



## Advice for Volunteers on Safeguarding Adults.

### When to report an adult safeguarding concern

Not all adults are deemed Adults at Risk and thus covered by Safeguarding Adult Duties.

The definition of an adult at risk is when a local authority has a reason to believe that an adult in its area (whether ordinarily a resident or not) is:

- in need of care or support (whether or not the authority is meeting any of those needs)
- experiencing, or is at risk of, abuse or neglect
- as a result of those needs unable to protect themselves against the abuse, neglect, or the risk of it

You may want to refer to [The Care Act 2014](#) or [NHS guidance on different forms of abuse and neglect](#), which are wide ranging, before reporting a concern.

If your concern involves a child, you can report this on the NCC [children's report a concern](#) page.

### What is a safeguarding concern?

Information on what is reportable and not reportable under safeguarding adult's duties can be found in the Decision Making Framework document.


<https://www.northamptonshiresab.org.uk/Documents/Policies%20and%20procedures/Decision%20Making%20Framework%20Revised%20March%202019.pdf>


### Consent

When reporting a concern you may need to gain the consent of the person involved, but this is not always possible. This is also known as a person's 'capacity' to understand what is happening.

The Mental Capacity Act states to have capacity a person must be able to:

- understand the information that is relevant to the decision they want to make
- retain the information long enough to be able to make the decision
- weigh up the information available to make the decision
- communicate their decision by any possible means, including talking, using sign language, or through simple muscle movements such as blinking an eye or squeezing a hand

If you are still unsure what capacity is, or what it means, you can read a longer  [explanation of capacity \(PDF 468KB\)](#).

More detail on the Mental Capacity Act can be found in the  [code of practice document \(PDF 952KB\)](#).

If the concern is urgent, contact our **Customer Service Centre on 0300 126 1000, option 2.**

### **Report a Safeguarding Concern:**

You can report safeguarding adult concerns on the Council's website; follow the links to the Safeguarding Adult Pages or alternatively click on the link below.

[https://northamptonshire-self.achieveservice.com/service/Make\\_a\\_request\\_report\\_a\\_concern\\_or\\_abuse\\_to\\_adult\\_social\\_care?Are\\_you\\_a\\_professional\\_or\\_a\\_customer=Professional](https://northamptonshire-self.achieveservice.com/service/Make_a_request_report_a_concern_or_abuse_to_adult_social_care?Are_you_a_professional_or_a_customer=Professional)

**If you are unsure whether or not the matter is a safeguarding one you can call the Customer Service Centre 0300 126 1000, option 2.**