should be forwarded as soon as possible within 24 hours.

You should ensure details of the concern and response are recorded in your own case recording system.

The Single Access Point will forward the concern to either the MASH or the relevant locality team.

Receipt of referral will be sent within 24 hours.

Feedback will be provided within 5 working days.

If you haven't received feedback or have further concerns or information to share, you should contact the Single Access Point who may request a further AP1 to be completed.

If you need to refer a concern out with normal working hours 9am – 5pm Monday to Friday, you should ring the social work out of hours team on 030 33 33 3001 who will take the details of the concern and action as appropriate.

As above you should forward the AP1 as soon as possible to [socialworkoutofhours@dumgal.gov.uk](mailto:socialworkoutofhours@dumgal.gov.uk)