



Elmbridge Community Connectors

Signposting Safely: A quick guide

Signposting safely means giving residents the right information, at the right time, in a way that protects them and protects you. It ensures connectors stay within role boundaries while helping residents access appropriate support.

Connector Do's

Actively listen
Check readiness
Signpost to services
Empower residents
Escalate concerns

Connector Don'ts

Do not make referrals to organisations
Do not give advice
Do not complete forms
Do not case manage
Do not manage safeguarding alone

Whilst connectors should NOT refer residents to organisations or manage a case load, if a connector assesses that a resident would benefit from some additional support or if they have a safeguarding concern, they can raise this with the Local Area Coordinator (LAC). For more information on situations which may require referral to a LAC, see the 'Connector pathways' section of this guide.

When does signposting become safeguarding?

- Evidence of self-neglect
- Domestic abuse indicators
- Fearfulness around certain people
- Sudden behaviour changes
- Signs of financial exploitation
- Disclosures of harm or risk

Safeguarding quick guide



Connector pathways

Connector pathways are simple, non-prescriptive examples that show how a connector might respond to different situations when engaging with a resident.

Resident is receptive and digitally able

- Signpost to Connect to Support Surrey or a relevant service so they can access information and support independently.

Resident is receptive but not digitally able

- Provide alternative ways to access support, such as a telephone number, local drop-in service, or printed information.

Safeguarding or risk concern identified

- Follow safeguarding procedures immediately and, if appropriate, inform the Local Area Coordinator.

Resident is not receptive to support at this time

- Respect their choice and leave the door open for future conversations should they wish to access support later.

Contact information

Elmbridge Connectors: connectors@elmbridge.gov.uk