

Adults Social Care Portals

DoLs & Safeguarding

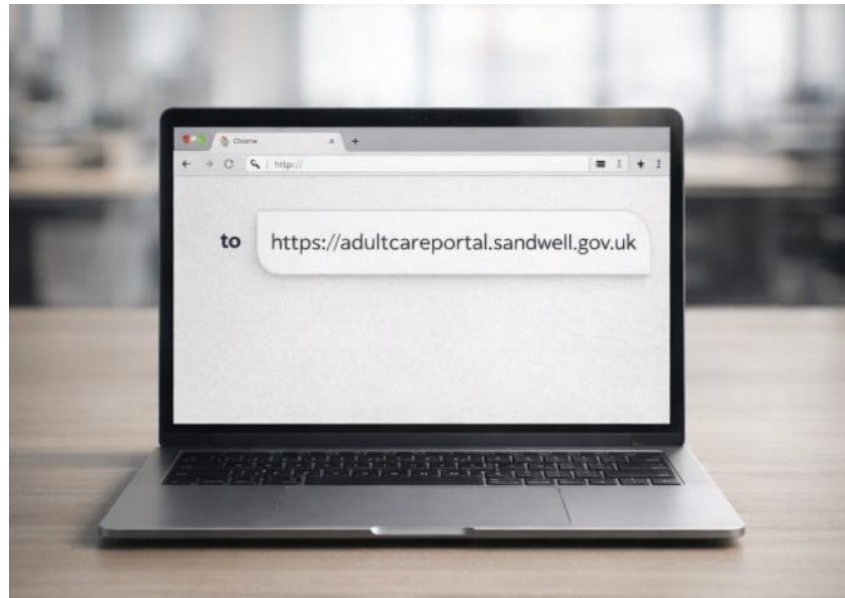


Quick User Guide for Professionals

April 2026

Finding the Adults Social Care Portal

- Go to <https://adultcareportal.sandwell.gov.uk> via your internet browser
- Please do not share this link with any other organisations

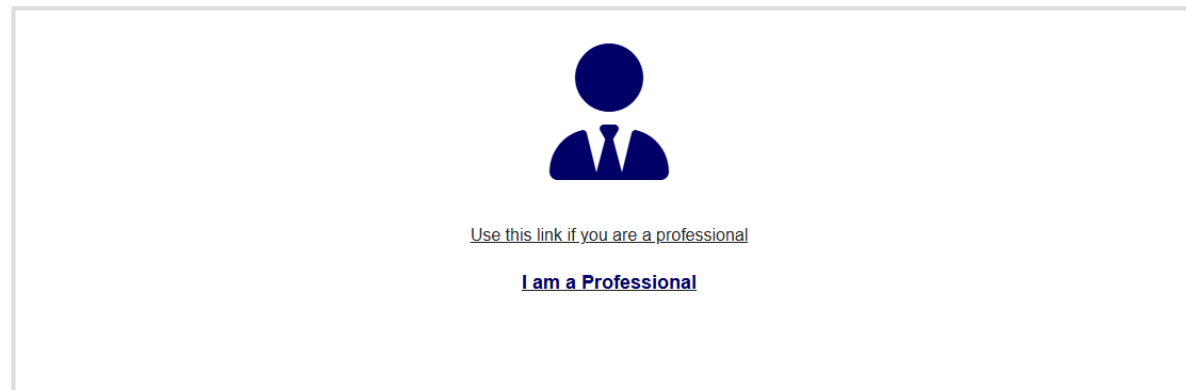


Logging into the Portal

- You can click on “My Account” to register for account you don’t have one or log in with your existing account
- If you don’t do this, you will prompt to log after completing the first set of questions on the form

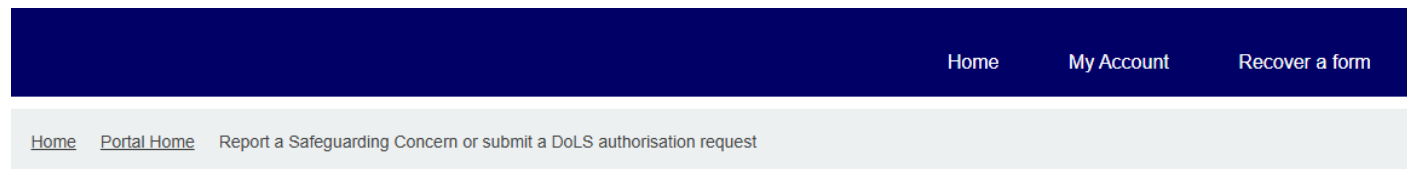


Welcome to Sandwell Adults Social Care Portal



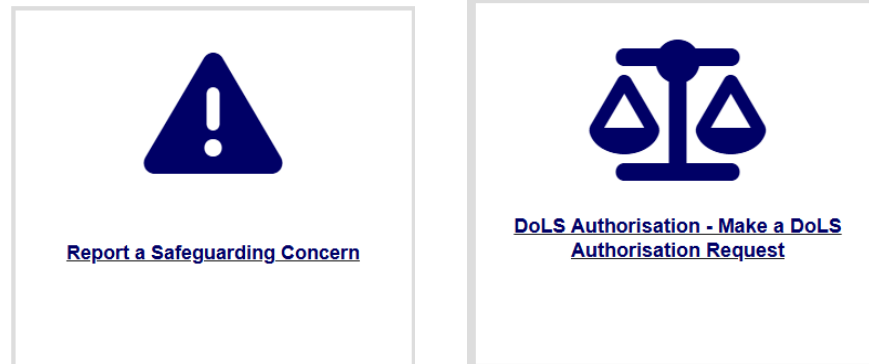
Portals Forms

- Use the first page to select the type of form you wish to complete Safeguarding or DoLS
- Then use the next stage to select the exact form



Report a Safeguarding Concern or submit a DoLS authorisation request

This portal can be used by professionals to submit a Safeguarding Concern or to submit a DoLS Authorisation request



Completing the Form

- Follow the instructions online to complete the form
- Enter the required information
- Remember all fields marked * are mandatory
- Upload any supporting documents
- Please save your form regularly

[Home](#) [My Account](#) [Recover a form](#)

[Home](#) [Portal Home](#) Safeguarding Adults professional concern

Safeguarding Adults professional concern

1 Explanation of a Safeguarding Concern >

2 Is this a Safeguarding Concern? >

3 Alleged Person >

Explanation of a Safeguarding Concern

Safeguarding Adults: Reporting a Concern

If you believe an adult is at risk of abuse or neglect, please fill out this form. It helps us investigate and protect vulnerable individuals who may be suffering harm. This includes providing support and ensuring the adult receives the necessary protection and care.

When to Use This Form:

- If you suspect or witness any form of abuse or neglect involving a vulnerable adult.
- If you are concerned about someone's safety or well-being.

Examples of Abuse Include:

- Physical Abuse: Hitting, slapping, or inappropriate use of restraint.
- Emotional/Psychological Abuse: Threats, intimidation, or verbal harassment.
- Sexual Abuse: Any form of unwanted sexual activity.
- Neglect: Failure to provide necessary care, food, or medical treatment.
- Financial Abuse: Misusing someone's money or property.
- Discriminatory Abuse: Abuse based on race, age, disability, or other protected characteristics.
- Organisational Abuse: It can be neglect or poor professional practice as a result of the structure, policies, processes and practices within an hospital or care home.
- Domestic Abuse: An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or



Review & Submit

- Check your detail's before sending
- Submit your form
- Download a PDF copy if you need a copy for your records
- Completed forms appear in Submitted Forms

Home

Binda Rana

My Account

Recover a form

Submitted Forms

Update Details

Logout

Home

Portal Home

Submitted Forms

Submitted Forms

Home

Recover a form

View Submitted Forms

Your form was submitted successfully

Recently Submitted Forms (Last 30 Days)

Description	Name(s)	Date	Response	Unique Reference	Version
Portal Safeguarding Concern	eee ee	22 Apr 2026	No response posted	LL-TM-I35A-SFBWB0	1
Portal - Safeguarding			No response		



What Happens Next

- Your form will automatically go to Adults Social Care immediately
- The form will be screened and passed onto the appropriate Team
- A practitioner will review the submitted form and decide the outcome
- If any further information is required, you will be contacted by email or phone
- You will receive an automated email with the outcome



Help & Support;

For queries or support email:

- Safeguarding Referrals - Safeguarding_adults@sandwell.gov.uk
- DoLS Referrals - DoLs_Administrators@sandwell.gov.uk

