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# **Guidance for Professionals using the Portal to complete an online Safeguarding Adults Concern**

**VERSION CONTROL / DOCUMENT HISTORY**

<b>Date Amended</b>	<b>Version</b>	<b>Reason for Changes</b>	<b>Amended By</b>
<b>28.02.20</b>	<b>V1</b>	<b>Completion of Guidance</b>	<b>Diane Dodds</b>
<b>13.09.21</b>	<b>V2</b>	<b>Updated for Version 5 of Portals</b>	<b>Diane Dodds</b>
<b>15.09.21</b>	<b>V3</b>	<b>Updated for Version 5 of Portals</b>	<b>Diane Dodds/Julie Mathieson</b>
<b>30.09.21</b>	<b>V4</b>	<b>Updated for Version 5 of Portals</b>	<b>Julie Mathieson/Janet Traynor/Lesley Haugh</b>
<b>04.10.21</b>	<b>V5</b>	<b>Updated following Familiarisation sessions</b>	<b>Julie Mathieson</b>
<b>30.11.21</b>	<b>V6</b>	<b>Updated following Familiarisation sessions</b>	<b>Julie Mathieson</b>

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## Professionals using the ‘Sunderland City Council Adult Social Care Information Portal’ to complete an on-line Safeguarding Adults Concern

**All Professionals** who wish to make ‘Safeguarding Adults Concern’ referrals **on-line** must do so through the ‘**Sunderland City Council Adult Social Care Information Portal**’. **This will replace** the current process of completing a Safeguarding Adults Concern Form via a word document and submitting it by Fax, e- mail or post and will enable the Sunderland Adult Social Care Safeguarding Team to respond to referrals in a more timely manner.

### Important Note:

The ‘Sunderland City Council Adult Social Care Information Portal’ **cannot be used** to make personal referrals in a non-professional capacity e.g. as a ‘**member of public**’ or ‘**on behalf of someone else**’ as a ‘**member of public**’. For these two scenarios, the **existing referral process will still apply**.

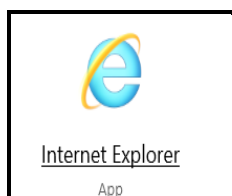
### Important Note:

The information contained in any emails from **Adult Social Care is confidential**. It is intended solely for use by the **recipient** (you) and others authorised to receive it. **If you are not the recipient**, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful

## How to access the Portal:

- To access the **Sunderland City Council Adult Social Care Information Portal** you must have access to an Internet Browser e.g. **Chrome, Microsoft Edge or Internet Explorer**:

### Internet Explorer



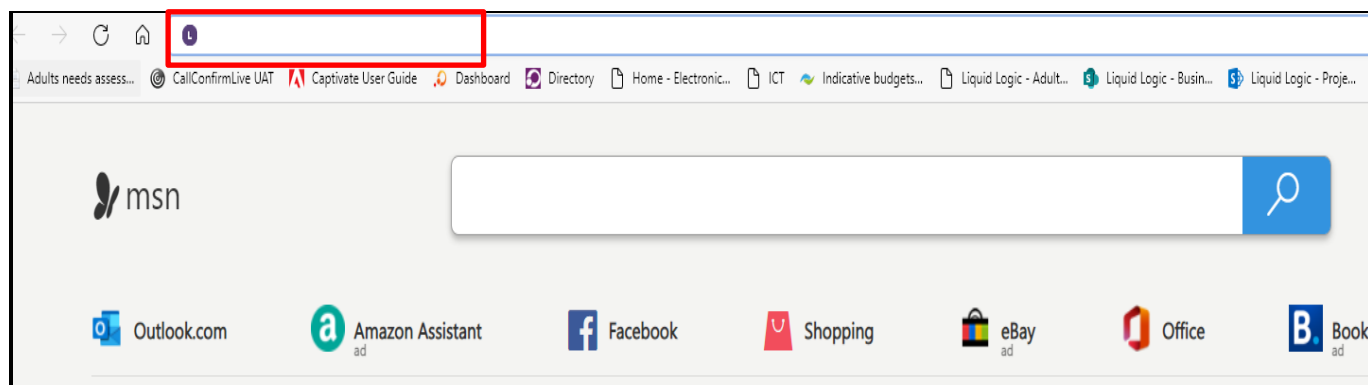
### Microsoft Edge



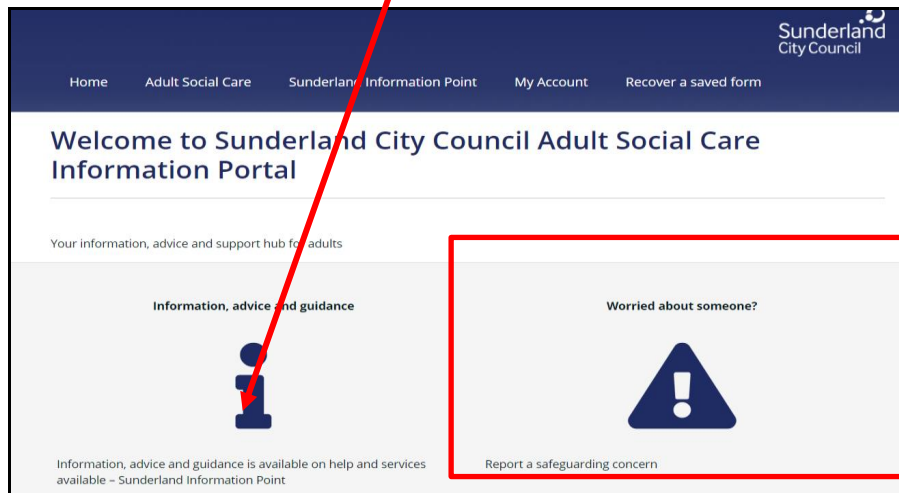
### Google Chrome



- Once you have selected the relevant Internet Browser, copy the following link into the field below: **<https://adultsportal.sunderland.gov.uk>** into the URL field below:



3. You will be taken to the **Sunderland City Council Adult Social Care Information Portal** page.  
**Note:** If you select the **Information, advice and support hub** icon, you can also access information regarding the help and services available as held in the **Sunderland Information Point**.



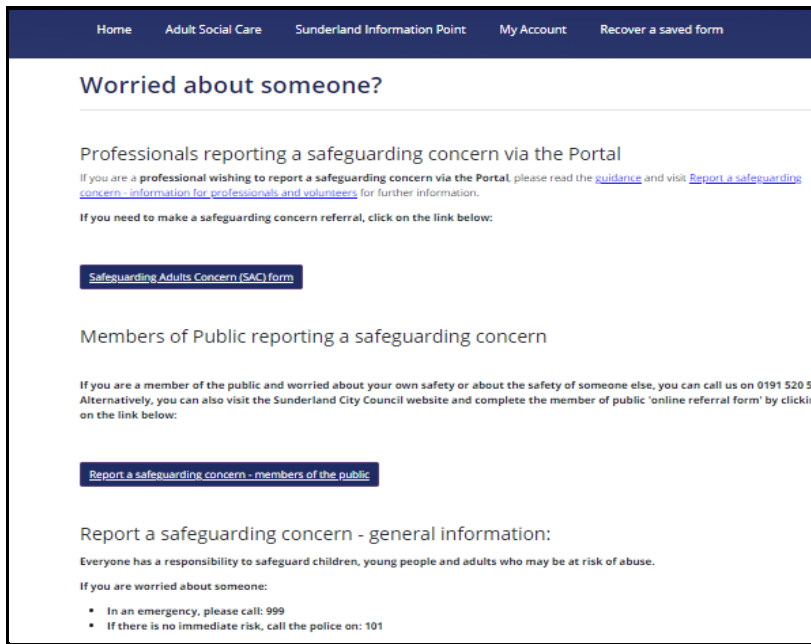
4. Select the above **Worried about Someone?** Icon
5. You will be taken to the **Worried about someone?** page.  
 This page contains the following:
- **Professionals reporting a safeguarding concern via the Portal.** As you are a Professional reporting a Safeguarding Concern via the Portal, you will need to click on the link below. Go to **Point 6** below for the 'next steps':

[Safeguarding Adults Concern \(SAC\) form](#)

- **Members of Public reporting a safeguarding concern.** You must only click on this link if you are reporting a concern as a **non-professional** and you will be routed to the usual member of public on-line referral **which sits outside of the Sunderland City Council Adult Social Care Information Portal**

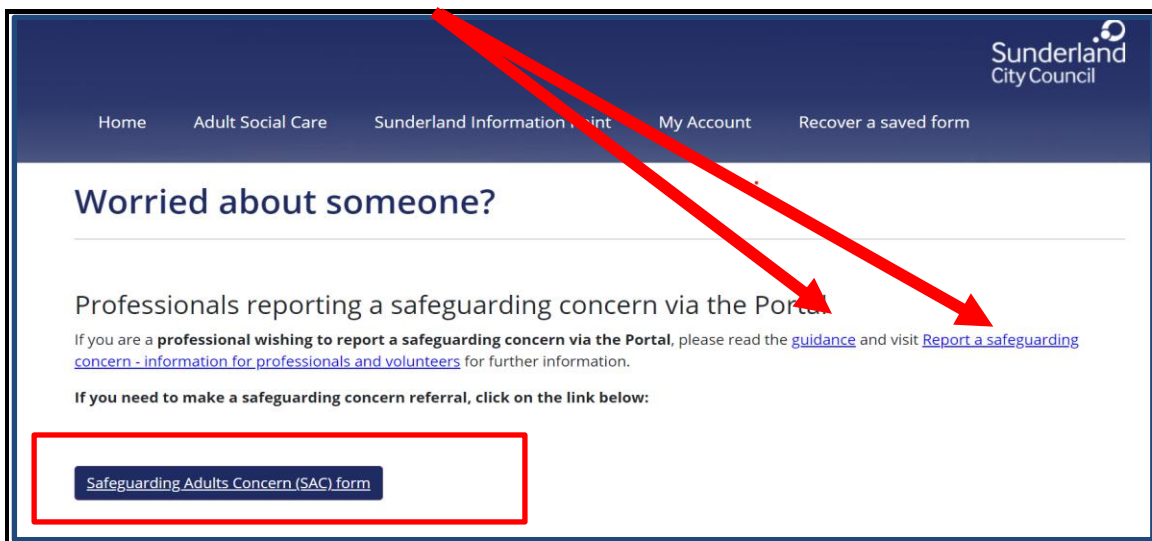
[Report a safeguarding concern - members of the public](#)

- Report a safeguarding concern - general information



6. **BEFORE** you complete the Professional Safeguarding Concern form via the Portal, you **MUST** read the **guidance** that explains the **level of information that is required from you as a Professional to assist the Adults Safeguarding Team to deal with the enquiry**. To access this guidance, select the following links:

- **Guidance**
- **Report a safeguarding concern - information for professionals and volunteers**



7. Having read the **Professionals reporting a safeguarding concern via the Portal guidance**, you must select the **Safeguarding Adults Concern (SAC)** form option above.

8. You will be taken to the **How does this tool work** page which provides an overview of how to use the on-line safeguarding concern form. **You must read these instructions carefully so that you fully understand how to navigate through the on-line referral form and how to successfully update and submit it to the Sunderland Council Adults Safeguarding Team:**

The screenshot shows the Sunderland City Council website interface. At the top right is the Sunderland City Council logo. Below it is a dark blue navigation bar with links: Home, Adult Social Care, Sunderland Information Point, My Account, and Recover a saved form. The main heading is 'Worried about someone?'. On the left is a sidebar with a list of sections: 1 How does this tool work? (highlighted), 2 Safeguarding Adult Concern Form, 3 B - Details of the alleged abuse and/or neglect, 4 C - Further details on the named adult, 5 D - Alleged perpetrator, 6 E - Details of the person completing this form, 7 F - General information, 8 Supporting Documentation, and 9 Submit. The main content area is titled 'How does this tool work?' and contains the following sections:

- You can complete this form as a professional on behalf of someone else**
- How to Navigate**: Click on the **numbered sections** on the left hand side of the window or use the **Next** → and ← **Previous** options to move through the pages. **Don't** use the Browser 'Back' button.
- Progress**: When progressing through the form, the progress bar will show you how far through completing the form you are. A progress bar is shown at 33% complete.
- The Form**:
  - Questions**: You **DO NOT** need to answer every question, you need only complete what is relevant. The form uses many different types of questions, including lists and text fields.
  - Options**: Select the option(s) that best describe your situation. This symbol ★ indicates that the question is mandatory and must be answered in order to continue.
- Options**:
  - Save the Form**: Use the **Save for Later** option to **Save** the form to return to at any time.
  - Print the Form**: Use the **Print** option to **Print** a copy of the form if required.

At the bottom right of the main content area is a 'Next →' button. At the bottom of the page are four buttons: Print, Save for later, Close, and Cancel.

9. To start the completion of safeguarding concern – you can either click on the sections of the form on the left-hand side of the page or you can scroll to the bottom of the information page and **select Next**.

**Sunderland City Council**

Home   Adult Social Care   Sunderland Information Point   My Account   Recover a saved form

## Worried about someone?

**1 How does this tool work?**

[2 Safeguarding Adult Concern Form](#)

[3 B - Details of the alleged abuse and/or neglect](#)

[4 C - Further details on the named adult](#)

[5 D - Alleged perpetrator](#)

[6 E - Details of the person completing this form](#)

[7 F - General information](#)

[8 Supporting Documentation](#)

[9 Submit](#)

### How does this tool work?

You can complete this form as a professional on behalf of someone else

#### How to Navigate

Click on the **numbered sections** on the left hand side of the window

or

use the **Next →** and **← Previous** options to move through the pages.

**Don't** use the Browser 'Back' button

#### Progress

When progressing through the form, the progress bar

33% complete

will show you how far through completing the form you are.

#### The Form

#### Questions

You **DO NOT** need to answer every question, you need only complete what is relevant.

The form uses many different types of questions, including lists and text fields

Select the option(s) that best describe your situation.

This symbol **\*** indicates that the question is mandatory and must be answered in order to continue.

#### Options

#### Save the Form

Use the  option to **Save** the form to return to at any time. [?](#)

#### Print the Form

Use the  option to **Print** a copy of the form if required. [?](#)

Next →

10. If you are registering for the first time as a Professional to make the online Safeguarding Concern, then go to the section below: **Professionals Registering for a New Portal Account**
11. If you have already registered and your account has been verified by Sunderland Council Safeguarding Team, click on the following link for instructions on how to log on as an existing user: **Professionals logging onto the Portal as an 'Existing User'**
12. **Important Note:** The Sunderland Safeguarding Portal will recognise you by your email address that you initially logged in with that was registered with the Safeguarding Team and allowed you to be verified as a professional. Therefore, if you use a different email address to this, you will be treated as 'a new professional' and you will be forced to go through the registration process again in order to be verified as a professional. Therefore, you should always use the same **professional email address**, UNLESS you have valid reason for doing so e.g. new role/job.

## Professionals Registering for a New Account:

1. Having selected **Next**, there is the option to **Login or Register**.

<p><a href="#">3 B - Details of the alleged abuse and/or neglect</a></p> <p><a href="#">4 C - Further details on the named adult</a></p> <p><a href="#">5 D - Alleged perpetrator</a></p> <p><a href="#">6 E - Details of the person completing this form</a></p> <p><a href="#">7 F - General information</a></p> <p><a href="#">8 Supporting Documentation</a></p> <p><a href="#">9 Submit</a></p>	<p><b><u>For notification of suspected or actual abuse or neglect to an individual person</u></b></p> <p>Please do not save a copy of this form to use as a template on your own storage area as this form will be updated as and when required; any copies you hold may be out of date, and, if submitted, will slow the process of raising the concern.</p> <p><i>For further information, documents and guidance to support the completion of this form, please access the <a href="#">Sunderland City Council Website</a></i></p> <p><b>A - DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE AND/OR NEGLECT (NAMED ADULT)</b></p> <p><b>In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.</b></p> <p><b>Login or Register</b></p>
--	---

2. **Important information:** Professionals accessing the Portal for the first time **must register in order to continue**. This can be completed by selecting **Register for new account**:

**New to Adult Social Care Information Portal?** [Register for an account here](#) or use the button below.

**Already using Adult Social Care Information Portal?** Sign in below.

**Existing users**

**Email**

**New users**

If you're new to Adult Social Care Information Portal, sign up for an account here

**Register for new account**

**Password**

3. **Step 1** - The next screen will ask for 'Forename' and 'Surname' information – you must enter **YOUR DETAILS** as you are the '**Professional**' registering for the Portal account.

## Register a new account - step 1

---

**Forename \***

**Surname \***

Is this account being used in a professional capacity?

**Property name**

4. Having completed the Forename and Surname sections, as the professional you MUST select the box next to **Is this account being used in a professional capacity?** By selecting this, the additional fields will change to enable you to input your **Job Role** and **Organisational details**.

Forename \*

Joe

Surname \*

Bloggs

Is this account being used in a professional capacity?

Role \*

for example, social worker, doctor, etc

Organisation \*

5. **Please note:** any field displaying a red asterisk \* denotes that this is a **mandatory field** and MUST be completed in order to progress with the referral. If you try to leave these fields blank, when selecting **Next**, prompts will show that information is required before moving to next step of the process:

Role \*

for example, social worker, doctor, etc

**This field is required.**

Organisation \*

**This field is required.**

6. Once all information is input, select **Next** at the bottom of the screen enabling **Step 2** of the registration process to be completed:

← Previous

Next →

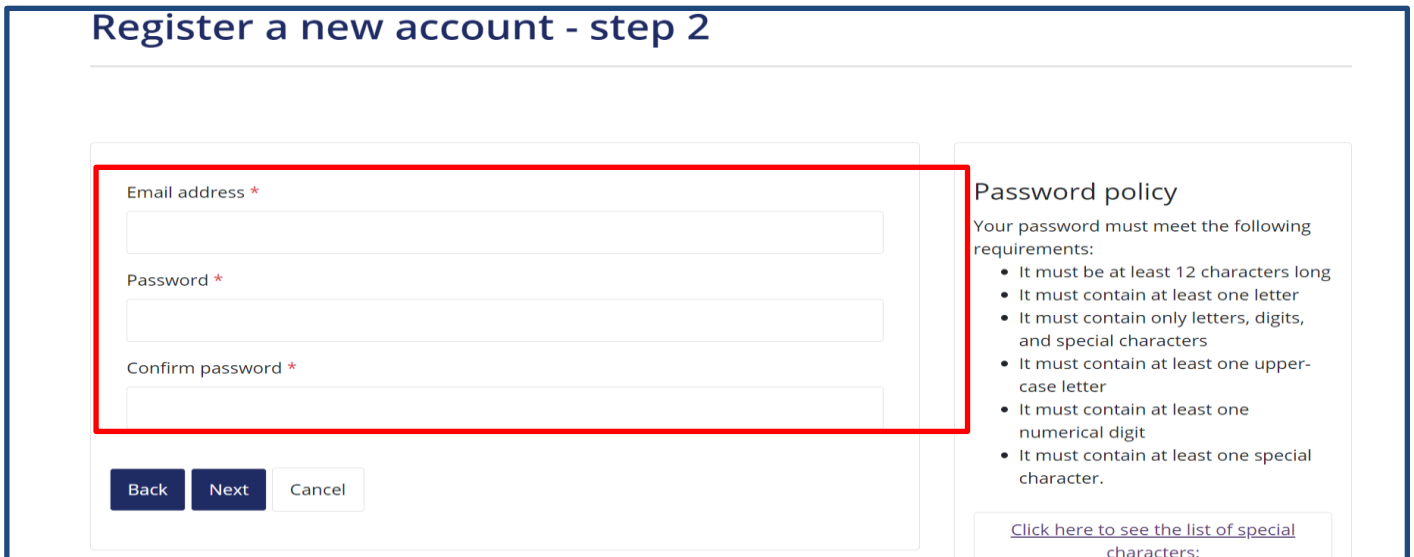
Print Save for later Create PDF Close Cancel

7. **Step 2** – This screen will ask for your e mail address and password information.

**Note:** This must be your **PROFESSIONAL EMAIL ADDRESS** e.g.

[joe.bloggs@sunderland.gov.uk](mailto:joe.bloggs@sunderland.gov.uk)

**You cannot use your personal email address to make referrals in a professional capacity**



**Register a new account - step 2**

Email address \*

Password \*

Confirm password \*

Back Next Cancel

**Password policy**  
Your password must meet the following requirements:

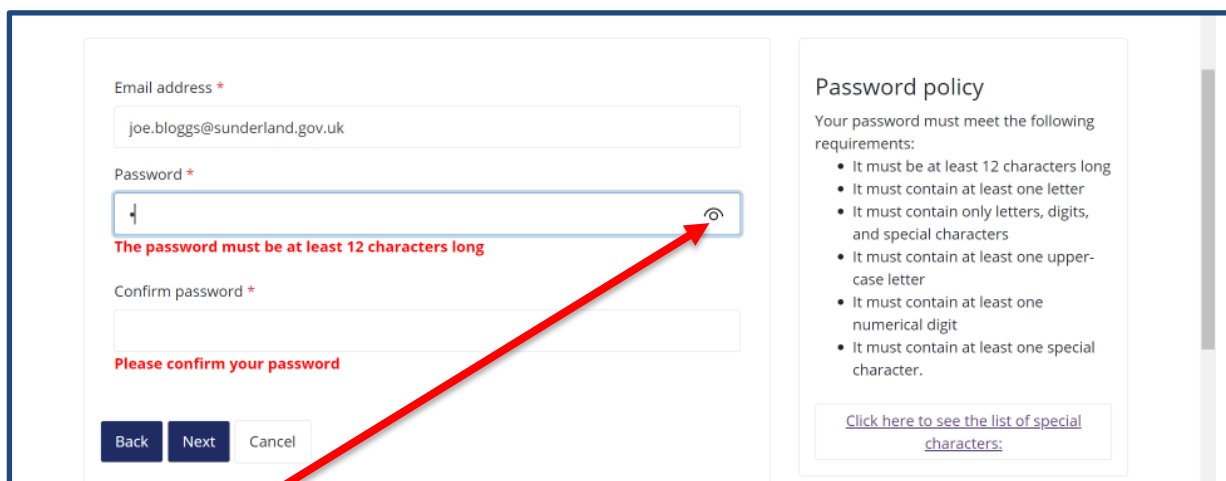
- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.

[Click here to see the list of special characters:](#)

8. Having entered your email address, a password must be created. **You must comply with the following Password Policy:**

It must be at least 12 characters long

- It must contain at least one letter
- It must contain only letters, digits and the following characters: @#\$\$%&\*
- It must contain at least one upper-case letter
- It must contain at least one numerical digit



Email address \*

joe.bloggs@sunderland.gov.uk

Password \*

The password must be at least 12 characters long

Confirm password \*

Please confirm your password

Back Next Cancel

**Password policy**  
Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.

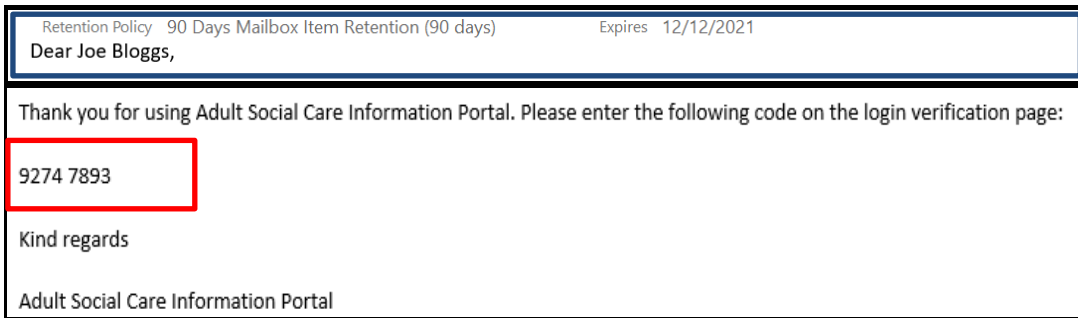
[Click here to see the list of special characters:](#)

9. Selecting this icon will enable you to see the password that you are entering into the **Password** and **Confirm Password** fields so when you can be confident that you have not made a typo.

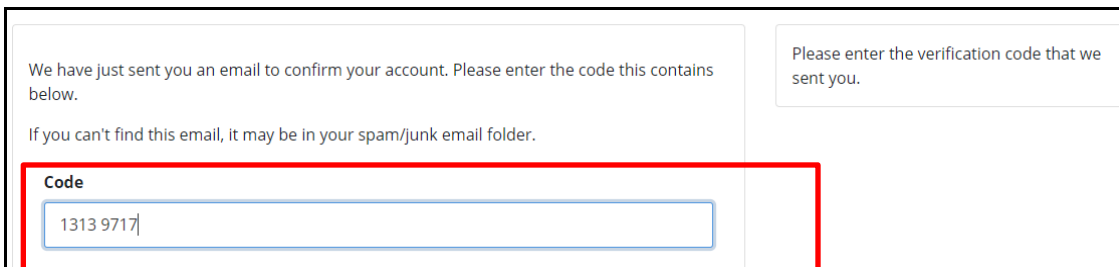
10. **Select Next** to move onto **Step 3**.



11. **Step 3** – An automated email from [noreply@sunderland.gov.uk](mailto:noreply@sunderland.gov.uk) will be sent to your email address that you provided in 'Step 2' of the registration process. This email will contain a secure unique eight-digit verification code:



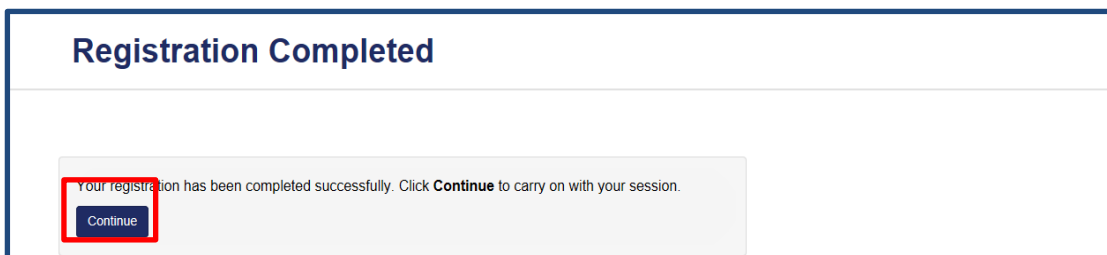
12. Return to the portal and enter this code into the **Code** field:



13. Select **Next**



14. The following screen will confirm that the **Registration has been Completed**



15. **Select Continue.** You are now ready to complete the Online **Safeguarding Adults Concern Form**.

To go to the next stage of this process click on the following link: [General Navigation Rules for completing the Online Safeguarding Adults Concern Form:](#)

## Professionals logging in as an 'Existing User'

1. To log in as Professional as an **Existing User**, you must firstly log onto the Sunderland Adult Social Care Safeguarding Portal. For guidance on how to do this, **click on the following link:**  
**How to access the Portal**

**Important Note:** The Sunderland Safeguarding Portal will recognise you by your email address that you initially logged in with that was registered with the Safeguarding Team and allowed you to be verified as a professional. Therefore, if you use a different email address to this, you will be treated as 'a new professional' and you will be forced to go through the registration process again in order to be verified as a professional. Therefore, you should always use the same **professional email address**, UNLESS you have valid reason for doing so e.g. new role/job.

2. Providing that have already registered and verified by the Sunderland Safeguarding team as a Professional you can log into the Sunderland Adult Care Information Portal as an **Existing User**.
3. Select **Login or Register**

### Worried about someone?

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[1 How does this tool work?](#)

**2 Safeguarding Adult Concern Form**

[3 B - Details of the alleged abuse and/or neglect](#)

[4 C - Further details on the named adult](#)

[5 D - Alleged perpetrator](#)

[6 E - Details of the person completing this form](#)

[7 F - General information](#)

[8 Supporting Documentation](#)

[9 Submit](#)

## Safeguarding Adult Concern Form

[Care Act 2014](#)

**For notification of suspected or actual abuse or neglect to an individual person**

Please do not save a copy of this form to use as a template on your own storage area as this form will be updated as and when required; any copies you hold may be out of date, and, if submitted, will slow the process of raising the concern.

*For further information, documents and guidance to support the completion of this form, please access the [Sunderland City Council Website](#)*

### A - DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE AND/OR NEGLECT (NAMED ADULT)

In order to progress with this form you must either log in or complete a simple registration for a new account. You can then continue to complete this form. This will enable you to track the form at a later date.

Login or Register

Marital Status:

Reason the Named Adult is in need of support: \*

← Previous
Next →

Print
Save for later
Close
Cancel

4. **Secure login - step 1**

- **Existing users:** Enter your **PROFESSIONAL EMAIL ADDRESS** e.g. [Joe.Bloggs@sunderland.gov.uk](mailto:Joe.Bloggs@sunderland.gov.uk). As you an existing user, Portals will remember your professional email address, select your email when you click into this field
- **Password:** Enter the password that you set initially when you registered as a New User:

### Secure login - step 1

---

**New to Adult Social Care Information Portal?** [Register for an account here](#) or use the button below.

**Already using Adult Social Care Information Portal?** Sign in below.

**Existing users**

**Email**

**Password**

For additional security, we will confirm your account by sending an authentication code to your email address.

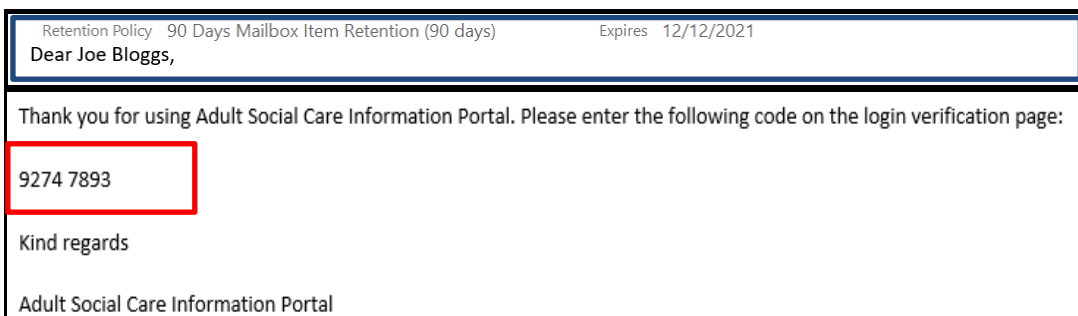
[Forgotten password?](#)

**New users**

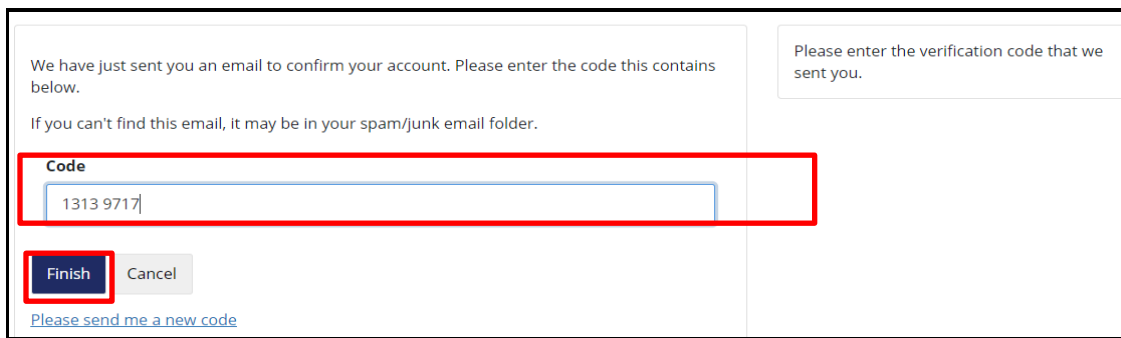
If you're new to Adult Social Care Information Portal, sign up for an account here

[Register for new account](#)

5. **Select Submit.** An automated email from [noreply@sunderland.gov.uk](mailto:noreply@sunderland.gov.uk) will be sent to your email address. This email will contain a secure unique verification eight-digit code:



6. Return to the Portal and enter the 8-digit verification code into the **Code** field:



We have just sent you an email to confirm your account. Please enter the code this contains below.

If you can't find this email, it may be in your spam/junk email folder.

Please enter the verification code that we sent you.

**Code**

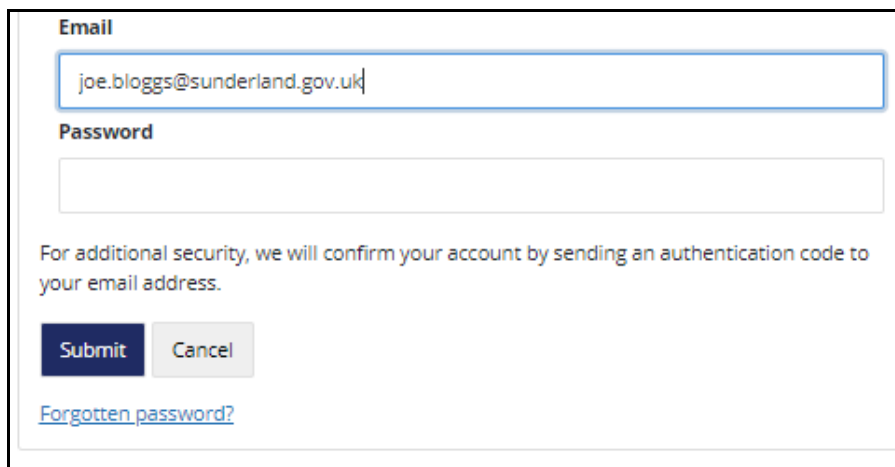
**Finish** Cancel

[Please send me a new code](#)

7. Select **Finish**.

**Note:** If you select the link **Please send me a new code** another automated email from [noreply@sunderland.gov.uk](mailto:noreply@sunderland.gov.uk) will be sent to your email address containing a new secure unique verification eight-digit code. You must always use the most recent code emailed and not any historical codes.

8. If you have **forgotten your password**, you can select **Forgotten Password?**



**Email**

**Password**

For additional security, we will confirm your account by sending an authentication code to your email address.

**Submit** Cancel

[Forgotten password?](#)

9. **Reset password – step 1:** Enter your professional email address e.g. Joe.Boggs@sunderlnad.gov.uk

10. Select **Next**.

## Reset password - step 1

Email

**Next** Cancel

Please enter your email address and we will email you a code to allow you to reset your password.

11. **Reset password – step 2.** The screen will change advising you that an automated email has been sent to your email address:

## Reset password - step 2

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

**Next** Cancel

Please enter the verification code that we emailed to you

12. Return to your emails to retrieve the email from [noreply@sunderland.gov.uk](mailto:noreply@sunderland.gov.uk) containing a secure unique verification eight-digit code
13. Enter the eight-digit verification code and select **Next**:

## Reset password - step 2

We've just sent you an email to confirm your email address. Please enter the code in this email below.

If you can't find an email, it may be in your Spam/Junk email folder or the email address provided is not registered with us.

Code

**Next** Cancel

Please enter the verification code that we emailed to you

14. A new password will be required. **You must comply with the following Password Policy:**

It must be at least 12 characters long

- It must contain at least one letter
- It must contain only letters, digits and the following characters: @#%&\*
- It must contain at least one upper-case letter
- It must contain at least one numerical digit

**Reset password - step 3**

Please enter your new password

Your new password

Confirm password

**Finish** Cancel

**Password Policy**  
Your password must meet the following requirements:

- It must be at least 12 characters long
- It must contain at least one letter
- It must contain only letters, digits, and special characters
- It must contain at least one upper-case letter
- It must contain at least one numerical digit
- It must contain at least one special character.

15. **Your new password:** Enter your new password.

**Note:** this cannot be the same as any previous passwords you have used for portals

16. **Confirm password:** Enter your new password again.

**Note:** if you click on this icon, you can ensure that you have typed in the same password into both fields

17. Select **Finish**.

18. A **Password Reset Confirmation** message will automate. **Select OK** to continue to the Login page.

**Password Reset Confirmation**

Your password has been changed. Press OK to return to the login page.

**OK**

15. **Secure login – step 1:**

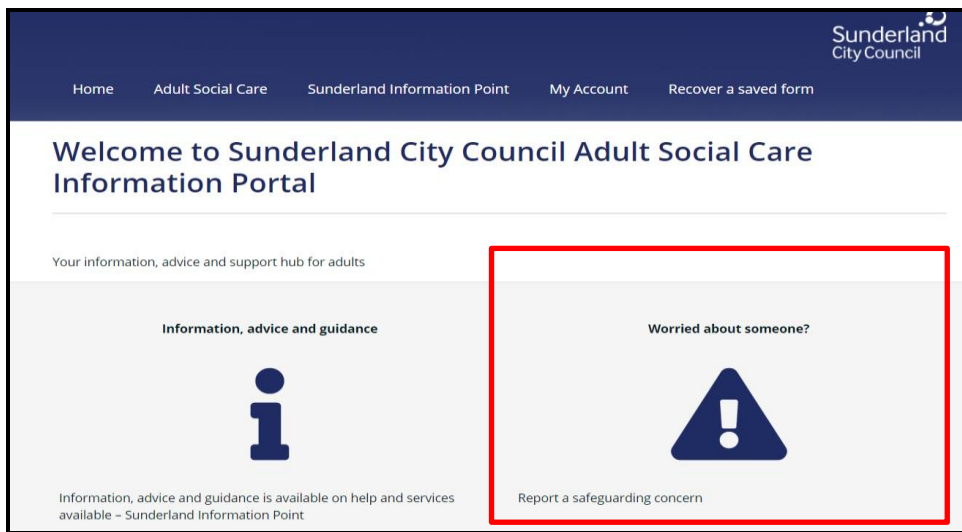
Enter your professional e-mail address and password details in the **Existing Users** Section:

16. **Select Submit.** Return to your emails to retrieve the email from [noreply@sunderland.gov.uk](mailto:noreply@sunderland.gov.uk) containing a secure unique verification eight-digit code

17. Enter the eight-digit verification code and select **Finish**

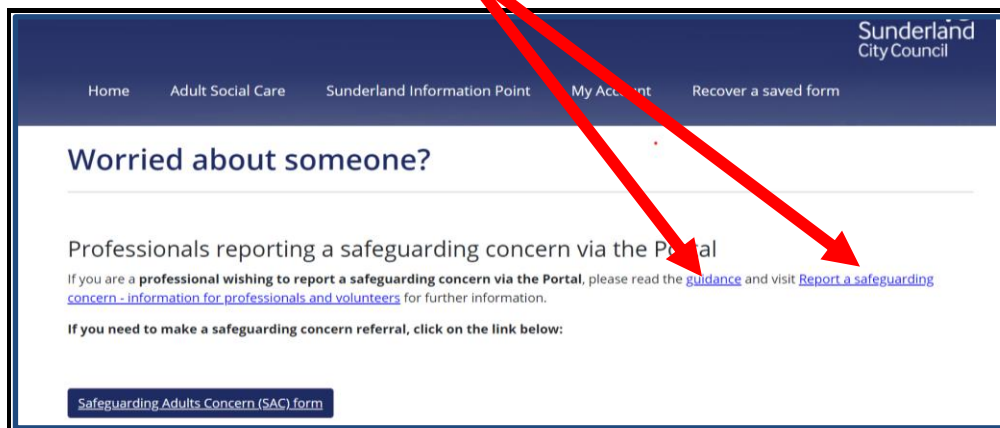
18. You will be taken to the following page with a message advising that as you are making a new referral in a professional capacity, you need to select **Apply to Manage an Account**:

19. You will be taken to the page: **Sunderland City Council Adult Social Care Information Portal**.  
 Select the **Worried about Someone?** icon

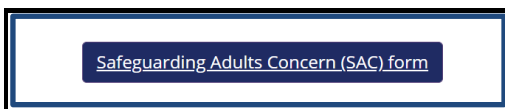


20. Guidance has been made available to explain the level of information that is required to support you as a Professionals to complete form. To access this information, select the following links:

- **Guidance**
- **Report a safeguarding concern - information for professionals and volunteers**



21. To make the safeguarding concern referral as a Professional you must select the **Safeguarding Adults Concern (SAC) Form** button



22. The **Worried about someone?** information page will be displayed which provides an overview of how to use the on-line safeguarding concern form. **You must read these instructions carefully so that you fully understand how to navigate through the on-line referral and how to successfully update this form.** For further guidance regarding this, click on the following link: **General Navigation Rules for completing the Online Safeguarding Adults Concern Form**

## Worried about someone?

### 1 How does this tool work?

[2 Safeguarding Adult Concern Form](#)

[3 B - Details of the alleged abuse and/or neglect](#)

[4 C - Further details on the named adult](#)

[5 D - Alleged perpetrator](#)

[6 E - Details of the person completing this form](#)

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[8 Supporting Documentation](#)

[9 Submit](#)

### How does this tool work?

You can complete this form as a professional on behalf of someone else

#### How to Navigate

Click on the **numbered sections** on the left hand side of the window

or

use the **Next** → and ← **Previous** options to move through the pages.

**Don't** use the Browser 'Back' button

#### Progress

When progressing through the form, the progress bar



will show you how far through completing the form you are.


### The Form

#### Questions

You **DO NOT** need to answer every question, you need only complete what is relevant.


The form uses many different types of questions, including lists and text fields

Select the option(s) that best describe your situation.


This symbol  indicates that the question is mandatory and must be answered in order to continue.

### Options

#### Save the Form

Use the  option to **Save** the form to return to at any time. 

#### Print the Form

Use the  option to **Print** a copy of the form if required. 

# General Navigation Rules for completing the Online Safeguarding Adults Concern Form

1. To start the completion of safeguarding concern – you can either click on the sections of the form on the left-hand side of the page or you can scroll to the bottom of the information page and **select Next**.

**Sunderland City Council**

Home    Adult Social Care    Sunderland Information Point    My Account    Recover a saved form

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**Don't** use the Browser 'Back' button

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When progressing through the form, the progress bar

will show you how far through completing the form you are.

33% complete

#### The Form

##### Questions

You **DO NOT** need to answer every question, you need only complete what is relevant.

The form uses many different types of questions, including lists and text fields

Select the option(s) that best describe your situation.

This symbol **\*** indicates that the question is mandatory and must be answered in order to continue.

#### Options

##### Save the Form

Use the **Save for Later** option to **Save** the form to return to at any time.

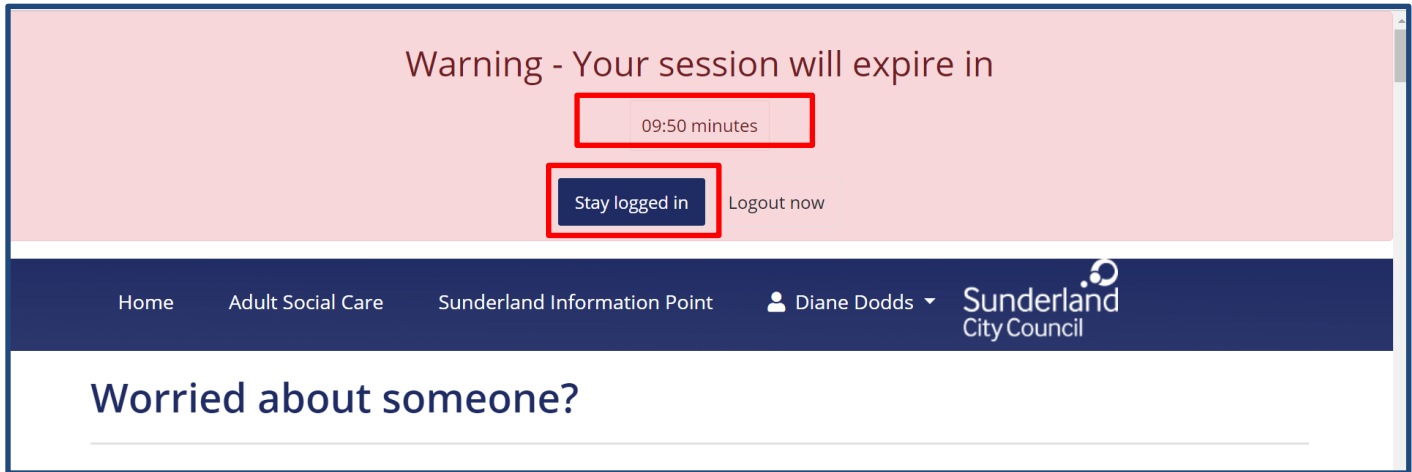
##### Print the Form

Use the **Print** option to **Print** a copy of the form if required.

**Next →**

Print    Save for later    Close    Cancel

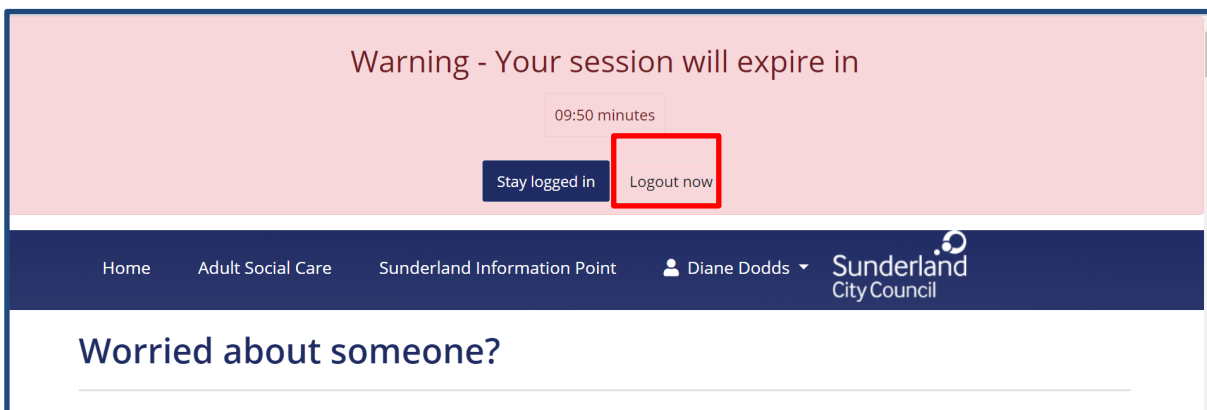
2. **IT IS GOOD PRACTICE TO SAVE FORM AS YOU PROGRESS. A warning will be shown** to alert you that your session is due to expire.
3. If you wish to remain logged in, select **Stay logged In**



4. If you wish to log out, you must save the form first: Scroll to the bottom of the page, select **save for later**



5. Scroll to the top of the page and then select **log out now**



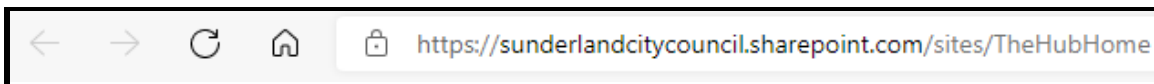
6. Whilst completing the form, at any stage it is possible to click on the buttons at the bottom of your screen to carry out the following actions:

6.1 You can **progress** to the **previous** or **next page** of the form by selecting the **Previous** or **Next** buttons.

**Note:** you can only move to the next page if you have completed all of the mandatory fields on that page



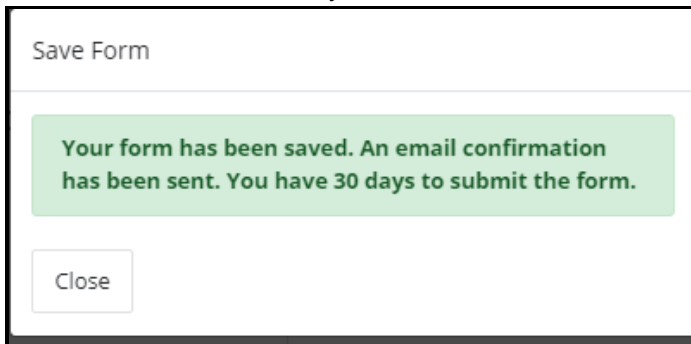
6.2 **DO NOT USE** the **BROWSER BACK ARROWS TO NAVIGATE**:



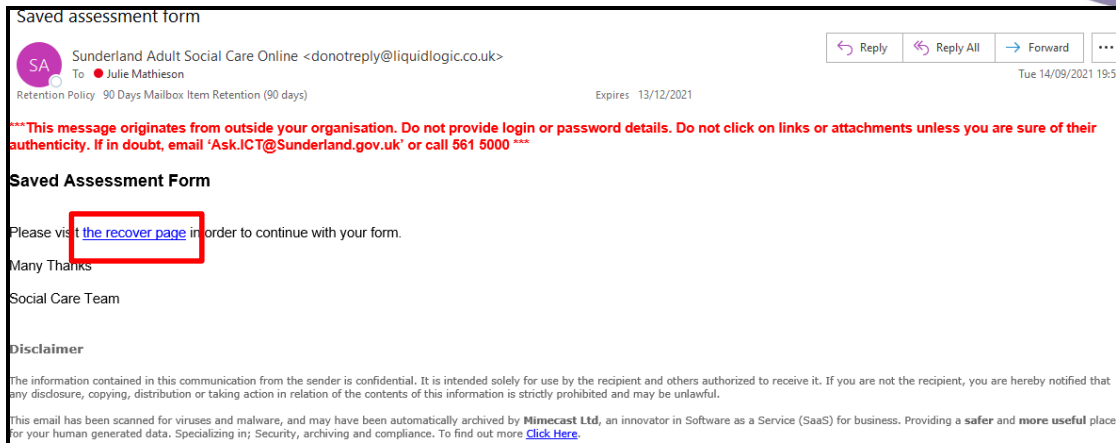
6.3 **Saving the Form for Later:** You can **save** the **Safeguarding Concern form** by selecting the **Save for later** button and returning to it at a later date.



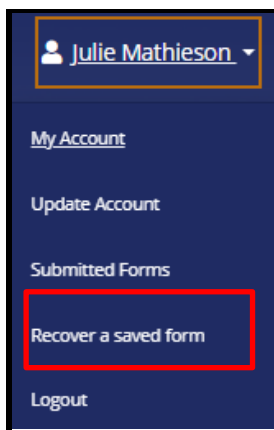
6.4 A message will appear advising you that an email confirmation has been sent to your email address and that you have **30 days** from the **date you saved the form** to submit the form. If not submitted within that time, you will lose the form:



6.5 You can **return to the saved form** by either selecting [the recover page](#) link in the email:



6.6 Or, by selecting 'recover a saved form' whilst logged into the portal:



**6.7 Important Notes:**

- If you are having difficulties receiving emails in your usual email provider inbox, you **must also check your junk/trash folder**
- You will only receive 1 email per session and not every time you save the form if you are still logged on within that same session.
- If you are **New User** (have not yet been registered and verified as a Professional by the Adults Safeguarding Team), you will only be able to access your saved form by the email sent as you have no way of accessing your Portal Account at this stage. If you are an **Existing User**, as you have been registered and verified as a Professional by the Adults Safeguarding Team, you will be able to log on to the Sunderland Portal account to re-access the saved form.
- **REMEMBER although you have a maximum of 30 days in which to submit the online Adults Safeguarding Concern, YOU MUST submit a referral as SOON AS POSSIBLE after the alleged incident. The '30 days' is purely a function offered by the Portal and is not reflective of the Sunderland Adults Safeguarding Teams recommended time standards.**

6.8 For further guidance on how to retrieve your saved form, **click in the following link:**  
[Recovering a saved form](#)

6.9 You can **Print** the **Safeguarding Concern form**, however you will most likely only use this function once you have **completed the form**.

6.10 You can create a **PDF of the form**, however you will most likely only use this function once you have **completed the form**

6.11 You can **Close the form**. The **Close** button allows the form to be cancelled. A prompt message will be received to check that cancellation is required

6.12 You can **Cancel the form**. The **Cancel** button also allows the form to be cancelled. A prompt message will be received to check that cancellation is required

A screenshot of a form's navigation bar. It features a 'Previous' button with a left arrow on the left and a 'Next' button with a right arrow on the right. Below these are five buttons: 'Print', 'Save for later', 'Create PDF', 'Close', and 'Cancel', all with underlined text.

6.13 Lastly, all fields marked with a red asterisk \* are mandatory fields and any mandatory fields are that not completed will be shown in **RED** when you try to progress to the next page:

A screenshot of a form field. The label is 'Your relationship to person \*' in black text. Below the label is a red error message: 'This field is required.' To the right of the label is an empty text input field with a blue border.

6.14 Numerical fields have been designed to accept numerical digits only and you will not be able to progress to the next page of the form until you have entered the detail in digit format:

A screenshot of a form section titled 'B - Details of the alleged abuse and/or neglect'. It shows a date field with the label 'Date the alleged abuse and/or neglect took place \*'. The input field contains the text '12th September 2021' and has a calendar icon to its right. Below the field is a red error message: 'Allowed date formats are dd-mm-yyyy or dd/mm/yyyy or dd.mm.yyyy'.

## Recording the Details of The Adult Alleged to be Experiencing or at Risk of Abuse and/or Neglect (Named Adult)/Your Details (Portal User)

1. This section is about **your details as the Professional**. This page will appear slightly differently depending upon if you are a **professional making a safeguarding concern referral for the first time (New User)**, or, if you have **previously made safeguarding concern referrals via this portal and have been 'verified' as a professional by the Sunderland Safeguarding Team (Existing User)**
2. If you are an **Existing User**, to go to the section you require, click on the following link: [Existing User](#)
3. If you are a **New User**, go to the section below:

### New User:

4. Your **name, email address** and **professional details** will have populated into **Section A – Your Details (Portal User)**.

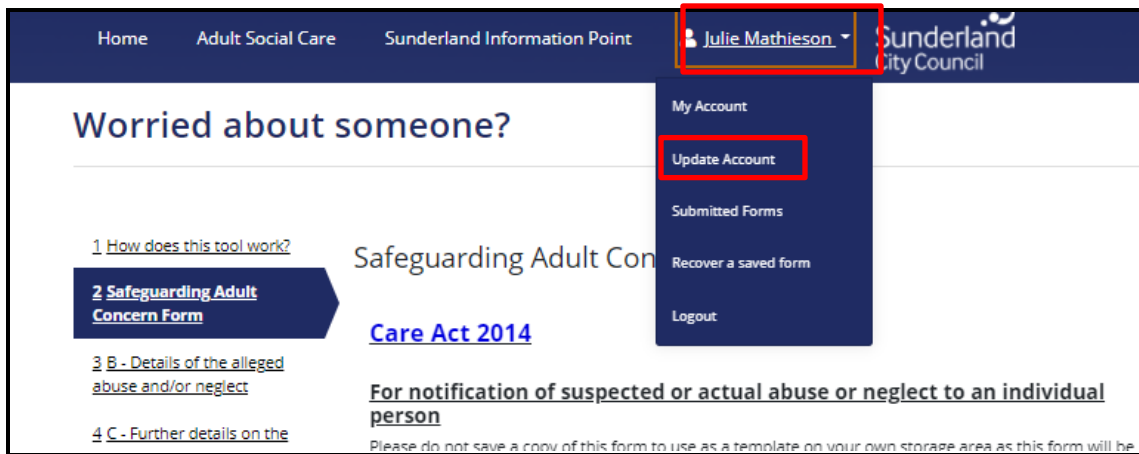
A - DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE AND/OR NEGLECT (NAMED ADULT)  
Your Details (Portal User)

First name	<input type="text" value="Diane"/>
Last name	<input type="text" value="Dodds"/>
Role	<input type="text" value="Safeguarding Officer"/>
Organisation	<input type="text" value="Sunderland City Council"/>

5. **Mobile Phone Number:** As you are a Professional making a referral for the first time, **YOU MUST** enter your professional telephone number in the field below **as this will enable Sunderland Adults Safeguarding Team to make contact if further information is required:**

Mobile Phone Number:

6. **Note:** if you wish to add your professional telephone number so that it automates every time you make subsequent referrals as a Professional, you can do so by clicking on your name at the top of the page and selecting **Update Account**. For further guidance, click on the following link: [Updating My Account](#)



## Who is the Assessment for? (New User)

1. Complete this section for **the person that you are making the referral for** paying attention to the following detail, remembering that all fields that display a red asterix\* are mandatory fields:

1.1 I am completing this form on behalf of – the only code that you will select as a professional is ‘**Someone else as a Professional e.g. GP**’. If you select any of the other codes in this field, the registration process will be delayed as the Safeguarding Team will not be able to verify you as a professional and will need to refer the issue to their ICT Team to resolve.

Who is the Assessment for?

I am completing this form on behalf of \*

Someone else as a Professional e.g. GP

2. As a New User, to continue with the completion of this page, click on the following link: [Relationship to this person](#), or, go to **Point 4** below: **Your relationship to person**,

### Existing User:

3. Your **name, email address** and **professional details** will have populated into **Section A – Your Details (Portal User)**.

1 [How does this tool work?](#)

**2 Safeguarding Adult Concern Form**

3 [B - Details of the alleged abuse and/or neglect](#)

4 [C - Further details on the named adult](#)

5 [D - Alleged perpetrator](#)

6 [E - Details of the person completing this form](#)

7 [F - General information](#)

8 [Supporting Documentation](#)

9 [Submit](#)

## Safeguarding Adult Concern Form

### [Care Act 2014](#)

**For notification of suspected or actual abuse or neglect to an individual person**

Please do not save a copy of this form to use as a template on your own storage area as this form will be updated as and when required; any copies you hold may be out of date, and, if submitted, will slow the process of raising the concern.

*For further information, documents and guidance to support the completion of this form, please access the [Sunderland City Council Website](#)*

### A - DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE AND/OR NEGLECT (NAMED ADULT)

Your Details (Portal User)

First name	<input type="text" value="Julie"/>
Last name	<input type="text" value="Mathieson"/>
Role	<input type="text" value="GP"/>
Organisation	<input type="text" value="Sunderland City Council"/>
Address	<input style="height: 60px;" type="text" value="2 Union Street&lt;br/&gt;Sunderland&lt;br/&gt;sr4 0ls"/>
Email	<input type="text" value="julie.mathieson@sunderland.gov.uk"/>
Telephone	<input type="text" value="07341881359"/>

Who is the Assessment for?

I am completing this form on behalf of \*

## Who is the Assessment for? (Existing User)

4. Complete this section for **the person** that **you are making the referral for** paying attention to the following detail, remembering that all fields that display a red asterix\* are mandatory fields:

4.1 I am completing this form on behalf of: **the code 'Someone else as a Professional e.g. GP' will automatically default.** This is because you are an **Existing User** e.g. you have previously made safeguarding concern referrals via this portal and have been 'verified' as a professional by the Sunderland Safeguarding Team (Existing User). **You must never select any other code from this list. If you do, the registration process**

**will be delayed as the Safeguarding Team will not be able to verify you as a professional and will need to refer the issue to their ICT Team to resolve.**

Who is the Assessment for?

I am completing this form on behalf of \*

5. **Your relationship to person:** Enter your professional relationship e.g. Care Manager, Care Provider

**First Name/Last Name:** Enter the name of the person that you are making the professional referral for

**Date of Birth:** The persons DOB can either be manually input using the format shown dd-mm-yyyy, or, can be chosen from the calendar icon


**Who is the Assessment for?**

I am completing this form on behalf of: \*

Your relationship to person \*

First Name \*

Last Name \*

Date of Birth \*  

*This field is required.*

**Gender \*:** Select as appropriate from the drop down

**Ethnicity \*:** Select as appropriate from the drop down

**Email, Telephone and NHS Number fields:** Enter the persons detail if available

Gender \*

Ethnicity \*

Email

Telephone

NHS number

## Recording the Persons Address

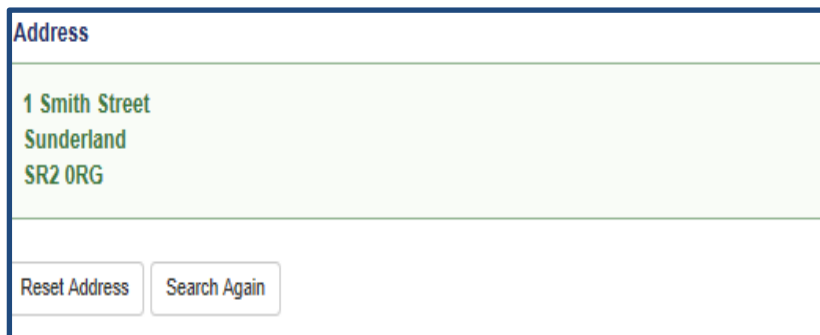
6. Providing that you know the **Persons post code** and **house number/name**, enter this detail into the fields below:

If you **do not know the persons post code**, click on the following link for guidance on what to do: [Post Code unknown](#)



The screenshot shows the 'Address' form with two input fields: 'House number or name' containing '1' and 'Postcode \* ?' containing 'sr2 0rg'. A red box highlights these two input fields. Below the fields are two buttons: 'Find address' and 'Enter address'. The 'Find address' button is also highlighted with a red box.

Select **Find Address**. If the address is known, the information will be populated into the Address field as shown:



The screenshot shows the 'Address' form with the address information populated in a green box: '1 Smith Street', 'Sunderland', and 'SR2 ORG'. Below the address field are two buttons: 'Reset Address' and 'Search Again'.

Check that the address information populated is correct, if not reset and search for the address again. **Reset address** clears the address fields so that they are blank

**Search Again** clears the address BUT leaves the information in the address field to be checked and complete search again.



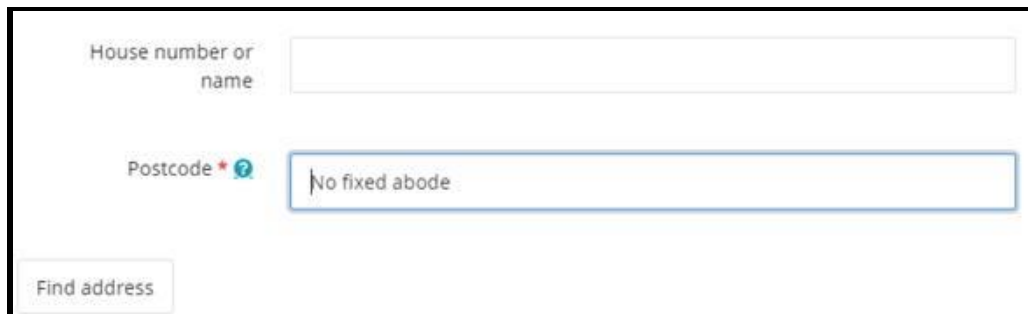
The screenshot shows the 'Address' form with the input fields 'House number or name' (1) and 'Postcode \* ?' (sr2 0rg). Below the fields are two buttons: 'Find address' and 'Enter address'. The 'Enter address' button is highlighted with a red box.

## Post Code unknown or Person has 'No Fixed Abode'

Where you are unsure of the Persons post code, but you know the remainder of their address, you must update this section as outlined below:

**Postcode \*** - This is a mandatory field therefore this **MUST** be entered **BUT** as you do not know this detail, type as much of the post code as you can e.g. **'SR', 'NE'** etc, OR where the person has **'no fixed abode'** you must record **'No fixed abode'**

Select **Find Address**. The section will expand, enter the following address details:



The screenshot shows a form with two input fields. The first field is labeled 'House number or name' and is empty. The second field is labeled 'Postcode \*' and contains the text 'No fixed abode'. Below the fields is a button labeled 'Find address'.

The message below will appear and the **'Enter address'** button will appear



The screenshot shows the same form as above, but with an error message displayed in a pink box: 'We couldn't find a matching address. Please check that you entered the correct information and try again. Otherwise use the Enter address button to enter the address details manually.' Below the error message, the 'Find address' button is disabled, and a new 'Enter address' button has appeared.

Select **Enter address**. The following fields will automate and will allow you to manually enter the address. As this is a **No Fixed Abode** address, enter **'No fixed abode'** into the following mandatory fields: **Street, Town/City**

Address

Property name

House no

Street \*

Area

Town/City \*

County

Postcode \* 

**Property name:** Where you don't know the persons post code but you know this detail, enter if known/applicable. Where the person has '**no fixed abode**' you must record '**No fixed abode**'

**House no** – Where you don't know the persons post code but you know this detail, **always enter this** (unless the property does not have a number and has a Property name instead). Where the person has '**no fixed abode**' leave this blank

**Street \*** - Where you don't know the persons post code, as this is a mandatory field, this detail must always be entered. Where the person has '**no fixed abode**' you must record '**No fixed abode**'

**Area** - Where you don't know the persons post code but you know this detail, enter if known/applicable. Where the person has '**no fixed abode**' leave this blank

**Town/City \*** - Where you don't know the persons post code, as this is a mandatory field, this detail must always be entered. Where the person has '**no fixed abode**' you must record '**No fixed abode**'

**County** - Where you don't know the persons post code but you know this detail , enter if known/applicable. Where the person has '**no fixed abode**' leave this blank

**DO NOT** select **Search again**. If you do, the form will not be able to match the address because it will not recognise the partially input post code, or the 'no fixed abode' entry. Instead you must move on to the remaining fields that require updating e.g. **Marital Status** and **Reason the Named Adult is in need of support \***:

Address

Property name

House no

Street \*

Area

Town/City \*

County

Postcode \*

**Marital Status:** Select as appropriate from the code list. If unsure, select **Unknown**

**Reason the Named Adult is in need of support:** Select as appropriate from the code list. If none of the codes apply, select '**Other**'. Never select '**None**'

Marital Status:

Reason the Named Adult is in need of support: \*

Once all the mandatory fields have been completed - **Select Next**

**Note:** If you have recorded a partial post code because you do not know it, providing you have not selected **Search again** when entering the Persons address, you will be able to progress to the next page of the 'Safeguarding Adults Concern Form': **Recording the Details of the Alleged Abuse and/or Neglect**

## Recording the Details of the Alleged Abuse and/or Neglect:

1. Complete as many fields as possible, remembering that \* identifies a mandatory field

22% complete

**B - DETAILS OF THE ALLEGED ABUSE AND/OR NEGLECT**

1 How does this tool work?

2 Safeguarding Adult Concern Form

**3 B - Details of the alleged abuse and/or neglect**

4 C - Further details on the named adult

5 D - Alleged perpetrator

6 E - Details of the person completing this form

7 F - General information

Date the alleged abuse and/or neglect took place \*

*Please provide brief details of the alleged abuse and/or neglect being reported now \**

If you are aware of any previously alleged abuse and/or neglect, please provide brief details

2. **Date of alleged abuse and /or neglect took place** can either be entered manually or chosen from the calendar icon.
3. **Please provide brief details of the alleged abuse and/or neglect being reported now** – this field is to be completed providing information of the safeguarding concerns.

*Please provide brief details of the alleged abuse and/or neglect being reported now \**

concerns of self neglect due to non engagement with services and also poor home conditions

4. **If you are aware of any previously alleged abuse and/or neglect, please provide brief details** – this field gives the opportunity for historical safeguarding information to be input.

5. Please indicate all the categories of alleged abuse and/or neglect provides a description of the categories of abuse to correctly identify the category of abuse being reported. Select as many abuse categories as appropriate.

If you are aware of any previously alleged abuse and/or neglect, please provide brief details

Please indicate all the categories of alleged abuse and/or neglect \*

- Discriminatory - Includes abuse based on a person's race, sex, disability, faith, sexual orientation, or age; other forms of harassment, slurs or similar treatment or hate crime/hate incident
- Domestic - An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; 'honour' based violence; Female Genital Mutilation; forced marriage.
- Financial or Material - Includes theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

6. Indicate the Threshold tier on first assessment of the alleged abuse and/or neglect.

Threshold tier on first assessment of the alleged abuse and/or neglect

- Low
- Significant
- Very Significant
- Critical

Select appropriate radio button.

7. You can click on the blue link to refer to **the Safeguarding Adults ADASS threshold guidance** (this is a guide to assessing thresholds and to decision making - Low, Significant, Very Significant or Critical).

When completing this you must refer to [the Safeguarding adults ADASS threshold guidance](#) (a guide to assessing thresholds and to decision making - Low, Significant, Very Significant or Critical) \*

8. **Is the Named Adult at risk of continuing or further abuse and/or neglect?** Select appropriate radio button:

<p>Is the Named Adult at risk of continuing or further abuse and/or neglect? *</p> <p><input checked="" type="radio"/> Yes   <input type="radio"/> No</p>
---

9. **Action taken** – Please provide details of all actions that have been taken to ensure immediate safety of the Vulnerable Adult. Please include if police were involved and of all safeguarding measures already in place.

<p><b>Action Taken</b> <i>(Please provide details of all actions that have been taken to ensure immediate safety of the Named Adult. Please include if police were involved and of all safeguarding measures already in place) *</i></p>	<p>Referral has been made to DN Service          ASC have been contacted to carry out Adult Needs Assessment          GP to review to rule out any medical cause for behaviour          Referral to be made to Memory Protection Service</p>
--	--

**Completed and submitting this form does not constitute management of immediate risks.**

10. **Is there a crime reference number?** If concerns have been reported to the Police and a crime number has been provided, please input information in this field, as this can assist with any safeguarding enquiries.
11. **Given the action you have taken, which is your assessment of the threshold tier** – again please refer to **the Safeguarding Adults ADASS threshold guidance** (a guide to assessing thresholds and to decision making - Low, Significant, Very Significant or Critical) – **Select relevant threshold level from drop down list.**
12. **Please provide names and telephone numbers of other people or organisations involved who will be able to help with this concern and any subsequent Safeguarding Adults Enquiry** - if no telephone number is known, e mail address can be included.
13. **Where did the alleged abuse and/or neglect take place?** – You can only select **one location**. When completing the location of abuse section, it is important to review all descriptions on the

options before appropriate location radio button. (Please ensure that “Other” is recorded only when none of the options apply”).

Is there a crime reference number?

Given the action you have taken, what is our assessment of the threshold tier?

Please ensure that you always use the latest **Safeguarding adults ADASS threshold guidance** (a guide to assessing thresholds and to decision making) \*

Please provide names and telephone numbers of other people or organisations involved who will be able to help with this concern and any subsequent Safeguarding Adults Enquiry \*

Where did the alleged abuse and/or neglect take place?

Please ensure that 'Other' is recorded only when none of the options apply \*

Low  
 Significant  
 Very Significant  
 Critical

Test

Own Home - The person's private residence, whether rented or owned, and/or shared with the alleged perpetrator or anyone else. Do not select this if the location is also
 

- a Care/Nursing Home (use relevant Care Home option)
- Extra Care/Sheltered Housing Scheme or Supported Accommodation (use either of those available options)

 Extra Care or Sheltered Housing Scheme - This may also be their own home, but this category must be specifically selected if applicable  
 Supported Accommodation - This may also be their own home, but this must be specifically selected if applicable, e.g. Supported Living  
 Relative's Home - Any relative's home providing the adult at risk doesn't live there.

**14. Are there any children who could be at risk as a result of the alleged abuse and/or neglect being reported on this form?**

- If there are no children who could be at risk – select **No** radio button, followed by **Next** to continue.
- If there are children who could be at risk – select **Yes** radio button. The section expands to show further questions which require input as these are mandatory fields.

Are there any children who could be at risk as a result of the alleged abuse and/or neglect being reported on this form? \*

Yes     No

Select appropriate radio button.

15. If you select No, you have completed this page and you can select **Next** at the bottom of the page.

16. If you select **yes** to the above question, the following questions will automate:

Where children at risk, has someone responsible for the safeguarding of children and young people been made aware? \*

Yes     No

Select appropriate radio button.

17. The following fields will automate regardless of whether you have selected **yes** or **no**. Enter the information in the free text field:

Where it has been identified that children are at risk state

- who has been contacted and when; or,
- if no one has been contacted, state why

\*

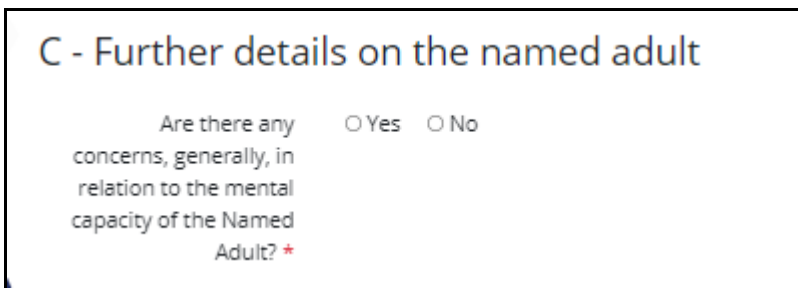
18. Once all information has been input, Select **Next** to continue.



A screenshot of a form's navigation and action area. It features a dark grey button with a left arrow and the text 'Previous' on the left, and a dark grey button with a right arrow and the text 'Next' on the right. Below these are five light grey buttons with rounded corners: 'Print', 'Save for later', 'Create PDF', 'Close', and 'Cancel'.

## Recording Further Details on the Named Adult

1. Are there any concerns, generally in relation to the mental capacity of the Named Adult?



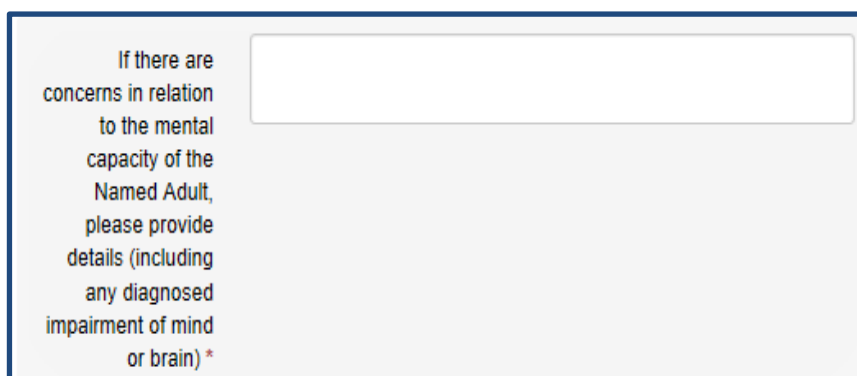
C - Further details on the named adult

Are there any concerns, generally, in relation to the mental capacity of the Named Adult? \*

Yes  No

- If there are no concerns in relation to mental capacity of the Named Adult – **select No** radio button and progress to the next question on this page.
- If there are concerns in relation to the mental capacity of the Named Adult – **select Yes** radio button. The section expands to show 2 further questions which require input as these are mandatory fields.

2. Input the required information into the free text box



If there are concerns in relation to the mental capacity of the Named Adult, please provide details (including any diagnosed impairment of mind or brain) \*

3. Select the appropriate radio button:

Has the Named Adult had any Mental Capacity Act Assessments? \*  Yes  No

4. If capacity assessments have not been completed, **select No** radio button and progress to the next question on this page.

5. If capacity assessments have been completed, **select Yes** radio button. The section expands to allow information to be input on the outcome of specific decision assessments. Information must be provided on any assessments completed including date of assessment, the Specific Decision the assessments relate to and the outcome of each assessment.

**Note:** for professionals in Local Authority Adult Social Care only (Community Social work team and Therapy Practitioners), please include if any e.g. MCA's have been uploaded into Liquidlogic in the **Specific Decision** text box

What was the date(s) and outcome of any of the specific decision assessment(s)?  
*e.g. accommodation, care, treatment, finances (this list is not exhaustive)*

Date(s) *	Specific Decision *	Outcome *
dd-mm-yyyy		▼

Full screen + -

6. If more than one capacity assessment has been completed, **Select + icon**, which will open another table for completion. This process can be repeated as many times as required.

**What was the date(s) and outcome of any of the specific decision assessment(s)?**  
*e.g. accommodation, care, treatment, finances (this list is not exhaustive)*

<b>Date(s) *</b>	<b>Date</b>	<input type="text" value="09-10-2019"/>	<input type="text" value="09-10-2019"/>
<b>Specific Decision *</b>	<b>Spec</b>	<input type="text" value="Care and Support"/>	<input type="text" value="Finances"/>
<b>Outcome *</b>	<b>Outc</b>	<input type="text" value="Capacitated"/> ▼	<input type="text" value="Not Capacitated"/> ▼

+ -
+ -

7. **Is the Named Adult aware that this concern is being raised with the Local Authority** - select appropriate radio button.
8. **Has the Named Adult been consulted with and consented to this concern being raised with the Local Authority** – select appropriate radio button.
9. **What desired outcome(s) has the Named Adult identified or been supported to identify?** - this is a free text field.
10. **Is the Named Adult to be supported by a family member, friend, advocate or an advocate appointed under S68 Care Act 2014?** - Select the appropriate radio button.

Is the Named Adult to be supported by a family member, friend, advocate or an advocate appointed under S68 Care Act 2014? \*

Yes  No

11. If **No** is selected, a further question is generated asking **Why is the Named Adult not supported?** – enter the relevant detail into this free text field. Go to **Point 13** below to answer question: **Are there Caring/Co-Caring Arrangements?**

Why is the Named Adult not supported?

12. If **Yes** is selected, further questions are generated relating to the **Named Adults advocate:**

Is the Named Adult to be supported by a family member, friend, advocate or an advocate appointed under S68 Care Act 2014? \*  Yes  No

If the Named Adult is to be supported by someone, please provide their

- full name
- address
- telephone number
- status i.e. advocate, family member or friend

Is the Named Adults advocate aware that the concern is being raised?  Yes  No

Has the Named Adults advocate been consulted with and consented to this concern being raised with the Local Authority?  Yes  No

Has this advocate been appointed under Section 68 of the Care Act (advocates can request and may be provided with information on behalf of the named adult)  Yes  No

13. **Are there Caring/Co-Caring Arrangements?** – select appropriate radio button and if **Yes** is selected, a free text box is provided to give details of these arrangements. You should include the following: where the alleged victim is a carer for the e.g. perpetrator
14. **State any specific needs of the Named Adult (e.g. interpreter, access/mobility assistance) – free text box to input relevant information – if no specific needs please input **None** or **N/A**.**
15. Select **Next**.

## Recording Alleged Perpetrator

1. **Name:** - This is a Free text box to be populated with Alleged Perpetrator's name. Where the name of perpetrator is unknown – '**unknown**' must be entered into the free text box.
2. **Address:** - the Address of Alleged Perpetrator to be input into the free text box if known
3. **Date of Birth:** - the Date of Birth for Alleged Perpetrator to be input (if known). This can be input manually or by selecting date from the calendar icon to the right of the field.

4. **Place of Work:** - This is a Free text box and should be populated with the Alleged Perpetrator's Place of Work if known.
5. **Is the Alleged Perpetrator know to the Named Adult?** – Select the appropriate radio button.
6. **In what way is the Alleged Perpetrator known to the Named Adult?** - Select the appropriate radio button from the list provided. **When completing this section, it is important to review all descriptions before selecting appropriate location radio button.**
7. **Is the Alleged Perpetrator also a person who has care and support needs?** - Select the appropriate radio button.
8. **Are there any concerns in relation to the mental capacity of the Alleged Perpetrator?** – Select the appropriate radio button.
  - If there are no concerns in relation to the mental capacity of the Alleged Perpetrator – select **No** radio button, the question in the screen shot below will automatically be greyed out and you will not be required to complete it. Select **Next** to continue.
  - If there are concerns in relation to the mental capacity of the Alleged Perpetrator – select **Yes** radio button. The free text box against the question below will no longer be greyed out and you must enter details of any concerns in relation to the mental capacity of the Alleged Perpetrator.

If there are any concerns in relation to the mental capacity of the alleged perpetrator, please provide details

9. Once information has been input, select **Next** to continue.

## Recording Details of the Person Completing this form

1. This section requires you as the Professional to input their **Job Title, the Organisation they work for and their contact information**, as well as **the name of the person who made the original alert**, only if this is applicable:

56% complete

### E - DETAILS OF THE PERSON COMPLETING THIS FORM

Job Title: \*

Name of Organisation: \*

Type of Organisation: \*

Work Address: \*

Telephone Number: \*

Secure Email (if applicable):

Please provide the name and contact details of the original alerter in your organisation

← Previous Next →

2. Select **Next**.

## Recording General Information

1. All three questions on this page are mandatory

- 1.1 **Please provide the name of the Safeguarding Lead for your organisation** – Enter the relevant information into the free text box. This will depend upon your organisation and individual safeguarding guidance e.g **this could be your Manager for whom you would discuss the concern as part of the process of raising the concern**. If not available, this should not delay the appropriate action being taken.

1.2 **Have you discussed this concern with your Safeguarding Lead? If so, when?** – Enter the relevant information into free text box

1.3 **Does this concern relate to the quality of service?** - Select appropriate radio button.

The screenshot shows a form titled "F - General information". It contains three input fields and two radio buttons. The first field is for the name of the Safeguarding Lead. The second field is for discussing the concern with the Safeguarding Lead. The third field is for selecting whether the concern relates to the quality of service. There are "Previous" and "Next" buttons at the bottom.

**F - General information**

Please provide the name of the Safeguarding Lead for your organisation \*

Have you discussed this concern with your Safeguarding Lead? If so, when? \*

Does this concern relate to the quality of service? \*  Yes  No

[← Previous](#) [Next →](#)

2. Select **Next**

## Uploading Supporting Documentation

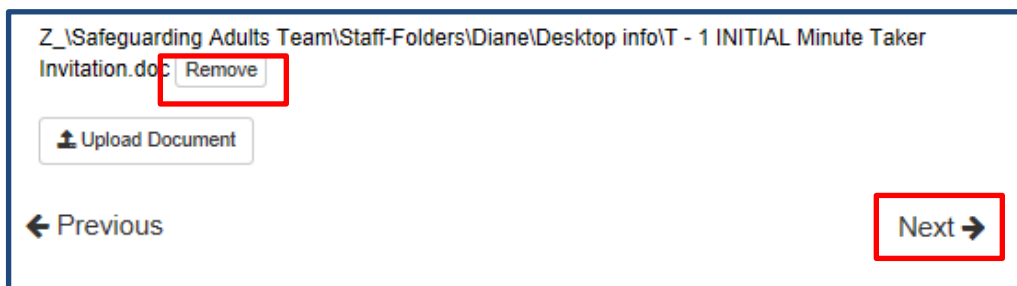
1. If you wish to attach supporting documentation, then they must be **Word Documents, PDF Files and Images (in Jpg/png format)**. Emails are to be adapted to a word document for attaching purposes as it is not possible to upload emails.
2. **Select Upload Document.**

3. You will be taken into your filepath. Search for relevant documents, double click on required document to upload.
4. Once the upload is completed a link to the document will appear

5. There is no limit to the number of documents that can be uploaded, if you wish to attach further documents, repeat the process as outlined in **Points 2 – 4** above.

## Removing a Supporting Document

6. There is also the option to **remove an uploaded document** if it has been attached in error. Select **Remove** and the upload will be deleted:

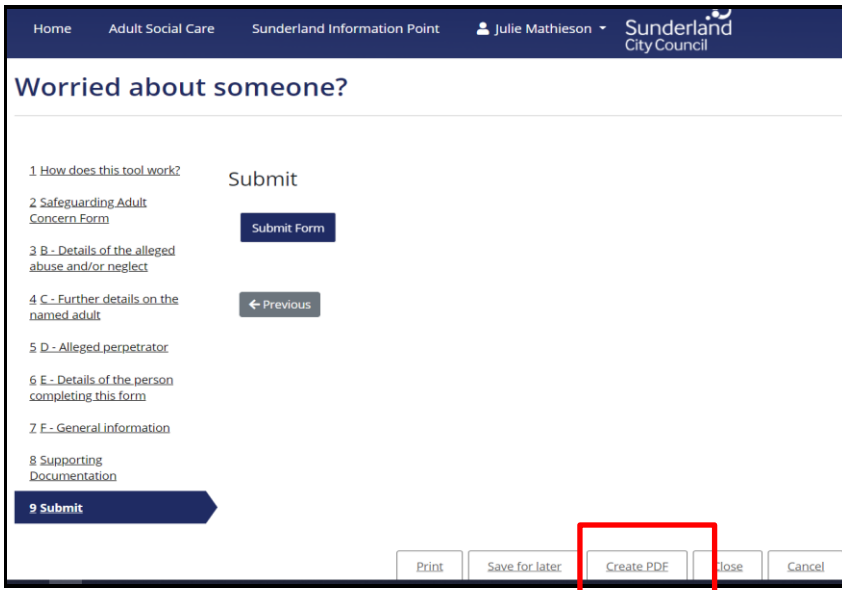


7. Once all documents have been uploaded, **select Next**, in order to submit the Safeguarding Concern form

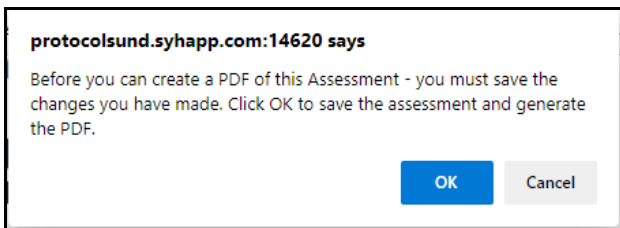
## Sending the PDF version of the form to the appropriate Manager to be quality checked

1. Where you are required to pass the referral to your Manager/Safeguarding Lead to 'quality check' BEFORE submitting the form to the Safeguarding Team, then you must create the form in **PDF format**. This automatically **saves the form for later** and will allow you to send the **PDF version** of the form to the relevant Manager within your organisation.  
**Note 1:** the reason that the form is **saved for later** is to allow you to access that form via the **Recover a saved form** option to make any amends that has been advised by your Manager, following their quality check of your Safeguarding Concern Referral. For further guidance click on the following link: [Recovering a Saved Form](#)  
**Note 2:** Once 'submit' has been selected, that is the final version of the form and it cannot be edited by you.

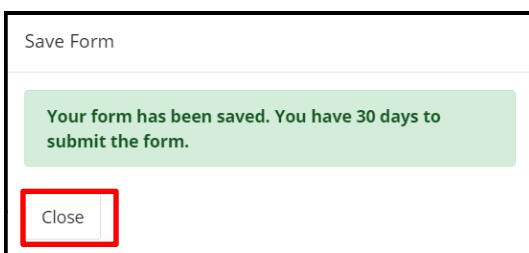
2. Select **Create PDF**



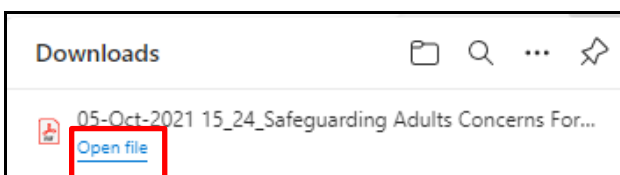
3. Select OK



4. Select **Close**



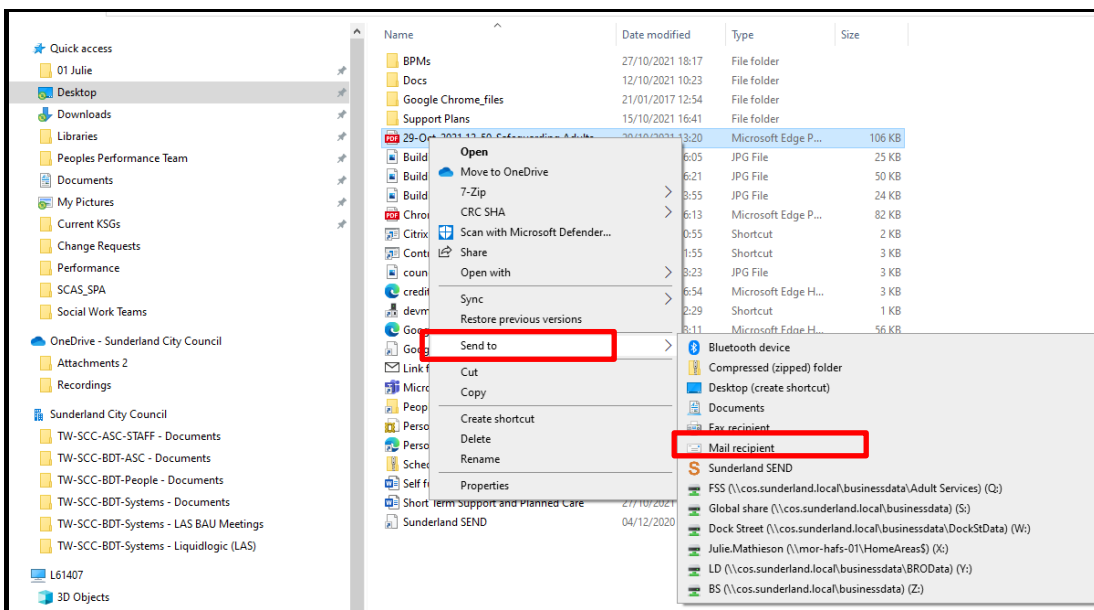
5. The PDF version of the form will appear either at the bottom of your screen, or at the top. Select the **Open file** link



6. The PDF version of the form will automate:

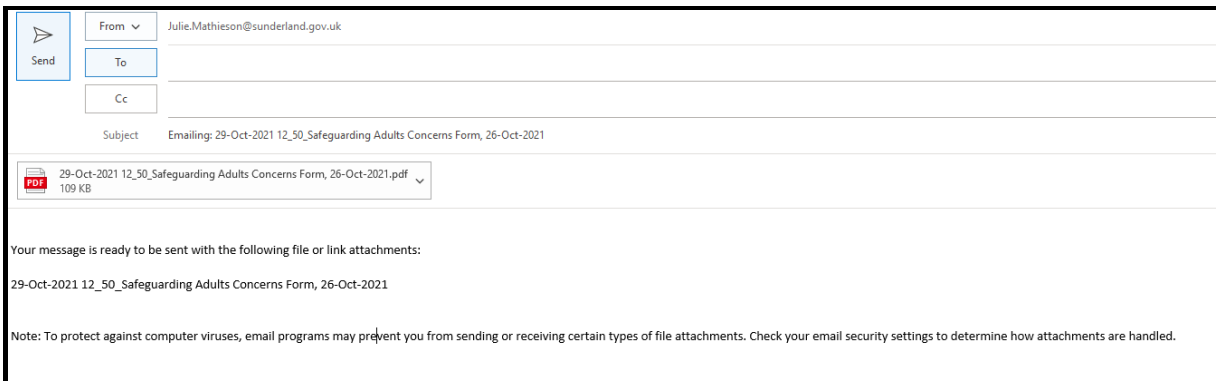
<b>Please provide brief details of the alleged abuse and/or neglect being reported now</b>	test
If you are aware of any previously alleged abuse and/or neglect, please provide brief details	
Please indicate all the categories of alleged abuse and/or neglect	Domestic - An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse by someone who is or has been an intimate partner or family member regardless of gender or sexuality. It can include: psychological, physical, sexual, financial, emotional abuse; 'honour' based violence; Female Genital Mutilation; forced marriage.
Threshold tier on first assessment of the alleged abuse and/or neglect	Significant
<i>When completing this, you must refer to <b>the Safeguarding adults ADASS threshold guidance</b> (a guide to assessing thresholds and to decision making - Low, Significant, Very Significant or Critical)</i>	
Is the Named Adult at risk of continuing or further abuse and/or neglect?	No
<b>Action Taken</b> (Please provide details of all actions that have been taken to ensure immediate safety of the Named Adult. Please include if police were involved and of all safeguarding measures already in place)	test
Is there a crime reference number?	
Given the action you have taken, what is your assessment of the threshold tier?	Significant
Please ensure that you always use <b>the latest Safeguarding adults ADASS threshold guidance</b> (a guide to assessing thresholds and to decision making)	
Please provide names and telephone numbers of other people or organisations involved who will be able to help with this concern and any subsequent Safeguarding Adults Enquiry	test
Where did the alleged abuse and/or neglect take place?	Own Home - The person's private residence, whether rented or owned, and/or shared with the alleged perpetrator or anyone else. Do not select this if the location is also

7. Use your PC functions to pass to your respective manager via their preferred method e.g Print and pass a hard copy to them, email the form to them by saving it into your organisations file path and then email e.g. right click on the PDF document and select **'Send to'**



8. Select Mail recipient

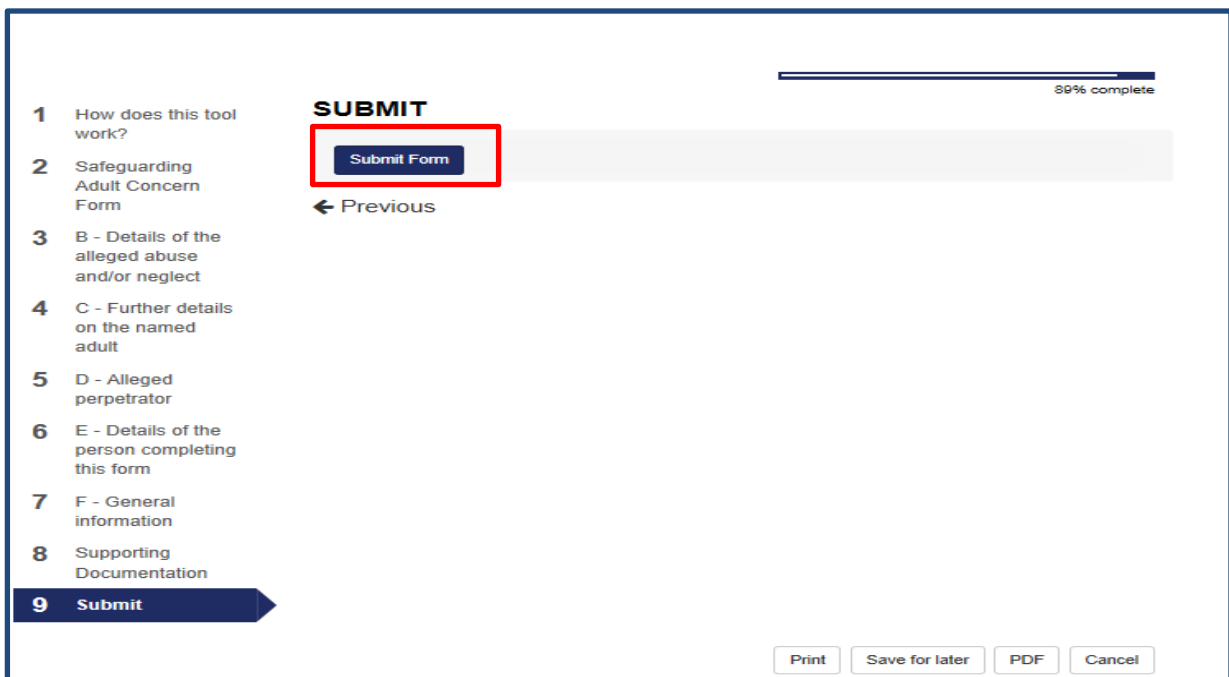
- You will be taken to your emails, the PDF form will be attached, send the email to the manager who will be responsible for quality checking the referral as per your business as usual processes.



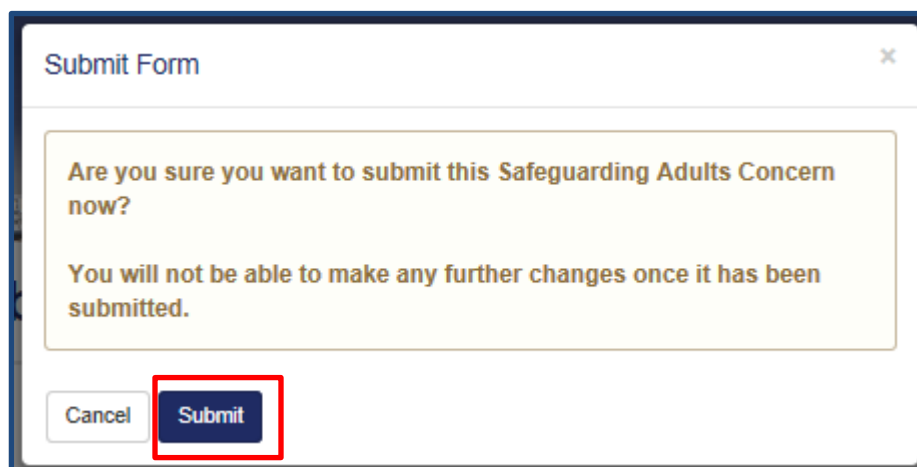
- They will be able to open the PDF form to read the information. Any amends required will be e.g. emailed back to you for you to add into your referral. You can then Submit the Portal referral to the Safeguarding Team

## Submitting the Form

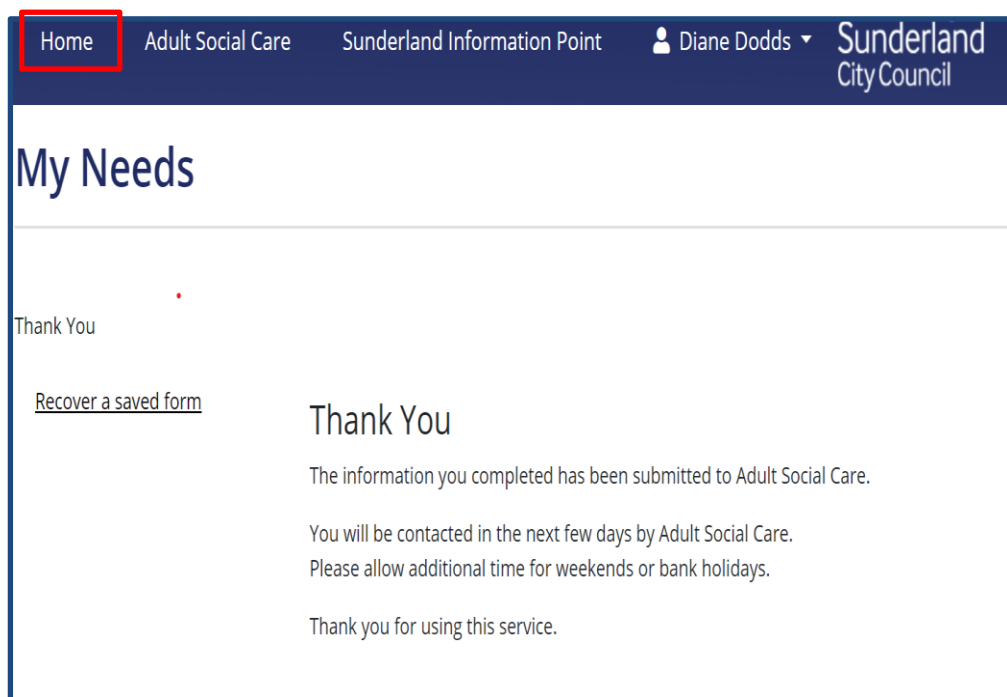
- Select Submit Form



2. A message will appear on the screen asking if you are sure that you want to submit this Safeguarding Adults Concern form. Once submitted, you will not be able to make any further changes. If you do not want to submit, select **Cancel**, otherwise **Select Submit**.



3. A message will be displayed to confirm that the information has been submitted to Adult Social Care. If you are a **new professional** registering for the first time, you will also receive an email advising of this.

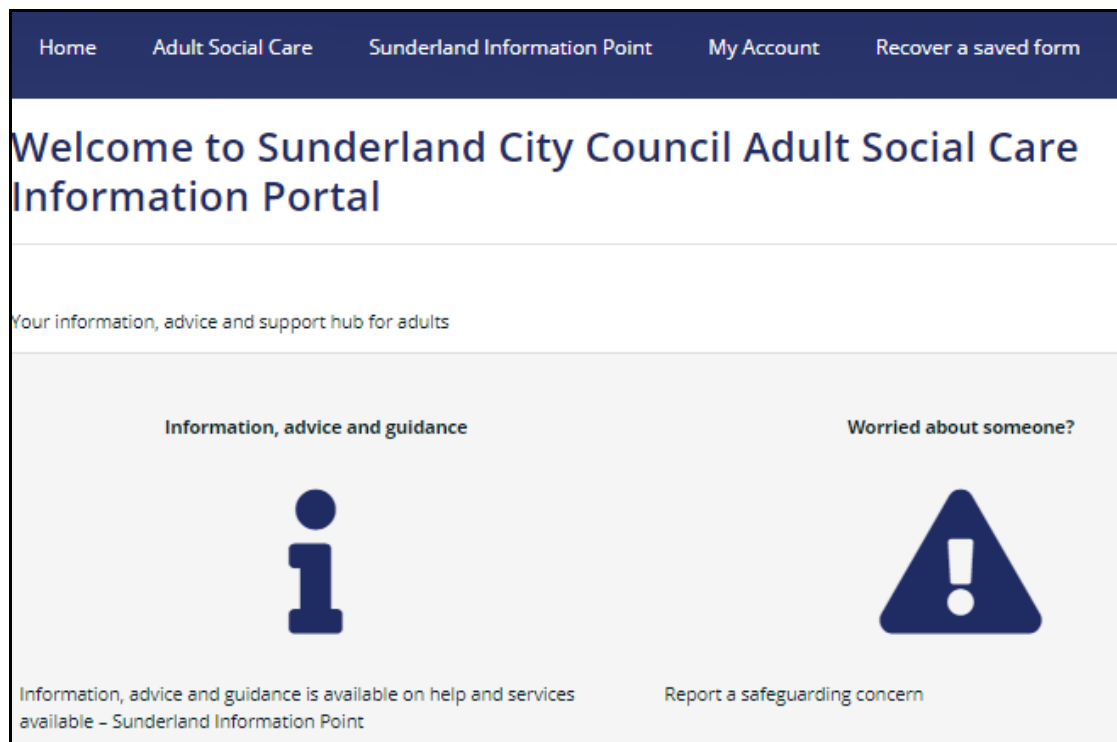


4. **This finalises the Safeguarding Adults Concern referral process. If you are a new professional** registering for the first time, for security purposes, it may be necessary for you to be contacted by the Safeguarding Team to 'verify' you as a Professional. Thereafter you will not need to be verified for any subsequent referrals that you make whilst using the same professional email address.

**Note:** You can access all submitted forms for 365 days from the date of submission by selecting your name and Submitted **forms** when it appears in the drop-down menu. For further information, click on the following link: [Portal - Additional Functions](#)

For Professionals who have direct access to LAS (Therapy Practitioners and Social Work Teams), a copy of the Portal form can also be accessed with the respective Safeguarding Contact. For further information, click on the following link: [Accessing the Safeguarding Form via LAS \(for Therapy Practitioners and Social Work Teams only\)](#)

5. If you need to submit more than one referral, please select **HOME**, allowing a further referral to be made as already outline din this guide. Click on the following link for



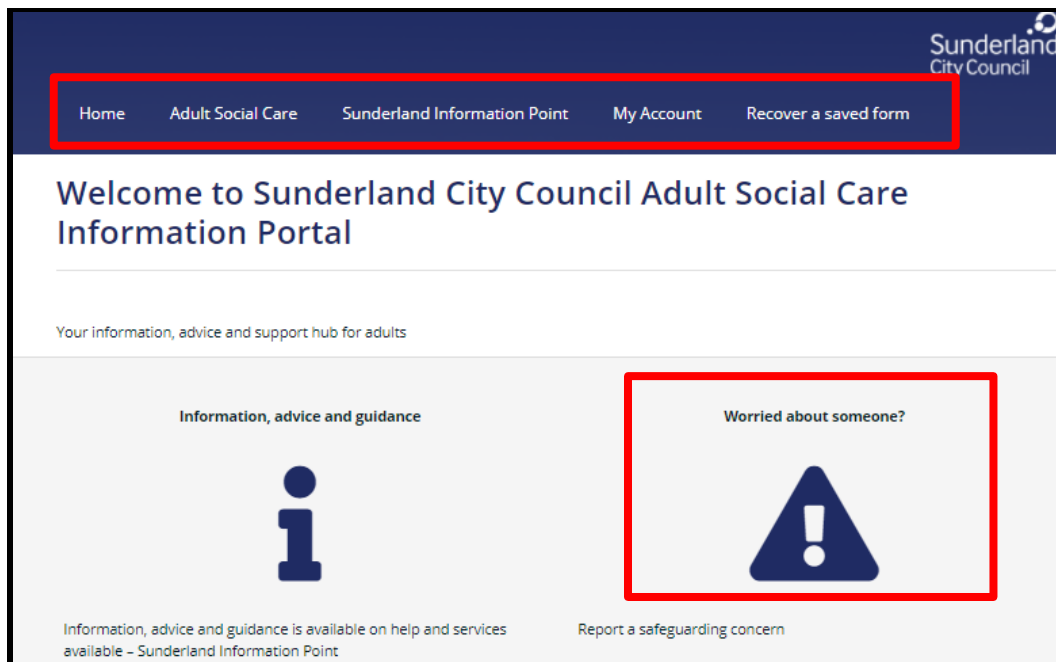
The screenshot shows the homepage of the Sunderland City Council Adult Social Care Information Portal. At the top, there is a dark blue navigation bar with the following links: Home, Adult Social Care, Sunderland Information Point, My Account, and Recover a saved form. Below the navigation bar, the main heading reads "Welcome to Sunderland City Council Adult Social Care Information Portal". Underneath this, a subtitle states "Your information, advice and support hub for adults". The page is divided into two main sections. The left section is titled "Information, advice and guidance" and features a large blue information icon (a lowercase 'i'). Below this icon, the text reads "Information, advice and guidance is available on help and services available - Sunderland Information Point". The right section is titled "Worried about someone?" and features a large blue warning icon (a triangle with an exclamation mark). Below this icon, the text reads "Report a safeguarding concern".

## End of Process

# Appendices

## General Navigation

1. When you initially select the **Adult Social Care Online Portal** link to access the **Safeguarding Concern form** in the Portal, you will be taken to the screen below - **'Welcome to Sunderland City Council Adult Social Care Information Portal'** and various Icons will appear on the **blue ribbon** at the top of your screen:



2. It is recommended that you log into the Portal first to use these icons e.g. click on the **Worried about someone** icon above to progress to the **Secure login – step 1** page as shown below:

### Secure login - step 1

**New to Adult Social Care Information Portal?** [Register for an account here](#) or use the button below.

**Already using Adult Social Care Information Portal?** Sign in below.

**Existing users**

Email

Password

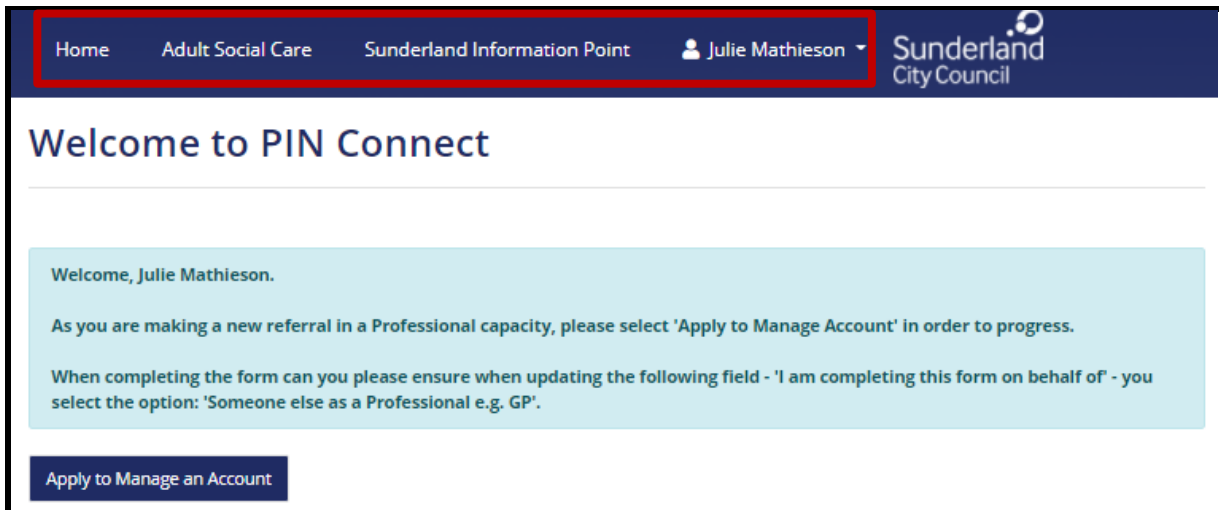
For additional security, we will confirm your account by sending an authentication code to your email address.

[Forgotten password?](#)

**New users**

If you're new to Adult Social Care Information Portal, sign up for an account here

- Once you have logged into the Portal e.g. have entered **your Professional email address and password**, these icons will change as shown below and will continue to appear wherever you are within the **Portal tool** and you can use these icons at any stage to navigate to specific sections of the Portal:



## Home Icon

- Select **Home icon** - if you select this icon you will be taken back to the **Welcome Page** for the **'Sunderland City Council Adult Social Care Information Portal'**:

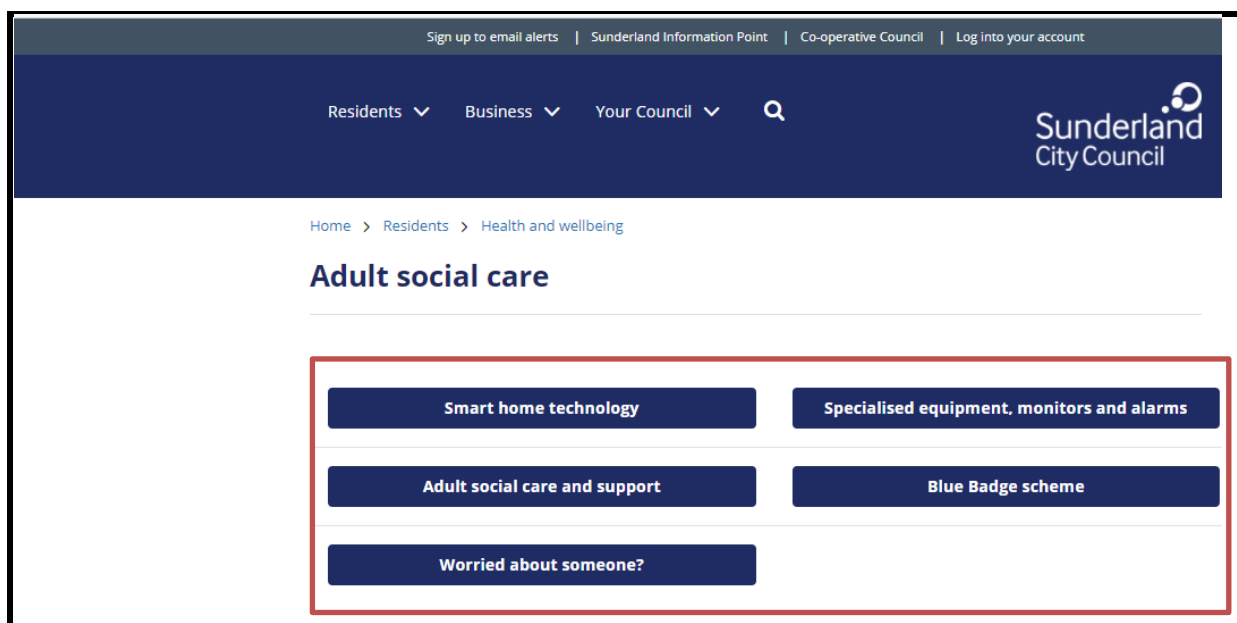


## Adult Social Care Icon

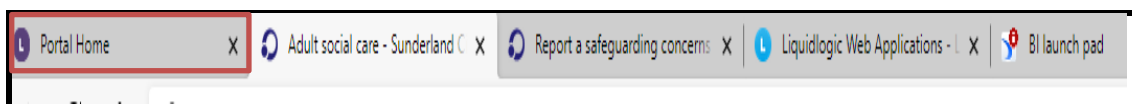
1. Select the **Adult Social Care** icon:



2. You will leave the **Sunderland Adults Social Concern Portal** and you will be taken to the **Adult Social Care** page from where information can be accessed in relation to a range of Adult Social Care services/support simply by clicking on the relevant heading shown on the screen below:

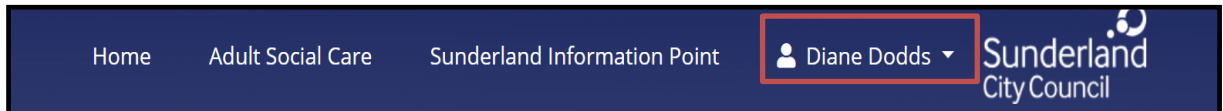


3. To return to the **Sunderland Adults Social Concern Portal**, scroll to the top of your screen and click on the **Portal** tab with the same name as the screen that you navigated from:

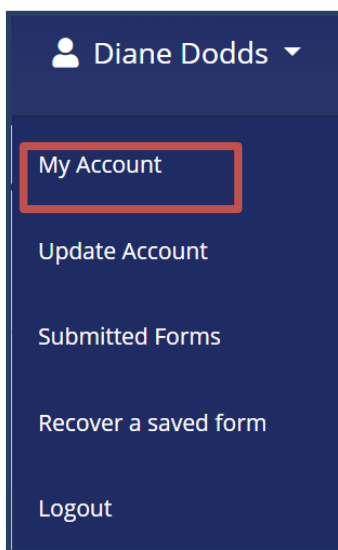


## Portal - Additional Functions

1. As already outlined above, once you are logged onto the Portal, the icons on the **Blue ribbon** at the top of the screen will change to reflect that you are logged on to your account. The **My Account** heading that appeared before you logged on will have changed to **your name** and offers **additional and very useful functionality**:

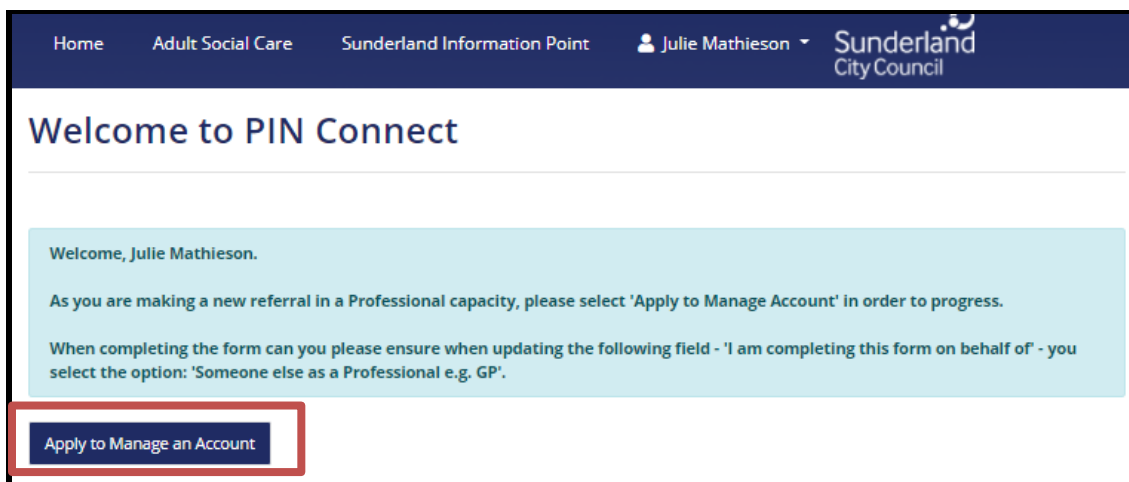


2. Click on your name, the following menu will appear:



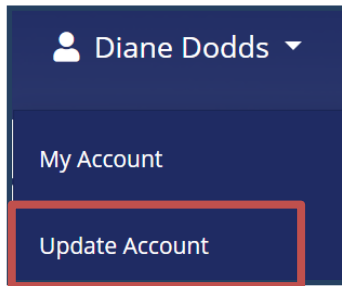
### My Account

1. Select **My Account**. You will be taken to the 'Welcome to PIN Connect page' where you can make a **Safeguarding Adults Concern** referral by selecting **Apply to Manage an Account**

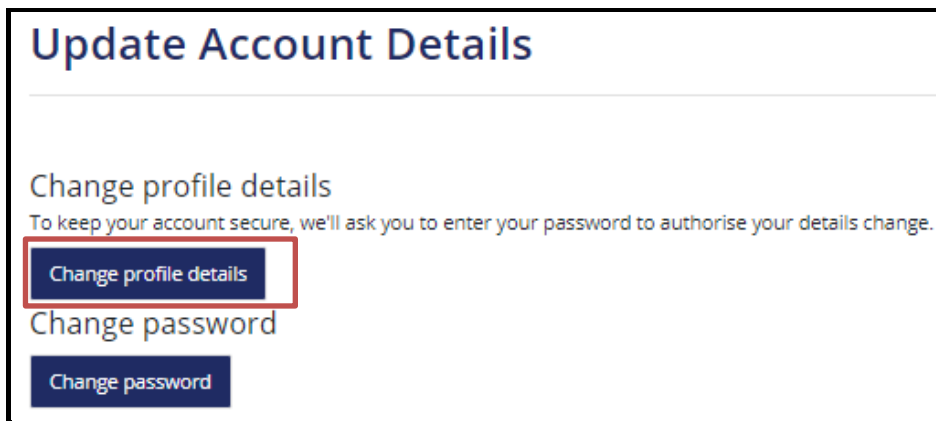


## Update Account

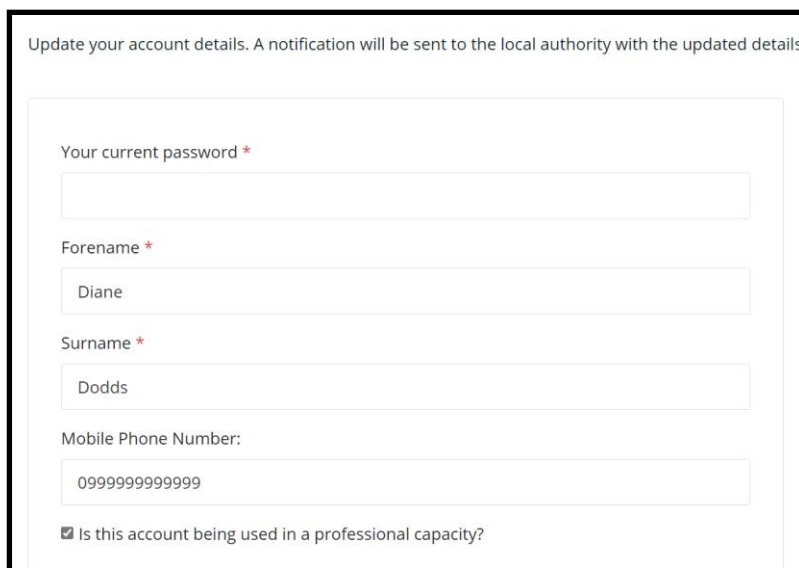
1. Select **Update Account**



2. You will be taken to the **Update Account Details** page where you can amend your profile details and change your password:



3. Select **Change profile details**. The following screen will appear:

The screenshot shows a form titled 'Update your account details. A notification will be sent to the local authority with the updated details.' The form contains several input fields: 'Your current password \*' (empty), 'Forename \*' (containing 'Diane'), 'Surname \*' (containing 'Dodds'), and 'Mobile Phone Number:' (containing '099999999999'). At the bottom, there is a checkbox labeled 'Is this account being used in a professional capacity?' which is checked.

Role: \*

GP

Organisation: \*

Sunderland City Council

Property name

House no

2

Street \*

Union Street

Area

Town/City \*

Sunderland

County

Postcode \*

sr4 0ls

Finish Cancel

4. Make the amends in the relevant fields. In order for the amends to be accepted **YOU MUST** enter your password into mandatory field: **Your current password \***  
If you do not do this and select **Finish** at the bottom of the page, the following prompt will appear:

### Change Profile

Update your account details. A notification will be sent to the local authority with the updated details.

Your current password \*

Please enter your current password

- Once you have entered your password, scroll to the bottom of the page and select **Finish**:

Postcode \*

sr4 0ls

Finish Cancel

- A **Profile Change Confirmation** message will automate. **Select OK**:

## Profile Change Confirmation

Your profile has been changed.

OK

- You will be returned to the **Update Account Detail** screen. When you next log onto the Portal, the amends that you made to your Professional Profile will display in the first page of the **Adults Safeguarding Concern Portal form**

### Worried about someone?

1 How does this tool work?

2 **Safeguarding Adult Concern Form**

3 B - Details of the alleged abuse and/or neglect

4 C - Further details on the named adult

5 D - Alleged perpetrator

6 E - Details of the person completing this form

7 F - General information

8 Supporting Documentation

9 Submit

#### Safeguarding Adult Concern Form

[Care Act 2014](#)

**For notification of suspected or actual abuse or neglect to an individual person**

Please do not save a copy of this form to use as a template on your own storage area as this form will be updated as and when required; any copies you hold may be out of date, and, if submitted, will slow the process of raising the concern.

For further information, documents and guidance to support the completion of this form, please access the [Sunderland City Council Website](#)

**A - DETAILS OF THE ADULT ALLEGED TO BE EXPERIENCING OR AT RISK OF ABUSE AND/OR NEGLECT (NAMED ADULT)**

Your Details (Portal User)

First name

Last name

Role

Organisation

Address

Email

Telephone

8. Click on **Change Password**:

9. The **Change Password** screen will appear allowing you to update your Portal password.

**Please Note:**

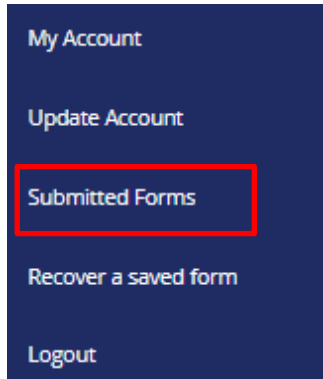
- You **MUST** comply with **Password Policy** as highlighted below in order to re-set it
- You **cannot** choose passwords that you have previously used for the Portal:

10. **Note:** you can use the **eye icon** to see the password to ensure that you have not made any typos:

11. Once you have entered/confirmed your new password, select **Finish**. You will be returned to the **Update Account Detail** screen

## Accessing Submitted Forms

1. Select **Submitted Forms**:



2. You will be taken to the following screen listing all **Adults Safeguarding Concern Online Portal forms that you have recently submitted**. **Please Note:** the forms will only be retained for a **maximum of 365 days from the date that they were submitted**. **If you need to retain the referral for a longer period, then as detailed in 'Point 6' below, you will need to either:**
  - **Select the form which will open as a PDF version, 'save' the form and store electronically in your organisations filepath**
  - **Select the form which will open as a PDF version 'print' the form and store manually**
3. The table will show the **name of the Person** that you have submitted the **Adults Safeguarding Concern referral** for and the **date that you made the online referral**


Submitted Forms

Recently Submitted Forms (Last 30 Days)

Details	Name	Date	Response
<a href="#">Safeguarding Adults Concerns Form</a>	Wednesday Portal	18 Aug 2021	No response posted

[Cancel](#)

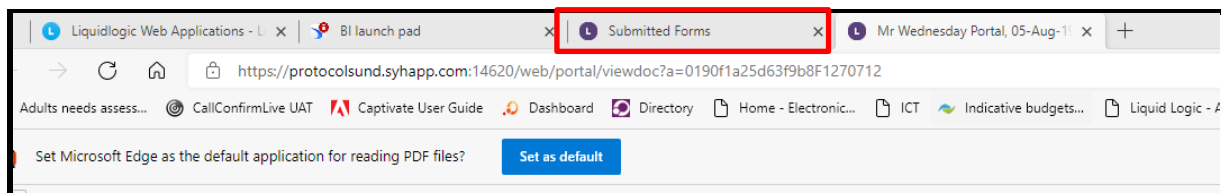
- You can access the Portal form by clicking on the [Safeguarding Adults Concerns Form link](#).
- A PDF version of the form will automate:

<b>Sunderland City Council</b>		
<b>All Departments</b>		
<b>Tel:</b>		
<b>Fax:</b>		
<b>How does this tool work?</b>		
<b>Printed Assessment Details</b>		
Printed By	System User	
Print Date	15-Sep-2021 16:52	
Person	Mr Wednesday Portal, 05-Aug-1965 (Ref: 1016838)	
Lead Assessor	System User	
Status	Completed	
<b>Dates</b>		
Date Started	18-Aug-2021	
<b>Safeguarding Adult Concern Form</b>		

- If you wish to retain a copy of this form for your records, you can access the usual PDF functionality to print the form or save it within your respective filepaths:



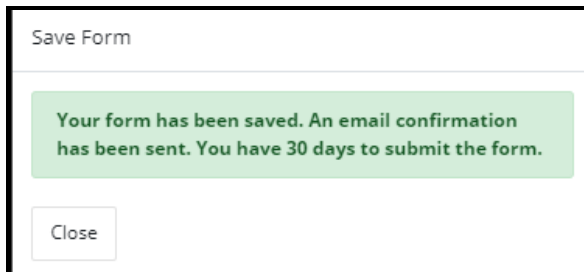
- To return to the **Submitted Form** page in the Portal, select the **Submitted Forms** tab at the top of your screen:



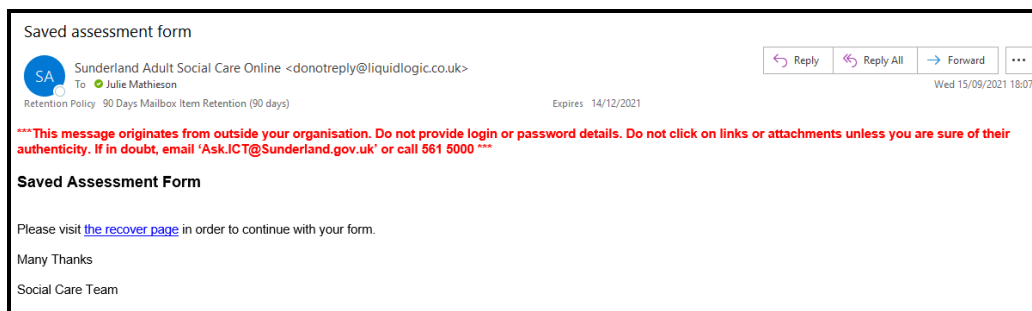
## Recovering a Saved Form

### Overview:

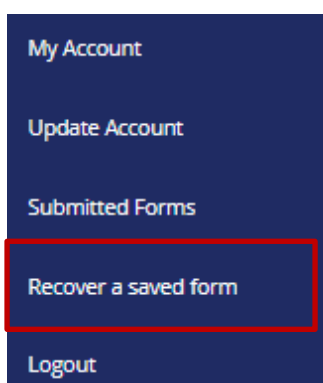
1. When you are completing an Adults Safeguarding Concern Online Portal form that you have 'saved for later', a message will automate advising that '**Your form has been saved. An email confirmation has been sent. You have 30 days to submit the form**'



- You will only receive 1 email per Portal session and not every time you save the form if you are still logged on within that same session.
- If you are **New User** (have not yet been registered and verified as a Professional by the Adults Safeguarding Team, you will only be able to access your saved form by the email sent as you have no way of accessing your Portal Account at this stage. If you are an **Existing User**, as you have been registered and verified as a Professional by the Adults Safeguarding Team, you will be able to log on to the Sunderland Portal account to re-access the saved form.



2. Select **Recover a Saved Form**



3. You will be taken to the **Recover an Assessment** page. This screen will show:

- A list of **Adults Safeguarding Concern Online Portal forms** that you have **'saved for later'** within 30 days which will be counted from the **Start Date** e.g. the date that you **saved the form for later**
- The number of days left before the Form will be deleted from the Portals.  
**REMEMBER although you have a maximum of 30 days in which to submit the online Adults Safeguarding Concern, YOU MUST submit a referral as SOON AS POSSIBLE after the alleged incident. The '30 days' is purely a function offered by the Portal and is not reflective of the Sunderland Adults Safeguarding Teams recommended time standards.**

## Recover an Assessment

Recover a saved form

Saved Forms			
	Start Date	Description	Days Left
<a href="#">1</a>	09 Sep 2021 8:09 AM	Safeguarding Adults Concerns Form	24 days
<a href="#">2</a>	13 Sep 2021 8:06 AM	Safeguarding Adults Concerns Form	28 days
<a href="#">3</a>	13 Sep 2021 8:29 AM	Safeguarding Adults Concerns Form	28 days
<a href="#">4</a>	13 Sep 2021 8:33 AM	Safeguarding Adults Concerns Form	28 days
<a href="#">5</a>	13 Sep 2021 8:59 AM	Safeguarding Adults Concerns Form	28 days
<a href="#">6</a>	15 Sep 2021 10:28 AM	Safeguarding Adults Concerns Form	30 days

Cancel


4. You can click on any of the **saved forms** to access the **actual form** so you can further update. Once completed you will need to follow the normal submission process as outlined in this guide. For further details of the process for Saving the form for later, click on the following link: [Saving the Form for Later](#)

## Logging Out

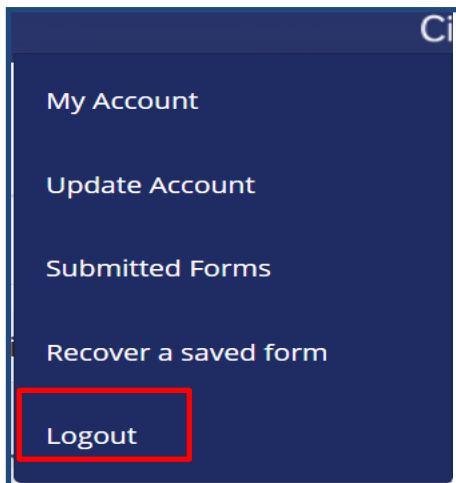
1. **Logging out** – To ensure that your session is properly disconnected from the **Adult Social Care Information Portal**, YOU MUST logout by clicking on your name in the **blue ribbon** at the top of your screen

Home
Adult Social Care
Sunderland Information Point

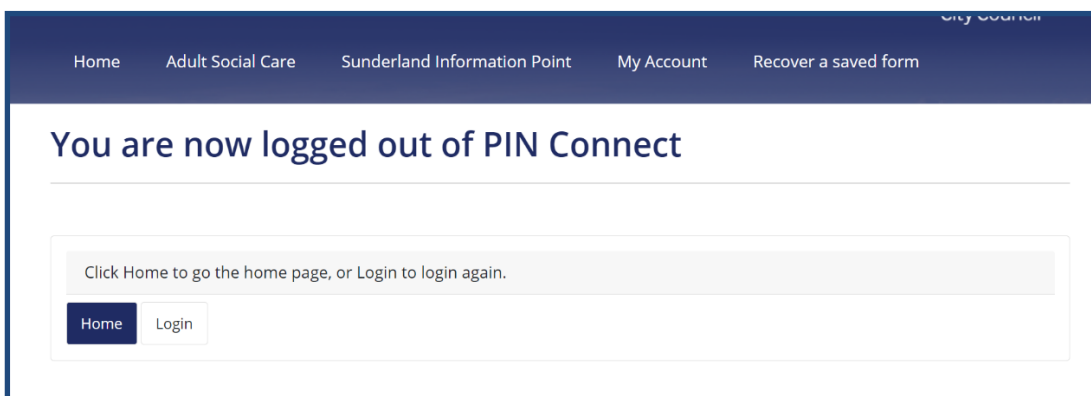
Julie Mathieson



2. The following menu will appear. Select **Logout**



3. The screen below will confirm that you are now logged out:



## Accessing the Safeguarding Form via LAS (for Therapy Practitioners and Social Work Teams only)

For Professionals who have direct access to LAS (Therapy Practitioners and Social Work Teams), a copy of the Portal form will no longer appear in the respective Safeguarding Contact via **Attachments** page, instead, it will need to be accessed via the **View Submitted form** link below:

The screenshot shows the 'Contact Record' form in the LAS system. The form is divided into sections: 'Contact Details', 'Complete the details of the External Agency or Professional', and 'Submitted Self Assessment:'. The 'View Submitted Form' link is highlighted with a red box.

Field	Value
Who has made contact?	Any other Professional
Professional	
Position	
Agency	Liquidlogic Portal
Address	WCRC, Ayton Rd, Washington, Washington, Sunderland, ne38 0da
Telephone	01915613535
Referrer's email address	
Source of Contact	
Please Specify if 'Other' above	
Contact Method	Portal Contact
Submitted Self Assessment:	<a href="#">View Submitted Form</a>
Date and time of Contact	02-Dec-2021 17:02
Contact Type	Safeguarding Adults Concern

**END OF PROCESS**