

Freedom of Information – Response – 27164

1. Policy/procedure documents for ASC on welfare checks/how concerns raised about an individual are processed.

Suffolk County Council does not hold a single policy or procedure document for welfare checks or responding to concerns about an individual.

Concerns raised about an individual are processed in accordance with statutory duties set out in the Care Act 2014 and associated statutory guidance (In particular, the [Care and Support Statutory Guidance](#)). These require the Council to consider and respond appropriately to concerns about an adult's care, safety or wellbeing, including making relevant enquiries where necessary. How a concern is responded to is determined by its nature, urgency, and the individual's circumstances, informed by professional judgement.

2. Please confirm if this policy has changed in any way from December 2024 to present.

There have been no changes to the statutory framework governing how such concerns are processed between December 2024 and the present date.