

Making a 'Good' Safeguarding Adults Referral

Making a timely, accurate and well-constructed [referral](#) helps agencies work together to keep adults with care and support needs safe. [Berks Safeguarding Adults P&P](#) provides information on what a referral should contain, and the three criteria that if met require a referral to the LA*.

Pointers

- Detail what have you **seen and heard** (where, when, who from) and why you are worried. [What abuse/neglect](#) are they at risk of or experiencing?
- **Basic information** about the adult at risk and what **care and support needs** they have. Do they have **mental capacity** to make decisions about keeping themselves safe?
- Basic information about the person alleged to be **causing the abuse or neglect**. Do they have any care and support needs? Are they a **Person in a position of trust (PiPoT)**?
- What is the **impact** on the adult (or others) now? What do you think the **future impact** is likely to be if agencies don't become involved?
- Identify **what you have tried already to reduce risk**? Include details and outcomes of any referrals to other services or agencies. Would it be appropriate to use the [multi-agency risk framework](#)?
- Remember to separate **facts and opinions**. You can have a professional opinion but make sure this is stated clearly.
- Ensure you have **consent** to make this referral unless it increases the risk to them or your safety.
- What does the adult at risk **want to happen** as a result of the referral being made?
- Basic information about the adult at risk's professional and information **support network**.

* Under the heading 'Referral to the Local Authority'

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Pitfalls

- **Formalising, sanitising or omitting** language used. When quoting someone use their actual words, this includes swearing and slang language.
- **Not enough details** of the concern or impact on the adult at risk (separate fact from opinion and evidence the lived experience e.g. homeless (are they sleeping on the streets, staying with friends, involved with housing services)).
- Be respectful when stating concerns and don't use **judgemental or stereotypical views or victim-blaming language**.
- **Don't delay in submitting the referral**. Timely referrals help to minimise risk.
- A top tip in making a referral is to remember **that you are not telling a story, you are sharing concerns about an adult at risk**. Keep the adult at risk at the centre of your referral. What is a day in their life for them? What are you worried about? What needs to happen for things to get better?
- Other useful information:
 - [BF Council | Recognising abuse and making a referral](#)
 - [Berkshire Procedures | What is an adult safeguarding concern?](#)
 - [BF Safeguarding Board | Making Safeguarding Personal \(MSP\)](#)
 - [BF Safeguarding Board | Referral Routes](#)

If you are concerned about someone, phone Adult Social Care on 01344 351500.