# Trainer notes – Module: 3a – Adults – Initial enquiries

* PowerPoint for module
* Everyone should have the Wales Safeguarding Procedures App on phone or tablet to refer to throughout the module

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| Slides | References | Notes |
| 1 | Responding to a report of an adult at risk of abuse and/or neglect  <https://safeguarding.wales/adu/index.a3pt1.html>  Pointers for Practice: Subjective factors that can influence the response to a report  <https://safeguarding.wales/adu/ap/a3pt1p.p1.html>  Pointers for Practice: Eliciting information during the screening and initial evaluation - the challenges  <https://safeguarding.wales/adu/ap/a3pt1p.p2.html> |  |
| 2 |  | Trainer note:  **This slide is optional** – it summarises the process covered in the previous module.  Make a report – refers to Section 128 of the Act: Duty to report adults at risk.  If a relevant partner of a local authority has reasonable cause to suspect that a person is an adult at risk and appears to be within the authority's area, it must inform the local authority of that fact. |
| 3 |  | Trainer to clarify:  * The **local authority** has a duty to respond to a report about an adult who is at risk of **abuse** and **neglect**. A key principle should be always making the person safe. * The following slides cover what happens once the report is **received by social services**. Many of these tasks will only be done by the social worker/social services staff.   **N.B.**  As it is the **local authority social services department** that responds to reports about an adult at risk, the term ‘social services’ is used in the procedures rather than ‘local authority’.  For the purposes of the procedures, a ‘report’ to social services will be taken to also mean a ‘referral’. |
| 4 | Responding to a report: overview of task and process  <https://safeguarding.wales/adu/a3pt1/a3pt1.p2.html>  Completing initial checks  <https://safeguarding.wales/adu/a3pt1/a3pt1.p4.html> | Trainer to expand: Reports alleging that an **adult at risk** has been abused or is at risk of **abuse** or **neglect** must always be regarded as serious and **enquiries** by social services should commence **immediately**.  Following a report, **social services** have a duty to make enquires, if there is reasonable case to suspect that a person within its area is an adult at risk. |
| 5 |  | Trainer to ask: Ask participants if they can differentiate between an investigation and an enquiry.   * What are the key differences? * Who is involved in each? * When is each used/appropriate? * Why is it important to know the difference and use correct terminology, especially with clients/service users?   **Enquiries**  This term describes **the information-gathering undertaken by social services** in order to determine whether any action should be taken to safeguard the child or adult at risk. |
| 6 | Investigations and co-ordinated multi-agency response to concerns  <https://safeguarding.wales/adu/a3pt1/a3pt1.p19.html> | Trainer to explain:  **Investigation**  This term describes the **gathering of evidence** undertaken by:   * **the police** when a criminal offence relating to the abuse and neglect is suspected to have occurred     **and/or**   * **social services** to gather evidence and to reach a conclusion as to whether people have been placed at risk or are at ongoing risk. |
| 7 | Outcomes following a report: initial screening decisions  <https://safeguarding.wales/adu/a3pt1/a3pt1.p5.html> | The initial decision, following screening, should be based on enough information i.e. proportionate, enabling**practitioners** to determine: |
| 8 |  | **Examples**  a) No abuse or neglect has occurred  *An elderly man who is in receipt of a care and support plan has alleged that money has gone missing from his home. He believes a carer has taken it and he is therefore a victim of financial abuse. Further information becomes known that the money has been recovered appropriately and no theft occurred.*  b) The report does not involve abuse or neglect  *A visitor to a care home has alleged seeing a carer refusing to let a resident leave the home, despite the home having an ‘open visits to the community’ approach to care. They report the incident as inappropriate restraint and imprisonment.*  *Further enquiries identify that there is a Deprivation of Liberty (DoLS) in place for the resident, and the actions taken by the carer fully and safely met the DoLS and care and support plan needs of the individual.*  c) This is a one-off incident with a very low level of repetition risk and another approach is warranted  *A single incident of medication error within a care home environment. Immediate remedial action is subsequently undertaken by the home manager.* |
| 9 |  | **That the adult has needs for care and support** and an assessment under  [Part 3 of the Social Services and Well-being Act (Wales) 2014](https://www.legislation.gov.uk/anaw/2014/4/contents) should begin as soon as the needs are identified. This should be with the consent of the adult at risk if they have the mental capacity to make this decision. This assessment can run alongside any enquiries into the possible abuse and neglect. The report made and subsequent outcomes should inform any [care and support plan](https://safeguarding.wales/adu/a3pt1/a3pt1.p5.html#tooltip). |
| 10 |  | **Enquiries are required** – as there is reasonable cause to suspect the adult is at risk ([Section 126(2) of the Social Services and Well-being (Wales) Act 2014](https://www.legislation.gov.uk/anaw/2014/4/section/126)) and further [enquiries](https://safeguarding.wales/adu/a3pt1/a3pt1.p5.html#tooltip) are necessary to establish whether abuse and/or neglect have occurred. |
| 11 | Duty to make enquiries under Section 126(1) of the Social Services and Well-being (Wales) Act 2014  <https://safeguarding.wales/adu/a3pt1/a3pt1.p6.html> | Enquiries should normally be completed within seven working days of the report/referral. The seven working day enquiry period will commence once the report has been received by the local authority.  1. Timescales  <https://safeguarding.wales/adu/a3pt1/a3pt1.p8.html> |
| 12 | Key points for consideration when completing Section 126 enquiries Social Services and Well-being (Wales) Act 2014  <https://safeguarding.wales/adu/a3pt1/a3pt1.p8.html>  [Pointers for Practice: Person-Centred Safeguarding](https://safeguarding.wales/adu/ap/a1p.p1.html)  [Pointers for Practice: Working with The Adult at risk During Enquiries into Abuse and Neglect](https://safeguarding.wales/adu/ap/a3pt1p.p4.html)  [Pointers for Practice: Risk Assessment and a Person-Centred Approach](https://safeguarding.wales/adu/ap/a3p.p3.html)  [Pointers for Practice: Eliciting Information During the Screening and Initial Evaluation - The Challenges](https://safeguarding.wales/adu/ap/a3pt1p.p2.html) | This module assumes the module on person-centred support has been completed.  The trainer may wish to re-direct to the module on person-centred support for more detail. |
| 13 | Outcomes (determinations) of Section 126 enquiries Social Services and Well-being (Wales) Act 2014  <https://safeguarding.wales/adu/a3pt1/a3pt1.p13.html>  Making immediate contact with the adult at risk  <https://safeguarding.wales/adu/a3pt1/a3pt1.p9.html> | **Example**  *A young woman with physical and mild learning difficulties has begun a relationship with an individual. Her parents are concerned by the expensive gifts she receives from this man and suspect she is being sexually exploited.*  *The report-taker believes, based on the information provided that the woman may be an adult at risk. They check with the police and police records indicate this man has previous criminal convictions for sexual exploitation and grooming of young women and police become involved to ascertain whether a crime has been committed.*  *The on-going enquiries are therefore undertaken by both social services and the police, and a joint visit is made by police and woman’s social worker.*  2. Identifying care and support needs  <https://safeguarding.wales/adu/a3pt1/a3pt1.p8.html> Trainer to run short discussion on inappropriate referrals/reports: Pointers for Practice: Care and support or care and support, protection needs?  <https://safeguarding.wales/adu/ap/a3p.p4.html> |
| 14 | Recording outcomes  <https://safeguarding.wales/adu/a3pt1/a3pt1.p13.html> |  |
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| 16 | Adult Protection and Support Orders (APSOs)  <https://safeguarding.wales/adu/a3pt1/a3pt1.p18.html?highlight=APSO>  **See also:**  Managing Difficulties in Gaining Access  <https://safeguarding.wales/adu/a3pt1/a3pt1.p18.html?highlight=APSO>  Relevant legal powers  <https://safeguarding.wales/adu/a3pt1/a3pt1.p18.html?highlight=APSO> | **Adult Protection and Support Orders (APSOs)**  **Example**  *A report has been received from a member of the public that an adult with learning disabilities is being physically abused and neglected by a relative. Initial checks indicate this man is living in a dilapidated caravan on a farm.*  *A social work practitioner visits the farm and is prevented from seeing the man by his uncle, who indicates his nephew is very shy and does not want to talk to anyone and that everything is fine. This does not appear to be commensurate with the living conditions. The practitioner notices a thin and very dirty looking man staring out from behind a filthy caravan window.*  *Information gathered from other agencies indicate that the man is not registered with a GP or known to any other services. After discussion with the safeguarding manager and police, a decision is taken to apply for an APSO.*  **Managing difficulties in gaining access**  **Examples**  *Access to the premises is being denied altogether by a third party on the premises, typically a family member, friend or other informal carer.*  *Access to the premises can be gained, but it is not possible to speak to the adult alone – because the third party is insisting on being present.*  *The adult at risk themselves appears to be under the influence of the third party and is insisting that the third party be present.* |
| 17 | The strategy discussion/meeting: the purpose  <https://safeguarding.wales/adu/a3pt1/a3pt1.p14.html> | Move to next module: Strategy discussion/meeting |