



Progressing Adult Safeguarding Referrals at West Northamptonshire Council (WNC)

1. Making a referral

Members of the public should make referrals using the [Safeguarding Adults Referral Form](#). Professionals should check the [Northamptonshire Safeguarding Adults Board \(NSAB\) Decision Making Framework tool](#) to ensure the criteria for making a referral prior to completing the same [Safeguarding Adults Referral Form](#).

The referral then progresses to the [2 Triage Referral](#) stage.

2. Triage Referral

The WNC Safeguarding Assurance Hub (the Hub) will receive and review the referral. If further information is required to make a decision, the staff at the Hub will liaise with the referrer to gather the required information. The staff in the hub will then decide if there is enough information available to log the referral as a safeguarding concern, or they will liaise with a Principal Social Worker (the Principal) to decide on how to progress the referral. This will be completed by the Hub within 24 hours.

The referral then progresses to the [3 Liaise](#), or [8 Safeguarding Concern Raised](#) stage.

3. Liaise

The Hub will share the information available and suggest how to progress the referral. The Principal will review the case and decide how to progress the referral.

The referral then progresses to the [4 Decide](#) stage.

4. Decide

The Principal will decide whether to progress the referral to a safeguarding concern, refer on to other services, signpost to other services or add the information to an existing safeguarding concern. They will then communicate the decision with the Hub.

The referral then progresses to the [5 Refer Elsewhere](#), [6 Signpost](#), [7 Existing Safeguarding Concern](#), or [8 Safeguarding Concern Raised](#) stage.

5. Refer Elsewhere

The Hub will refer the case to the appropriate internal or external service and communicate the outcome with the referrer.

The process ends at this stage.



6. Signpost

The Hub will inform the referrer that the referral does not meet the criteria for a safeguarding referral and, where appropriate, signpost the referrer to other services.

The process ends at this stage.

7. Existing Safeguarding Concerns

The Hub will ensure the allocated team or worker that is dealing with the existing safeguarding concern is provided with the information received within the referral. The Hub will then communicate the outcome with the referrer.

The referral then progresses to the [9 Safeguarding Concern Investigated](#) stage.

8. Safeguarding Concern Raised

The Hub will raise the safeguarding concern and allocate it to the appropriate Community Hub team. The Hub will then communicate the outcome to the referrer.

The case then progresses to the [9 Safeguarding Concern Investigated](#) stage.

9. Safeguarding Concern Investigated

The Community Hub team will receive and carry out the investigation process, ensuring to keep the referrer updated throughout.