

Your questions answered

What will the contact details be for referrals from the 'go live' date of 29th April 2019?

The contact details will be as they currently are. Safeguarding concerns will come in via the dedicated email address or via the call centre.

Will there be a new work flow diagram and/or toolkit for how the new team will work, which can be shared with us?

The new safeguarding team will lead on concerns. For concerns that progress to a Section 42 enquiry, an investigating officer will be allocated from the locality operational team e.g. Older People team or Adult Disability team.

Will the new team provide feedback to referrers?

Yes, the new team **will** feedback to referrers when a decision is made on whether to proceed to an investigation or not.

If a referral is felt not to be a safeguarding issue will the referrer be told why?

Yes, when informing the referrer that a safeguarding referral is not being progressed, the team will also explain why.

How will the new team build relationships with providers?

The new team recognises positive relationships are essential to achieve effective outcomes for the adult at risk and aims to work in partnership from the outset. Safeguarding meetings, where possible, will take place in the community rather than in Local Authority offices, making it easier for the adult and risk and providers to attend.

Will minutes from safeguarding case conferences be distributed in a timely manner?

Yes, the new team will have dedicated minute takers who will aim to distribute minutes in line with the timescales set out in the multi-agency adult at risk policy.

Has consideration been made as to who deals with any potential safeguarding issues in Hertfordshire that concern an out of county placement?

In line with national guidance, the Local Authority responsible for where the incident took place is responsible for leading on safeguarding concerns/enquiries.

Will information be shared with providers before a meeting so they can prepare fully for it?

Yes, the new safeguarding team will ensure invitees are aware of the purpose of a meeting and any information that will be expected to be produced for the meeting.

Will there be an impartial participant in the safeguarding process?

The new team is not responsible for commissioning or management of ongoing cases and are independent of the funding teams and commissioned providers.