Bath and North East Somerset Council

Adults Portal User Guide Part 1:
Getting Started & Completing a Safeguarding Concern

Portal User Guide Part 1: Getting started and completing a safeguarding concern.

All names and details in this guide are fictious and do not represent any real case.

There are hyperlinks in the contents page and throughout the document to help you move around the sections.

Liquidlogic Adult System (LAS) is the main case management system used by Adult Social Care (ASC), the web portal links directly to this system for easier and more secure communication between third parties and ASC.

Version Control:

Date	Author	Version	Summary of Changes
23 Dec 23	Elaine Beaumont	V0.1	First draft
18 Dec 24	Hannah Tucker	V2	Changes after version 24 LAS upgrade
23 Apr 25	James Sawford	V.2.1	Review after version 24 LAS upgrade

Review and Approvals:

Role	Name	Approval Date
Safeguarding Lead	James Sawford	23/04/2025

If you need assistance

Any technical difficulties, such as 'code not received', portal down etc.

Email: **LiquidLogic_AdultsHelpdesk@BATHNES.GOV.UK**

Call: **01225 396 476** – Liquidlogic Adults Helpdesk

For any problems regarding the referral content itself.

Call: **01225 394 200** - The adult safeguarding duty number

Contents

This guide covers Referrers highlighting people that they are concerned about to the Safeguarding Team directly through the Adults Portal.

See **Part 2: Portal User Guide on managing your portal account** for responding to emails, updating details, and sending messages through the Adults Portal.

Remember if life is under threat – Dial 999.

Finding the Adults Portal landing page

Public route

The public haven't been given access to the portal yet.

Professional route

Professionals are expected to register with the portal so that the Safeguarding team can follow up the referral received.

Use the Safeguarding Portal link in your web browser: adults.bathnes.gov.uk/web/portal/pages/home

We recommend that you make this a favourite or add it as a shortcut to your desktop.

The Adults Portal landing page will open with buttons for each of the services or information that you can access through the portal. It is still under development so you may find that the following list has changed since this document was produced.

Options include:

- Adults Services Home page
- Link to finding Local Wellbeing, Care and Support Information
- Information on potential charging
- Making a referral
- Reporting a Safeguarding Concern

For safeguarding issues, choose **Reporting a Safeguarding Concern**

Moving round the form

You can use the menu on the left to jump around the form but also on each page you have options to Print, Save for later, Create PDF, Close or Cancel.

Print works depending on your printing setup. We recommend that you always **Save for Later** first before you **Close** if you are planning to complete the form later.

Create PDF can be used if you need to share the form with colleagues but should not be used to submit the referral via email to the Safeguarding Team as they will only accept referrals via the portal.

Take care using **Cancel** as this will remove the form entirely and you will have to start again if you didn't mean to choose this option.

Reporting a Safeguarding Concern

To reach the Safeguarding team direct from the Portal page; click on the **Reporting a Safeguarding Concern** button.

The process always opens with the guide page. This explains how to use the portal form. There are arrows to go forward and back through the pages. Do not use the browser 'Back' button as you will lose your work. An asterix against a question and red text questions indicate that the question is mandatory.

Click **Next** at the bottom of the screen to continue.

The next screen asks for your alternative contacts should you be unavailable. Here you can login or register. In the table, the professional records their role and agency for example Ward Nurse, RUH. It is useful to record who can answer for you if you are unavailable so that any safeguarding action isn't delayed.

Login or Registering on the Portal

The first time that a professional uses the Portal to complete a referral, they will also need to register. They will only need to do this once and then they will be able to login anytime.

Registration informs our computer system of the referrer's email account so that email prompts can be sent automatically.

All links, referrals and other correspondence is recorded in the case file of the person concerned so it is important that all communication is professional and appropriate.

Registering on the Adults Portal

You will need your work email and contact details to complete the registration. Once the initial form is completed, you will receive a validation email to confirm the email link. You will receive all future email correspondence at this address.

If it is your first referral, go to the section for **first time referrer** which explains registering for your portal account. If not, continue to the next section on logging into the portal once you have an account.

How to login to the Adults Portal

Using the weblink provided to open the Adults Portal page.

Click to **Login** if you already have an account. In the table, the professional records their role and agency for example Ward Nurse, RUH. It is useful to record who can answer for you if you are unavailable so that any safeguarding action isn't delayed.

In the secure login page – add the email that you registered.

Click on **Submit**.

You will now receive an email to that account to verify the account.

Open your email and copy the code sent.

The email will be titled 'Your custom code for B&NES Adults Portal login'.
Paste the code into the code field in the portal. Click **Finish** to progress.

Now that you have logged on securely you can begin to make a referral.

If you need assistance

Any technical difficulties, such as 'code not received', portal down etc.

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First time referrer

On your first visit to the portal, you will need to register so that you have an account with Bath & North East Somerset Council portal. This will allow you to send in referrals and include documents about the people you are working with.

Before starting, make sure that you can access your works email account so that you can pick up the confirmation emails and codes needed to register.

From the Portal landing page – select the referral you wish to make. Click **Next** to continue and then - click to register.

This opens a secure login screen. For new users – choose **register for a new account**. There are two places on the screen that you can use. The hyperlink at the top or the **Register for new Account** button in the bottom right corner.

Regardless of which one that you choose - the screen will change so that you have a form to register for your new account. Tick that the account is being used in a professional capacity. The form will change to ask about the role and the organisation you work for in relation to the person you are making the referral for.

At the next step, record the email you want all correspondence to go to – this should be your work's account and set a password. Note the password policy details listed:

Your password must meet the following requirements –

It must be at least 12 characters long

It must contain only letters, digits and special characters

It must contain at least one letter

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

It must be different to your current password

Once your password is set, click **Next** to continue to the email confirmation step.

An email with a verification code will be sent for adding to the Stage 3 page.

Open your email and copy the verification code sent it is usually 6 digits.

Add the code from your email into the step 3 – code field.

Click **Next**.

Follow the instructions on the screen to complete the process.

Account Already Exists

If you have registered previously and try to register again, you will be reminded that you already have an account at that email and you will be able to reset your password if you need to.

When to make a Safeguarding Concern referral

A safeguarding referral should be made when:

- An adult (person 18+) has an appearance of need for care and support.
- That person is at risk or has suffered abuse or neglect.
- Due to their needs, they are unable to protect themselves.

Starting a Safeguarding Concern referral

Once you have signed in, the safeguarding concern can be completed. The next page confirms who you are and your contact email. Remember that prior to starting the new referral, you have been asked to include details of other contacts to avoid delays in progressing the referral, especially important when you are due to go on holiday etc.

Clicking **Next** will open the **Adult at Risk details** screen.

You can return to any page by selecting from the menu on the left.

Remember that the red asterisk represents mandatory questions. If you don't complete these questions, you will not be able to progress.

First, make sure that you are reporting to the correct council for the person concerned.

We deal with any safeguarding adult concerns that **occur** in the BANES area regardless of where a person is from.

If the person concerned reports that the safeguarding issue occurred outside of the BANES area, there is a link to a government website to assist as to which council to report to.

Copy and paste the URL address into your search engine: https://www.gov.uk/find-local-council

Add the postcode for where the incident took place and click **Find** for the relevant council.

Completing the referral

The questions completed here will inform the database held by the council. This should avoid repeatedly answering the same questions such as name, address and DOB. Here each question has been set out. There is a quick guide version to use later if you only require a prompt as to where to start and not this level of detail.

What does a 'good' Adult Safeguarding referral look like?

The answers in the referral need to be clear and specific. Areas to consider include:

- What are you concerned about? What (potential) type of abuse or neglect is affecting the adult?

- Why are you referring this now?
- What is the current impact on the adult and/or others in the situation? Including on their wellbeing?
- Does the adult have care and support needs?
- What is working well in supporting the adults' wellbeing and the strengths in their life?
- What are the complicating factors? For example, is the adult experiencing duress, are they being controlled?
- What is your perception of risk and level of risk - to the person, children, others?
- What actions have been taken so far?
- What does the adult want to happen?
- Any relevant historical information – has this adult been referred previously and what was the outcome?
- Any reasonable adjustments (e.g. to support effective communication) or additional support/advocacy input that might be needed to enable the adult to understand and be involved in the safeguarding enquiry.

This information can be built as actions (inside or outside of the S42 duty) to progress and deliver a positive impact for the people concerned.

The Referral Form: Who is this information about?

In the first question there is a drop-down menu to cover several possibilities.

Myself - You may be reporting a safeguarding incident where you didn't feel safe and wish to raise this concern.

Named individuals – These are people that you are already linked with, and for whom you may be submitting further concerns. Choosing one of these people will help prepopulate the form with details you have recorded before such as their address. You will be able to edit this data if things have changed.

Someone else – a new member of the public that you haven't been linked with previously.

Someone else in a professional capacity – Someone that you might be working with/ for and about whom you have a concern.

Date of Birth/Age

For the next section, you can record their date of birth if you know it or can add an estimate. Alternatively, you can estimate their age and record that instead. Whichever option you choose the system will grey out the other choice – the system will calculate age or estimated date of birth based on your contribution.

Gender and Ethnicity

We are required to report on these characteristics to central government and to record what gender a person was registered as at birth. The list of possible *Ethnicity* options reflects what is used for government returns.

Address

To record a person's address; add the **postcode** and click to **Find Address**.

If the address is out of the area or not found – select **Enter Address** and complete the mini-form. This will give you the chance to record a specific address or one which is not on the database yet such as

new build properties. The Safeguarding Team will arrange for the 'new' address to be added to our LAS database for future reference.

If the address is unknown – record **UNKNOWN** in the mandatory **Postcode** field.

If the adult has no fixed abode, please provide their last known whereabouts within the free text box below.

Further Information – client details

Pseudonyms and previous names are useful for matching clients with old records similarly with previous addresses. GP details are mandatory but if **unknown** please record as such.

Referral Information

This next section captures details about the incident and the outcomes hoped for by the people involved.

The question 'are safeguarding adults issues indicated?' seems obvious but is required to trigger the correct version of the form that the Safeguarding Team use in LAS. Select **Yes** to progress.

Consent and awareness of the referral

When recording if the person is aware that you are contacting us? This is likely to be No and you will add a reason such as unable to gain consent or it is not practical to gain consent because of the nature of safeguarding requests.

Under GDPR, it is important that we record consent around sharing a person's details where appropriate. Via the **question mark** next to this question, we have set out the legal details for when we don't require consent.

If the person is aware, we want to know what outcomes they hope to achieve from this process.

Consider in terms of desired outcomes:

- What does the adult want to happen?
- What support is the adult seeking to achieve their outcome?
- How does this fit with existing support?
- What support do you think they need?

We do not expect immediate risks to safety to be sent to the Council - You are reminded that if this is an emergency to dial 999.

Summary Details

Here you record the type of abuse and the location of the incident. The types of abuse are those set by government for the council to report against.

The location options are varied but there are options for '**other**' and '**not known**' if required.

You then provide a professional summary. This might cover:

Situation – What has happened? When did it happen? Is it still occurring?

Risk – What is your perception of risk or level of risk – to the person, children, others?

Complicating Factors – What are these? For example, is the adult experiencing duress, are they being controlled?

Action – What actions have been taken so far?

If you require more rows. then click on the green **PLUS** symbol.

Details of the person alleged responsible.

Any details of the person alleged to be responsible or posing a risk should be captured here.

We have included **No** and **Unknown** as choices deliberately.

No means 'no one knows' while **Unknown** means 'we don't know but could find out eventually'.

Representatives and Advocacy

If possible, ask the adult if they want someone to be involved in their safeguarding/discussions around their safety/current situation?

If yes, the follow up question is of that person's suitability to act in this capacity. The Question Mark provides further information about the role of the advocate.

If no, the question is asked about the person's ability to represent themselves and if they need advocacy.

Historical Incidents

Here we are looking for details on previous similar incidents. This should cover:

- Whether a safeguarding referral was made? If so, were further safeguarding enquiries made?
- Details of the protection or safety plan that was/is in place currently.

If yes, then more details are sought about the protection plan.

The question is repeated about any previous concerns over the person alleged responsible.

If yes, the safety plan details are asked for.

Other Risks

If yes, provide further details and there is a link to inform Children's Services found by click the Question Mark symbol.

Professionals, Agencies and Others

This is a mandatory question and an open text box so, record as much detail as is possible. This informs the Safeguarding Team of the work done to resolve things so far and the ongoing support around the person. If necessary, continue on a separate sheet and attach it within the form at the end.

Further Information Questions

These questions cover off other areas of use to the Safeguarding Team especially in terms of communication with the person concerned.

We have included **No** and **Unknown** as choices deliberately.
No means 'no one knows' while **Unknown** means 'we don't know but could find out eventually'.

For each of the next questions, where **Yes** applies – further details are requested.

If it is **Yes** for LPA – record details in the following box and attach copies at the stage when attachments are added.

If **Yes,** regarding other support received include details of previous referrals or care assessments.

For the question on support from the voluntary, community and social care sector. This should include:

- Details of that support or care.
- Who from? What the care entails and the time given if not wholetime in a care home?
- If there is any contingency planning.

Non-paid support is captured in the next question. This should include:

- Care that they receive from a spouse, neighbour or friend
- If so, have you been able to discuss whether they want support in their caring role?
- Is there a Carer's Emergency Plan in place?

When recording the Primary Support Reason (PSR) – choose the nearest option to the current situation. Adults can have multiple support reasons, caused by multiple needs.

Please try and select the most appropriate one to the current situation e.g. what is the presenting support reason in this abuse situation? Then add how this support need impacts on the adult's ability to protect themselves.

The Safeguarding Team will be able to record additional Support Reasons on LAS but for this referral, they only require an indication of what you consider is appropriate and the impact at this time.

Finally record how the abuse impacts on the adults needs and/or emotional wellbeing?

If yes, how does the condition affect the person's ability to protect themselves and/or impacts on their wellbeing?

Having completed the further information questions to the best of your ability – click **Next**.

Now you can attach relevant documents in support of your safeguarding concerns.

Choose the upload document function to search your own computer drive to upload your documentation. Once added a list will be generated for all the attachments – you can remove any if necessary.

It is unlikely that you would go over the limit, however, if you did need to send additional documents you can submit them through the portal at any time once you have your dashboard.

See Part 2: Guidance on Using the Portal Dashboard.

Completing the form
Finally, click on the **Submit to Local Authority** button – you are given a final chance to confirm that everything is in order. Click - **Submit**

Confirmation of form submission

You will see a confirmation screen once the referral has been submitted.

The referrer will also receive an email confirming the receipt of the form.

Further Guides
There is also a quick guide for getting started to use as a prompt without all the detail.

In the event that, the portal is unavailable for any reason, the web page will redirect you to alternative methods of communication or failing that use the contact details provided:

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