

Telford & Wrekin Safeguarding Adults
Guidance notes SA16
Outcomes for Safeguarding Adults Closure

A **referral** is defined as *a report of risk of potential abuse, harm or neglect which leads to investigation under the safeguarding process, as listed above in SG001.*

The burden of proof should be consistent with the civil standard of proof required for internal discipline referred to in 'No Secrets' which is "on the balance of probabilities". For the purposes of this return a **concluded referral** is defined as *when the active investigation has been undertaken and where the formal conclusion is recorded as one of the following:*

Substantiated – fully - *This refers to cases where "on the balance of probabilities" it was concluded that all the allegations made against the individual or organisation believed to be the source of the harm or neglect were proved. Where allegations of multiple types of abuse are being considered against an individual or organisation then all will need to be proved for it to be defined as fully substantiated.*

Substantiated – partially - *This refers to cases where there are allegations of multiple types of abuse being considered against an individual or organisation. Verification will be partial where "on the balance of probabilities" it was concluded that one or more, but not all, of the alleged types of abuse were proved. For example, a referral that includes allegations of physical abuse and neglect, where the physical abuse can be proved on the balance of probabilities, but there is not enough evidence to support the allegation of neglect will be partially substantiated.*

Inconclusive - *This refers to cases where there is insufficient evidence to allow a conclusion to be reached. This will include cases where, for example, the individual subject to the referral, the individual believed to be the source of the risk or a key witness passed away before they could provide statements as part of the assessment or investigation.*

Not substantiated - *This refers to cases where "on the balance of probabilities" the allegations are unfounded, unsupported or disproved.*

Investigation ceased at individual's request-*This refers to cases where the individual at risk does not wish for an investigation to proceed for whatever reason and so preclude a conclusion being reached. Referrals which proceed despite this, for example where a local authority has duty of care to protect other residents in a care home setting or multiple individuals in supported housing, will not come under this definition.*