



Somerset
Council

Somerset
Safeguarding
Pathways
Guidance

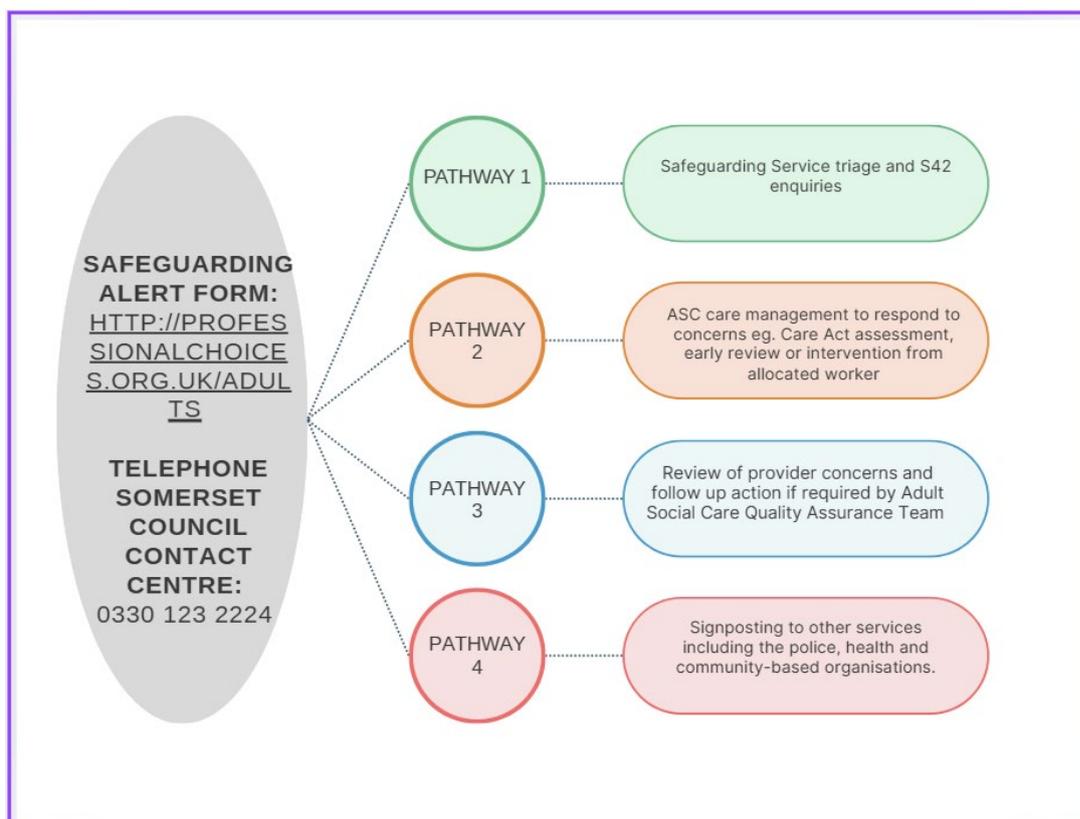
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How to make a safeguarding referral

Safeguarding concerns can be reported to the Somerset Council Contact Centre via the following methods:

- Complete the Professional Choices Safeguarding Alert Form: <http://professionalchoices.org.uk/adults>
- Telephone Somerset Council Contact Centre: 0330 123 2224



Abbreviation notes: ASC refers to Adult Social Care

Screening of referrals

Safeguarding concerns are screened by the Somerset Council Customer Contact Centre. Please note that the term 'safeguarding concern' is sometimes called a 'safeguarding referral'. The purpose of the screening process is to identify the most appropriate pathway to respond to concerns.

Concerns are considered against part of the criteria set out in Section 42 of the Care Act:

1. Does the person have or appear to have care and support needs regardless of whether or not Adult Social Care is meeting those needs?
2. Is the person, experiencing or at risk of abuse, neglect or self-neglect?

As part of the screening process, Contact Centre screeners refer to the Risk Decision Making Tool [SSAB-Risk-Decision-Making-Tool V3.1.1 2025](#), gather information from a range of sources and seek advice and guidance from the Somerset Council Adult Safeguarding Service when required.

Outcomes from screening

The Contact Centre will identify one of 4 potential pathways as an outcome from the screening process.

Pathway 1

If the concern appears to meet the criteria set out in S42 of the Care Act, the concern is forwarded to the Adult Safeguarding Service for a Triage Pathway Decision using S42(1).

Pathway 2

If the concern could be addressed through a care management approach including a Care Act assessment, early review or follow up from an allocated worker, the concerns and request are forwarded to the relevant Adult Social Care Team (Neighbourhood, Mental Health, Learning Disability, Health Interface, Intermediate Care or Transitions team).

Pathway 3

Concerns relating to provider quality are forwarded to the Somerset Council Quality Assurance Team.

Pathway 4

The Contact Centre can signpost to other services including community-based services such as Thrive (Village Agents, Talking Cafes and Carers Service) and Open Mental Health, as well as statutory services including GPs and the police.

The Contact Centre will communicate the outcome of screening and actions taken to the referrer by sending a feedback email.

Escalation Process

To discuss Contact Centre screening outcomes or to escalate a concern, respond to the Contact Centre feedback email.

The Contact Centre will escalate concerns to a Contact Centre Manager, Safeguarding Service Manager or another manager within Adult Social Care depending on the nature of the concern.

Pathways

Pathway 1 – Adult Safeguarding Service

The Adult Safeguarding Service's triage team gathers further information using section S42(1) of the Care Act. This process includes information gathering, checking records/systems, phone calls and/or visits.

Triage workers discuss their findings with the safeguarding manager on duty and a Safeguarding Pathway Decision is made. The target for this decision is 2 working days from when the concern is received by the Adult Safeguarding Service.

Safeguarding Pathway Decision outcomes include:

- The concern is accepted as meeting the criteria for progression to a S42(2) safeguarding enquiry.
- The concerns do not meet S42(2) criteria however due to the level of risk, the concerns are accepted for a non-statutory S42 enquiry.
- The concerns do not meet the criteria for a S42(2) enquiry and can be addressed through a care management or provider quality assurance approach. The outcome of the Safeguarding Pathway Decision and request

for further action such as a Care Act assessment, early review, allocated worker follow-up or actions from the Quality Assurance Team is sent to the relevant Adult Social Care Team.

- The concerns do not meet the criteria for a S42(2) enquiry and no further action is required from Adult Social Care.

The Safeguarding Service communicates the Safeguarding Pathway Decision Outcome and actions being taken to the referrer.

Pathway 2 – Other Adult Social Care Teams

Adult Social Care Teams (Neighbourhood, Mental Health, Learning Disability, Transitions, Hospital, Intermediate Care) triages requests and concerns forwarded to them by the Contact Centre.

Either:

- A worker is allocated/an existing worker follows up
- Advice, guidance or onward referral is provided, or
- No further action is indicated

To further discuss concerns or actions being taken by an Adult Social Care Team, please contact the relevant team directly. If you do not have the contact details for a team or worker, get in touch with the Contact Centre on 0300 123 2224 or by responding to the Contact Centre feedback email.

Pathway 3 – Adult Social Care Quality Assurance Team

The Quality Assurance Team screens concerns and considers other recent intel to decide on the most appropriate course of action.

Actions that can be taken include:

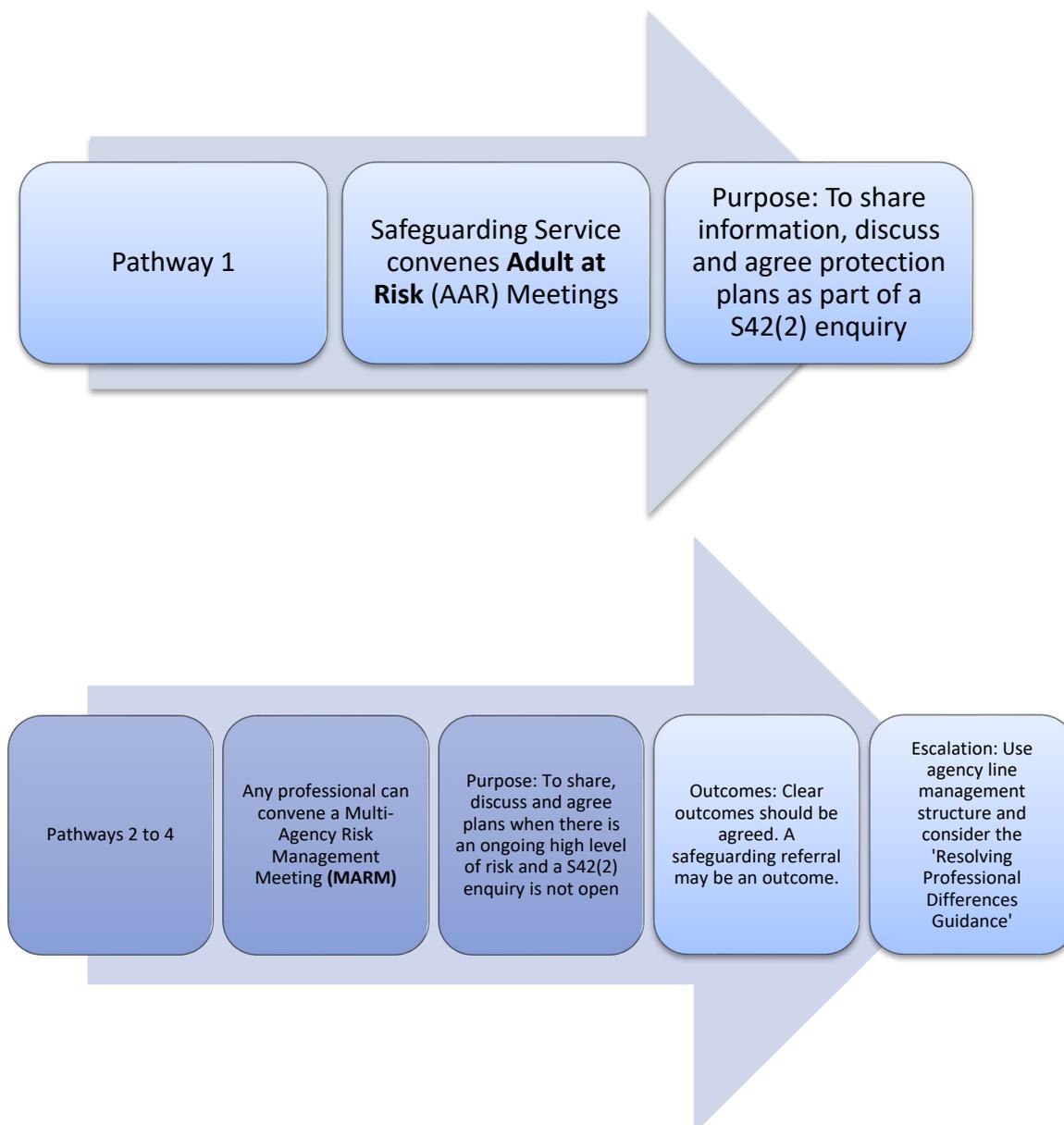
- Concern is accepted for an urgent response.
- Concern is accepted and followed up which may include a Quality Visit
- Concern is recorded on Quality Assurance Intel log and passed to the relevant Quality Assurance Officer for information only.
- Concern is recorded on Quality Assurance Intel log and no action is taken.

To further discuss concerns or the actions being taken, contact the Quality Assurance Team by email: AscProviderQualityAssurance@somerset.gov.uk

Pathway 4 – Other Services

Contact should be made directly with relevant services.

Safeguarding Pathway Meetings



Multi Agency Risk Management Meetings (MARM)

MARM meetings are intended to empower all agencies (in their management of risk) to feel confident to instigate multi-agency risk management meetings in relation to people with complex needs or circumstances who do not require or meet the criteria for a local authority led adult safeguarding enquiry under Section 42 the Care Act (2014).

MARM Guidance: [Practice guidance and resources](#)

How to invite Adult Social Care to a MARM Meeting: Email

adults@somerset.gov.uk with the following in the subject line: MARM Meeting, the persons initials and NHS number if available.

Resolving Professional Differences Guidance

The Resolving Professional Differences Guidance explains how professional differences relating to the safety of adults at risk of abuse should be resolved. It is applicable to all individuals and organisations who have a role in the safeguarding of adults at risk of abuse and supports Somerset's Multi-Agency Safeguarding Adults policy.

Further information including how to make a referral [SSAB Resolving Professional Differences June 2025](#)

Other Meeting Types

Other meeting types such as Multi-agency Risk Assessment Conference (MARAC) and Multi-Agency Public Protection Arrangements (MAPPA) do not replace Safeguarding Pathway Meetings (Adult at Risk, MARM, Resolving Professional Differences); rather they run alongside them when appropriate.

MARAC

MARAC is a partnership approach, its core objective is to share information about domestic abuse victims, perpetrators and families on the highest risk domestic abuse cases between representatives of Children's Social Care, Adult Social Care, Police, Housing, Education, Specialist Domestic Abuse Services and Mental Health and other specialists from the statutory and voluntary sectors. The primary focus of the MARAC is to safeguard the adult victim.

Further information including how to make a referral: [Multi-agency Risk Assessment Conference \(MARAC\)](#)

MAPPA

MAPPA is the process that the Police, Probation and Prison Services use to work with other agencies to manage the risks posed by violent and sexual offenders living in the community.

Further information including how to make a referral: [Multi-Agency Public Protection Arrangements](#)

Professionals' Meetings

Professionals' meetings provide an opportunity to talk with other professionals. A professionals' meeting might be arranged to facilitate multi-agency coordination, share assessments, risk and planning. These meetings are not part of the formal safeguarding pathway in Somerset.

Adult at Risk Meetings and Multi-Agency Risk Management Meetings (MARM) are part of safeguarding pathways in Somerset.

- Adult at Risk Meetings can be convened by the Somerset Council Adult Safeguarding Service.
- When there is not an active S42 safeguarding enquiry open, any professional with concerns about an ongoing high level of risk can convene a Multi-agency Risk Management Meeting (MARM).

Organisation	Somerset Council
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