

When and how should I report a safeguarding adult concern to Norfolk County Council?

Adult social care safeguarding duty applies to an adult when the criteria below are met:

- has needs for **care and support** (whether or not the local authority is meeting any of those needs) AND
- is experiencing, or at risk of, abuse or neglect AND
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

When should I raise a concern by telephone to Adult Social Care?

If your patient satisfies the three criteria above and is at immediate risk of harm or you feel requires a referral to an Approved Mental Health Practitioner (AMHP) to consider a Mental Health Act assessment, please call 0344 800 8020 and choose option 1 then option 2. You will speak to a customer services advisor who will record your referral and pass this to a Safeguarding Practice Consultant/social worker.

Here is a link to a useful flowchart showing the end-to-end process for adult social care in Norfolk <https://www.norfolksafeguardingadultsboard.info/assets/End-to-End-2025.pdf>

If the adult is in immediate danger, call 999

When should I raise a concern using the online portal?

If your patient satisfies the criteria above but is not at immediate risk of harm or does not require referral to the AMHP service, however you feel there are (reasonably clear) indications of abuse / neglect , please consider completing the online referral form via www.norfolk.gov.uk/professionals which will take you to this page:

Care, support and health > Adult Social Care Online > Professionals

Professionals

To be completed by Professionals only.

For health professionals to make a referral to Norfolk First Support for reablement



For professionals to report a safeguarding concern



For professionals to make a referral to Norfolk County Council



Deprivation of Liberty Safeguards



For professionals to submit a claim for disability related expenses



When and how should I report a safeguarding adult concern to Norfolk County Council?

Please choose “**For professionals to report a safeguarding concern**” and follow the instructions to complete the online referral form. Please note you will need to register if this is the first time you are using the online portal. The form has several sections which all need to be completed. Please set aside approximately 30-40 minutes to complete

In cases of domestic abuse, if the adult does not have care and support needs, a safeguarding adult referral to Norfolk County Council is unlikely to be accepted.

In such cases, please consider signposting/ referring to NIDAS Contact - NIDAS for medium- high risk cases.

If there are children living with the adult who are experiencing domestic abuse, you will need to consider a separate referral to Norfolk County Council Children’s Services Children's Advice and Duty Service (CADS)

If in imminent danger please call 999.

If you have any questions, please do not hesitate to contact our team via nwicb.designatesafeguardingteam@nhs.net