Escalation protocol. No contact Immediate welfare/safeguarding concern.

| Person with immediate Welfare/Safeguarding concerns. | • Attempt contact by preferred communication method (if known)/ viewed and undertake welfare visit. If unable to reach, attempt further visit and consider escalation. |
|---|--|
| E.g, no one had sight, high risk of harm | • For all self neglect/hoarding a face to face visit must be made. |
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| | |
| Consider if there are | YES- Can somebody assist in making contact or visiting? |
| family/friends/neighbours or professionals, services visiting or could assist engagement | NO. Attempt Visit, re-attempt phone contact/visit. If all attempts (calls, text, emails unnanounced visits) have failed, escalate to supervisor/ senior/ Team Manager. |
| | |
| | |
| Contact Made? | YES- continue support as appropriate including arranging follow up visits/ agreed actions. Consider involvement of other professionals and/ or safeguarding meeting. |
| | • Have you visited/ viewed the property? Are all risks understood? If not attempt home visit and escalate to supervisor if unsuccessful. |
| | |
| | If all communication attempts/ unnanouced visits have failed |
| No contact made | escalate to Management as a case for concern. Please do not close your involvement without risk assessment or manager approval. |
| No contact made | Team manager will consider if this case needs escalation to Operational Managers/Head of Service |
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Escalation protocol. Unable to engage/contact no immediate welfare concerns.

