

12. Responsible Manager

The term 'Responsible Manager' refers to the manager of the team where the referral is received. That person has overall responsibility for ensuring that the correct procedures are followed according to the multi agency policy and practice guidance.

- 12.1 Responsible Managers are nominated senior staff from the statutory lead agencies
- 12.2 The Responsible Managers are responsible for ensuring an initial risk assessment is undertaken to identify the level and urgency of risk and response.
- 12.3 They must ensure immediate action to co-ordinate an appropriate response. This may include convening and chairing a Strategy Meeting, either in person, by phone or e-mail, or a multi-agency Safeguarding Adults Case Conference.
- 12.4 Situations may arise where identified risk is low or concerns fall short of an allegation or disclosure. Many of these situations may be resolved between the vulnerable adult and the staff member concerned, with support from the Responsible Manager. Assistance may be required from another agency without escalation to formal safeguarding adult procedures. If further action is required following emergency intervention, or a specific incident or general concern is reported, the Responsible Manager must determine what further action should be taken by their own or another agency. That agency may be required to take further immediate action to ensure the individual is no longer vulnerable or that the risks have been reduced, for example, an emergency placement.
- 12.5 Where the Responsible Manager is contacted or already represents the most appropriate agency, it is their responsibility to ensure that an initial risk assessment is undertaken to identify the seriousness or extent of the abuse.
- 12.6 The lead agency Responsible Manager must then use their agency's risk assessment to determine whether there is any indication that a criminal offence may have been committed. If this is the case, the Police should be contacted immediately. In addition, the Responsible Manager must determine the level of urgency for the convening/co-ordinating of either:
 - A Safeguarding Strategy Meeting (within a maximum of five working days)
 - or
 - A Safeguarding Case Conference.
- 12.7 A record **must** be kept of all contacts and action taken, including telephone conversations.