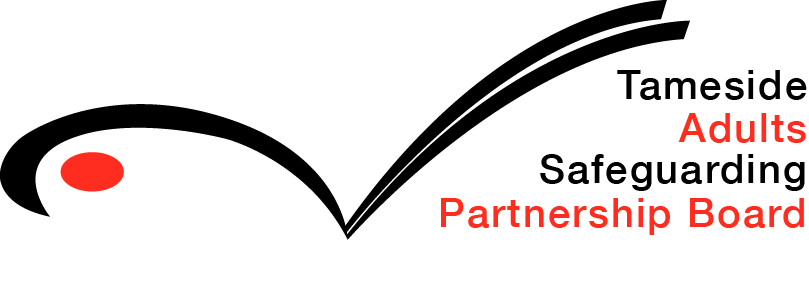
**Review – April 2023**

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Missed Calls Guidance

**Guidance to assist Safeguarding Adult Leads to make informed decisions when to invoke TASPB Safeguarding Adult Procedures, when responding to Missed Calls**

On occasions Safeguarding Adult Leads are made aware of a ‘missed call’ i.e. a professional visit has been missed.

Across organisations, practitioners have various practices and procedures and should follow their own organisations procedures around missed calls. To assist practitioners to consider whether the safeguarding adult procedures should be invoked and is the most appropriate option to support the adult who is a ‘victim’ of this omission, Tameside Adult Safeguarding Partnership Board (TASPB), have produced this guidance.

**Provider Response to a missed call:-**

In response to the contractual obligation to apply the Tameside Adult Safeguarding Partnership, Safeguarding Adult Procedures, the Provider will contact the appropriate Safeguarding Adult Leads in the organisation that commissioned the service and confirm:-

* date and time of missed call
* time taken to respond to the situation
* action taken to respond to the situation
* the consequences for the service user

**Checklist to invoke the Safeguarding Adult Procedures**

**It is the Safeguarding Adult Leads decision to invoke the safeguarding adult procedures.**

**If the Safeguarding Adult Lead answers ‘yes’ to any of these, then the Multi-agency Safeguarding Adult Procedures should be invoked:-**

* the person does not receive a visit, and no other contact is made to check their well-being and safety, resulting in them suffering harm
* victim has experienced significant harm
* there is a high risk that the situation may occur again
* a protection plan is required to prevent future harm to the service user/s
* possibility of a crime being committed
* the situation could be due to poor practice
* there has been a recent previous incident
* invoking the safeguarding adult procedure will assist the victim
* Consider the impact on multiple victims

*The Safeguarding adult leads also needs to consider the context of the situation and the individuals concerned.*

*Safeguarding adult leads should contact another Safeguarding adult lead for a second opinion if they have reservations regarding their decision.*

***All actions should be documented and organisations should ensure there are appropriate systems in place to identify previous missed calls.***

**APPROPRIATE ACTIONS IN RESPONSE TO MISSED CALLS TO SAFEGUARD ADULTS AT RISK FROM HARM**

**SAFEGUARDING ADULT PROCEDURES INVOKED**

**YES**

**RECORD INCIDENT IN ORGANISATIONS INTERNAL RECORDS**

**SAFEGUARDING ADULT LEAD NOTIFIES JOINT COMMISSIONING AND PERFORMANCE MANAGEMENT TEAM OF INCIDENT AND OUTCOME**

**NO**

**SAFEGUARDING ADULT LEAD MADE AWARE OF MISSED CALL**

**RECORD INCIDENT IN ORGANISATIONS INTERNAL RECORDS**

**COMPLETE SAFEGUARDING ADULT PROCESS**