

11. Roles and responsibilities

11.1 Introduction

The multi-agency policy identifies distinct roles in the protection of adults. It is recommended that all agencies and service providers consistently refer to these roles within their own local/internal operational procedures with the following titles:

- Alerters.
- Investigators
- Responsible Manager for Safeguarding Adults
- Lead Officer for Safeguarding Adults
- Safeguarding Adults Board

Non-statutory services such as residential care homes, supported living providers and domiciliary care agencies need to identify a named individual for Alerter's to report to. This is most likely to be the registered manager in a registered service, but can be a senior member of staff who has been given the Safeguarding Adults role. Non-statutory services do not need to identify Investigators or Lead Officers for Safeguarding Adults. The named individual is responsible for reporting all actual and suspected incidents of abuse to one of the statutory agencies.

11.2 Alerters

Anybody could see abuse taking place, be told about abuse or suspect abuse is occurring. The Alerter's duty is to report this.

Alerters can be anybody - health workers, nurses, domiciliary care staff, social workers, college staff, housing workers, day centre staff, residential and nursing home staff (at any level of seniority), carers or any member of the public.

The Alerter must record their general concerns plus any action taken and pass this to their named Manager for future reference.

The vulnerable adult should be informed of the intention to report this information, where it is safe and appropriate to do so.