

Practice guide

Family Help & Children's Social Care Neglect – All-Age Awareness Tool, Manchester

Background, purpose and rationale

The All-Age Neglect Awareness Tool was developed in response to findings from:

- Safeguarding Adults Reviews (SARs): These highlighted the need for earlier identification and improved responses to self-neglect in adults, particularly under the Care Act.
- Child Safeguarding Practice Reviews (CSPRs): emphasised the need for better tools to support early recognition of neglect in children. There was also discussion around the limitations of the Graded Care Profile, which some agencies lacked the capacity to implement fully.

What we did to improve children and families' outcomes in Manchester

The tool was initiated by the Neglect Subgroup of the Manchester Safeguarding Partnership, with practical development led by a Change Group (a working group of practitioners and system leaders). Practitioners were consulted throughout the development including the pilot phase to ensure usability and relevance. The all-age neglect tool is for use by all professionals to help capture and identify early signs of neglect and self-neglect and help practitioners to risk assess the situation and have awareness of when to refer onto other agencies. The RAG (red, amber, green) rating within the document helps practitioners to consider relevant outcomes for the individual and whether referral for further assessment as part of the neglect toolkit and response is required. The RAG rating looks at the 'impact' on the individual and does not involve a 'scoring system'. This is so that the focus remains on the citizens' situation and impact, rather than a number.

The all-age neglect awareness tool provides flexibility for use in different situations such as, an assessment tool with the citizen to help risk assess the situation (with consent/transparent conversation), used by practitioners in case supervision and reflection, or it may also support a referral into the early help teams by providing a way of identifying concerns and the level of impact on the citizen. If this tool highlights that there are concerns with neglect requiring further assessment for 'children' then referral to a relevant agency will be required for completion of the more in-depth GCP2 tool. Additionally, if you are 'already aware' that the child is suffering neglect then it is recommended to refer onto children's services for completion of a GCP2 without first completing the all-age neglect tool. If this tool highlights that there are concerns with neglect and/or self-neglect requiring further assessment for 'adults' then referral to other agencies including Adult Social Care and Adult Early Help etc will be required. We also created a

champions network which is over 140 “neglect champions” (practitioners across services) who were recruited to promote and embed the tool within their teams. Eventually, the tool and supporting materials are being uploaded to the Manchester Safeguarding Partnership website for access and dissemination.

What was the impact?

The main launch of the neglect toolkit is expected in August 2025 however; the tools are available on the MSP website and ready to use now. MSP provide training sessions on Self-Neglect with awareness of the MCA, which has been updated to include the neglect toolkit. The first session which included the new tools was held in June 2025 and feedback included:

“...I wanted to take a moment to share some feedback after using the toolkit for the first time in a training session yesterday with MSP colleagues. We were discussing self-neglect and mental capacity in relation to adults, and I have to say it’s an outstanding resource.

“This toolkit is, without question, one of the most helpful and comprehensive tools I’ve encountered in my many years of delivering education and training. It offers clear guidance not only on how to identify concerns around neglect and self-neglect, but also on how to record and respond to them with confidence.”

“The practitioners attending the session responded very positively. Like me, they found it incredibly useful in helping to capture the complex factors in people’s lives that we, as professionals, have a duty to respond to. Thank you for creating such a valuable resource. I’m confident it will make a real difference in practice...”

Due to the flexible nature of the all-age neglect awareness tool we have decided that the best way to review impact will be to complete a qualitative audit with agencies across Manchester. This will include key questions for the agencies to answer and evidence with narrative and data.

Resources

All Age Neglect Tool
 All Age Neglect Guidance
 One page Grab Guide

Find out more

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