



Adults Social Care Portals

DoLS & Safeguarding



User Guide for Professionals Submitting Portal Referrals



Document Version History

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Purpose of the Guide

This guide is for professionals who submit Safeguarding and Deprivation of Liberty Safeguards (DoLS) referrals using the Adult Social Care Portal.

It explains what happens after you submit a referral and what information is needed to help the local authority process it quickly and accurately.

1. Who This Portal Is For

The Adult Social Care Portal should only be used by professionals who submit safeguarding or Dols referrals.

What Happens When You Submit a Referral

When you submit a referral through the portal:

- Your form is sent electronically to Adult Social Care
- It is received by the council's case management system, Liquidlogic LAS
- Your referral appears in an internal work queue for processing

This usually happens after you have submitted the form.

2. Types of Forms You Can Submit

You can submit Safeguarding and DoLS forms via the portal.

3. Safeguarding Forms

The following safeguarding forms can be submitted through the portal:

- Safeguarding Concern form
- WMAS Safeguarding Concern form
- Safeguarding Request an Update form

4. Deprivation of Liberty (DoLS) Forms

The following DoLS forms can be submitted:

- DoLS Form 1 – Standard Authorisation
- DoLS Form 2 – Standard Reauthorisation
- DoLS Form 1 – Urgent Authorisation
- DoLS Form – Urgent Extension of Urgent Extension
- DoLS Notification of death or relevant person discharged
- DoLS Request update

5. How Your Referral Is Checked

Once your referral is received:

- Adults Social Care view the information you have submitted
- They check whether the referral meets the criteria to be progressed
- They confirm that the referral has been submitted by a professional

Important

Providing complete and accurate information helps avoid delays or follow-up requests.

6. Matching the Person to Existing Records

Adults Social Care will try to match the person you have referred to an existing record.

The system uses the information you provide, including:

- Full name
- Date of birth or age
- Address details

If a match is found, your referral is linked to the correct person.

If no match is found, a new record is created using the information you submitted.

Because portal submissions are used to create or match records:

- Please double-check spelling of names

- Enter dates of birth accurately where known
- Include full address details where possible

7. When Further Information Is Needed

Further information will be required if your referral:

- Is missing key information
- Is missing required attachments
- Needs clarification

Adults Social Care may reach out to you to obtain additional information prior to advancing the referral. Communication will occur via email or telephone rather than through the Portal.

This procedure ensures that the referral is managed accurately and securely.

8. When a Referral Cannot Be Progressed

In some cases, after review, a referral may not be progressed because:

- It does not meet the required criteria
- It was submitted in error
- It falls outside Adult Social Care responsibilities

If this happens, the referral will be closed and will be informed.

9. Starting the Contact Process

For valid referrals:

- Your submission automatically starts the Adult's Social Care internal contact process
- This ensures the referral is allocated and actioned under the correct statutory or operational pathway

You do not need to take any further action once the referral has been submitted unless you are contacted for more information.

10. Good Practice When Submitting a Referral

To help your referral be processed quickly:

- Complete all mandatory fields
- Provide clear and factual information

- Attach any relevant documents
- Check details before submitting

11. Ways to Register for the Adult Social Care Portal

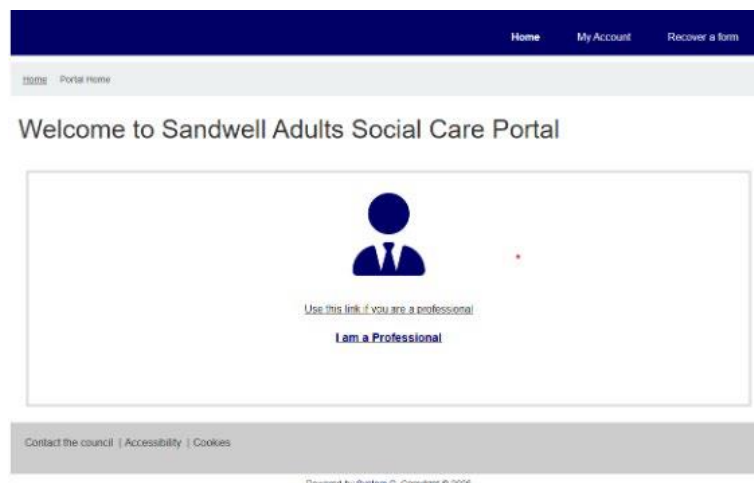
There are two ways for professionals to create an account on the Portal to submit referrals to Sandwell Adult Services:

1. Register manually without completing a referral form. This is useful if you want to register, log in, or resume an open but unsubmitted referral later.
2. Register while completing a referral form. This option allows you to register and submit a referral at the same time, saving time.

12. Option 1: Register Manually

Step 1: Open the registration page

1. Go to the Portal home page.
2. Click My Account in the top right-hand corner of the banner.



3. Under the New user's section, click Register for a new account.

Home Portal Home Secure login - step 1

Secure login - step 1

New to Sandwell Adults Social Care UAT (Test) Portals? [Register for an account here](#) or use the button below.

Already using Sandwell Adults Social Care UAT (Test) Portals? Sign in below.

Existing users

Email

Password

For additional security, we will confirm your account by sending an authentication code to your email address.

[Submit](#) [Cancel](#)

[Forgotten password?](#)

New users

If you're new to Sandwell Adults Social Care UAT (Test) Portals, sign up for an account here

[Register for new account](#)

Step 2: Enter your personal details

1. Complete all required fields.

Home Portal Home Register a new account - step 1

Register a new account - step 1

Forename *

Darren

Surname *

Test

Phone number

123456789

☐ Is this account being used in a professional capacity?

Property name

4

House number or name

Street *

Test Street

Area

Town/City *

Birmingham

County

Postcode *

B69 3DE

[Next](#) [Cancel](#)

2. Fields marked with a red * are mandatory and must be completed.
3. If any mandatory fields are missed, the system will highlight them.
4. Click Next to continue.

Step 3: Set up your email address and password

1. Enter the email address you want to use for referrals. This should usually be your professional or work email.

2. Create a password that meets the password policy shown on the right-hand side of the page.
3. Click Next.

Step 4: Confirm your email address

1. An 8-digit confirmation code will be sent to your registered email address.

2. This may take a few minutes to arrive.
3. If you do not see the email, check your junk or spam folder.

If you do not receive a code:

- Click Please send me a new code to request another one.
- If it still does not arrive, click Back, check your email address is correct, and submit again.
- Enter the confirmation code and click Next.

Step 5: Registration complete

- If successful, you will see a registration successful message.
- You will be logged in to the Portal and can start completing and submitting forms.

13. Option 2: Register While Submitting a Referral Form

You cannot submit a referral form without being registered and logged in.

Step 1: Start a referral form

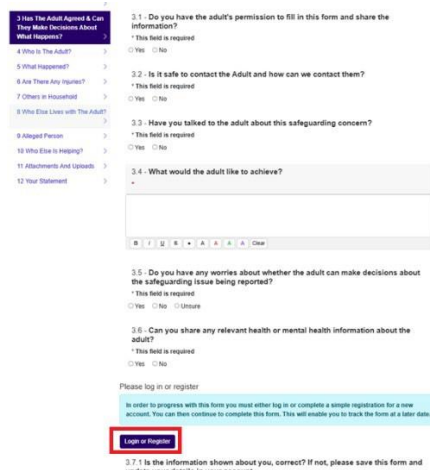
1. Open the relevant referral form in the Portal.
2. The register or login option will appear within the form. Its location may vary.
3. In this example, the option appears in Section 4: Your Details of the WMAS Safeguarding Referral Form.

Step 2: Complete screening questions

- Some forms include screening questions to check eligibility.
- Once these are completed successfully, you will be able to register and continue with the form.

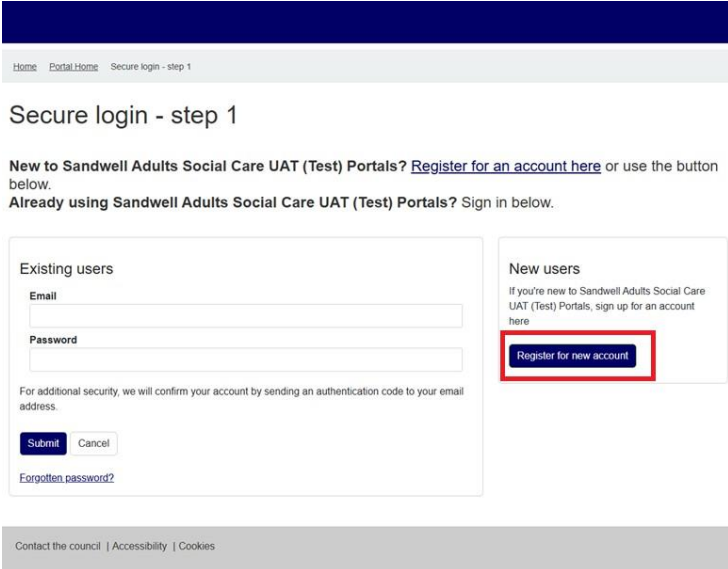
Step 3: Register from within the form

1. Click Login/Register in the relevant section



The screenshot shows a web form titled '3. Has The Adult Agreed & Can They Make Decisions About What Happened?'. It contains several sections with questions and checkboxes. Section 3.1 asks 'Do you have the adult's permission to fill in this form and share the information?'. Section 3.2 asks 'Is it safe to contact the Adult and how can we contact them?'. Section 3.3 asks 'Have you talked to the adult about this safeguarding concern?'. Section 3.4 asks 'What would the adult like to achieve?'. Section 3.5 asks 'Do you have any worries about whether the adult can make decisions about the safeguarding issue being reported?'. Section 3.6 asks 'Can you share any relevant health or mental health information about the adult?'. At the bottom, there is a blue box with the text 'Please log in or register' and a red box with the text 'Log in/Register'.

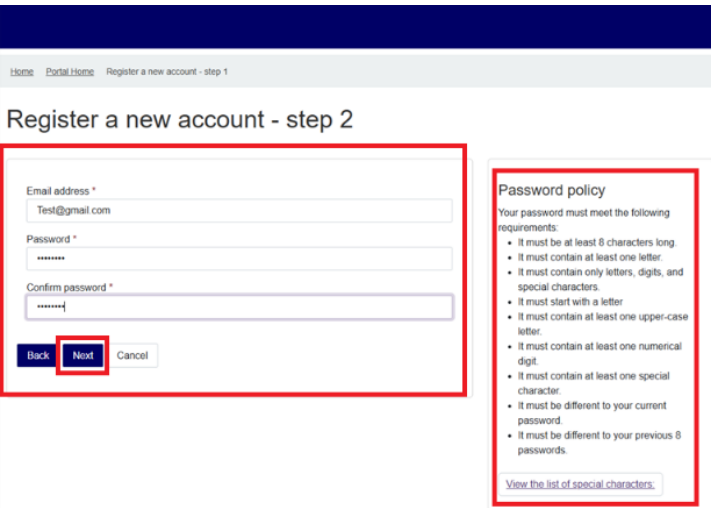
2. Under New users, click Register for a new account.



3. Complete all mandatory fields marked with a red *.
4. Click Next.

Step 4: Set up your email and password

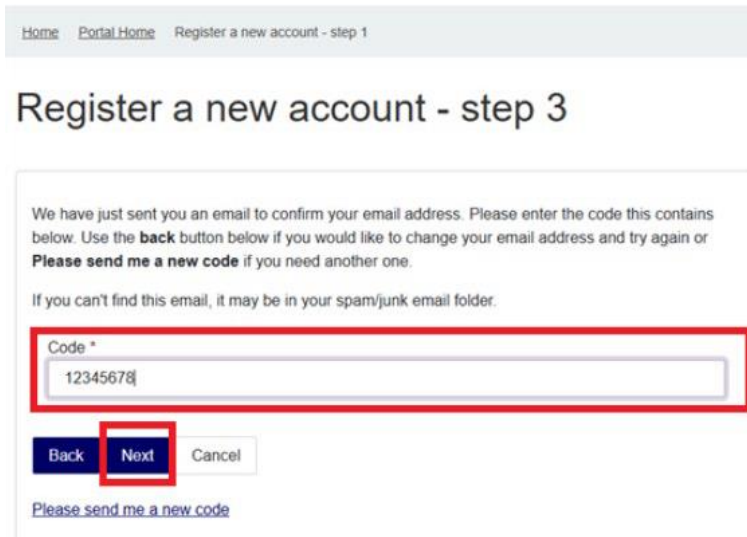
1. Enter your professional or work email address.



2. Create a password that meets the Portal password requirements.
3. Click Next.

Step 5: Confirm your email address

1. An 8-digit confirmation code will be emailed to you.



Home Portal Home Register a new account - step 1

Register a new account - step 3

We have just sent you an email to confirm your email address. Please enter the code this contains below. Use the **back** button below if you would like to change your email address and try again or **Please send me a new code** if you need another one.

If you can't find this email, it may be in your spam/junk email folder.

Code *

12345678

Back Next Cancel

[Please send me a new code](#)

2. Check your inbox and junk folder.
3. Enter the code and click Next.

If the code does not arrive:

- Use Please send me a new code.
- If needed, go back and check your email address is correct before resubmitting.

Step 6: Continue and submit your form

- Once registered, you will be logged in automatically.
- You can continue completing and submit the referral form.

14. Completing 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 >

Is this a Safeguarding Concern?

2.1 - Is the adult or anyone in immediate danger and needs help right now?

Immediate danger means an adult is at serious and urgent risk of harm. Examples include:

- Physical harm happening now
- Life-threatening injury or illness
- Severe neglect needing urgent care
- Active self-harm or suicide attempt
- Unsafe environment (fire, gas leak, etc.)

*** This field is required**

☐ Yes ☒ No

2.2 - Did the abuse take place in the Sandwell local authority area?

Please use the link <https://www.gov.uk/find-local-council> (2) to check if you are unsure

This field is required

☒ Yes ☐ No

2.3 - Are you concerned that the adult may be experiencing abuse, neglect, or self-neglect?

- Abuse: Someone hurting them physically, threatening them, taking their money, or forcing them to do things they don't want to do.
- Neglect: They are not getting the care, food, or medication they need.
- Self-neglect: They are not managing their basic needs, for example not eating, not washing, or living in unsafe conditions and they have refused support. If the person is not able to manage due to health deterioration or informal support ending/ change in circumstances then progress referral to Community Team.

*** This field is required**

☒ Yes ☐ No

← Previous

Next →

Print Save for later Create PDF Close Cancel

- Work through each section in order.
- All mandatory questions must be completed before moving to the next section.
- Mandatory fields are marked with text and a red *.
- Click Next to move between sections.
- If mandatory questions are missing, they will be highlighted in red.

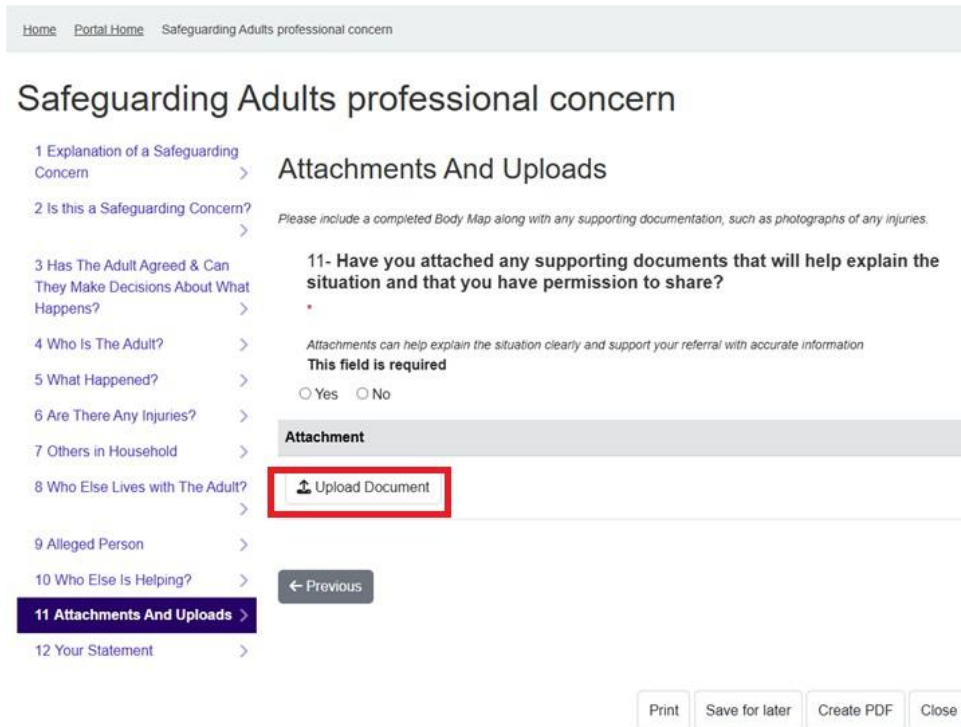
Save for later

- Click Save for later if you want to return to the form later.
- You have 30 days to complete and submit the form before it is deleted.

Cancel a form

- If you want to start again, click Cancel on the current form.
- If you do not cancel, a new form will keep the previous answers.

15. Uploading Documents



Home Portal Home Safeguarding Adults professional concern

Safeguarding Adults professional concern

1 Explanation of a Safeguarding Concern >

2 Is this a Safeguarding Concern? > Please include a completed Body Map along with any supporting documentation, such as photographs of any injuries.

3 Has The Adult Agreed & Can They Make Decisions About What Happens? >

4 Who Is The Adult? >

5 What Happened? >

6 Are There Any Injuries? >

7 Others in Household >

8 Who Else Lives with The Adult? >

9 Alleged Person >

10 Who Else Is Helping? >

11 Attachments And Uploads >

12 Your Statement >

Attachments And Uploads

11- Have you attached any supporting documents that will help explain the situation and that you have permission to share?

Attachments can help explain the situation clearly and support your referral with accurate information

This field is required

☐ Yes ☐ No

Attachment



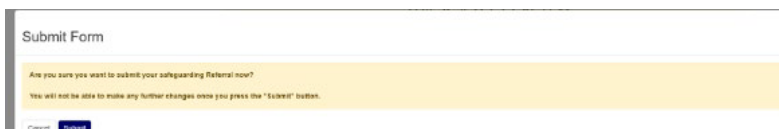
[< Previous](#)

[Print](#) [Save for later](#) [Create PDF](#) [Close](#)

- Some forms require documents to be uploaded as part of the referral.
- Upload documents in the Upload Documents section of the form.
- There is no limit on the number of documents.
- Supported file types include Word, PDF, images, and video.
- Please only upload documents relevant to the referral.

16. Submitting a Form

1. When the form is complete, click Submit.
2. You will be asked to confirm submission.



Submit Form

Are you sure you want to submit your safeguarding Referral now?

You will not be able to make any further changes once you press the "Submit" button.

[Cancel](#) [Submit](#)

3. Once submitted, you cannot make changes.

17. Submission confirmation

- A Thank you message will confirm successful submission.

Home Portal Home Contact Us

Thank You

The information you have supplied has been submitted the Sandwell Adults Social Care. They will review your information and get back to shortly.

If you need to contact us our contact centre for adult social care services, Sandwell Enquiry, is open from 9am to 5.30pm, Monday to Thursday, and 9am to 5pm on Fridays.

[Email: sandwell_enquiry@sandwell.gov.uk](mailto:sandwell_enquiry@sandwell.gov.uk)

[Call: 0121 569 2266](tel:01215692266)

Write to: Sandwell Enquiry, PO Box 15825, Oldbury, B69 9EL

If you have an emergency outside our normal office hours, contact our Emergency Duty Team by calling 0121 569 2355

- You can view submitted forms in the Submitted forms section of My Account.

Home **darren foules**

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 - WMAS	test test	20 Apr 2026	No response posted	LL-N5-XN2D-AT22WR	1
Portal DoLS - Notification of death or relevant person discharged	Death Discharge	14 Apr 2026	No response posted	LL-9E-IEEN-V3K9S9	1
Portal - Safeguarding Concern - WMAS	test WMAS	01 Apr 2026	No response posted	LL-9Z-206K-65VDSW	1
Portal - Safeguarding Concern - WMAS	wmas darren	01 Apr 2026	No response posted	LL-WY-L6LQ-7YB309	1
Portal - Safeguarding Concern - WMAS	WMAS Darren	30 Mar 2026	No response posted	LL-7Z-X574-OL5CKC	1

Prev 1 Next

Cancel

18. Support and Further Information

If you experience difficulties using the portal or have questions about the referral process:

Safeguarding_adults@sandwell.gov.uk

DoLs_Administrators@sandwell.gov.uk

When contacting us, please use the subject line: **Portal query**

This will help us ensure your query is identified and responded to as quickly as possible.