

Adult Safeguarding Policy and Procedures



March 2024
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Important:

Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care, the Police or other relevant agency, BUT it is up to you to report ANY concerns to a Designated Safeguarding Officer.

We have a legal responsibility to respond to any issues that may concern us even if they do not involve our staff or services.

Policy approval

Head of Community Services: Paul Sanders	Signed: 	Date: 23/4/24
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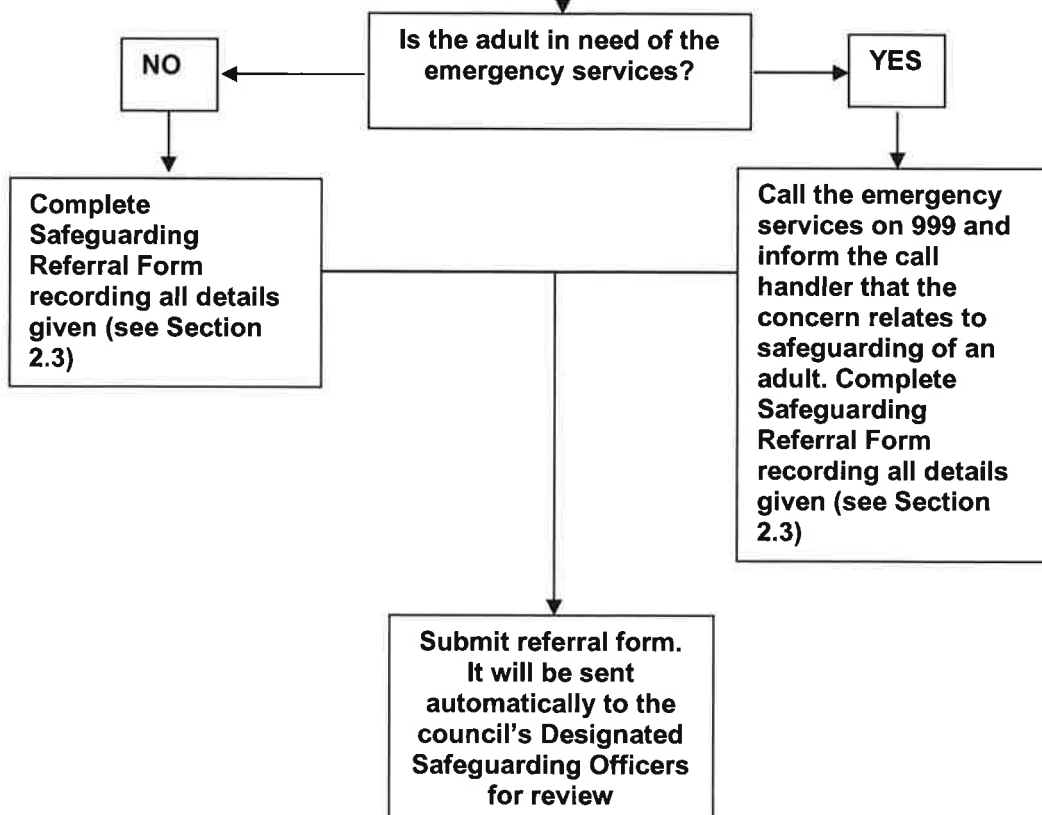
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Guide for Dealing with Concerns Relating to an Adult

A member of staff, elected member or volunteer has concerns about an adult
or
An adult or their carer has disclosed information relating to safeguarding to you

- Stay calm
- If the adult is present reassure them they have done right to share their worries
- Don't make promises of secrecy or what the outcome may be



Designated Safeguarding Officer to decide and action:
Does the concern meet safeguarding thresholds/ should it be referred using the safeguarding processes?
If not, are there any other sources of support that the adult could be signposted/ referred into?

Out of office hours contact:
Adult Social Care: 0116 305 0888
Leicestershire Police: 101 if there is no immediate danger or 999 if a crime is being committed or if an adult is in immediate danger

Who are the Designated Safeguarding Officers for Concerns Relating to Adults?

If appropriate and helpful to you, you may speak to your line manager who will support you through the following process:

In the first instance always report to a Designated Safeguarding Officer (DSO):

A full list of DSOs can be found on the Safeguarding section of the North West Leicestershire District council intranet <https://nwleicestershire.sharepoint.com/services/Pages/Safeguarding-.aspx>, as well as on posters in offices and on notice boards

If all DSO's are unavailable or it is out of office hours, ask for advice from:

In office hours:
Adult Social Services
Duty Team
0116 305 0004

Out of hours:
Adult Social Services
Emergency Duty
Team
0116 305 0888

Always follow the reporting procedure back to the Designated Safeguarding Officers

999!

If you feel there is an immediate risk, always call the emergency services!

1.0 Introduction

Every adult has the right to live their life free from abuse.

Legislative Context

To support a multi-agency approach, North West Leicestershire District Council (NWLDC) has produced this safeguarding policy in order to acknowledge its duty to protect adults with care and support needs (see below) as part of delivering services to the local and wider community.

Care Act

The Care Act 2014 came into effect on 1st April 2015 and unites a number of different acts into one single legislative framework for adults with care and support needs. 'Care and Support Statutory Guidance' is published by the Department of Health and Social Care, and Chapter 14 provides guidance on safeguarding. It requires any organisation which comes into contact with adults at risk to have adult safeguarding policies and procedures.

The responsibilities for partners highlighted in the Care Act 2014 are:

- Promoting individual wellbeing
- Preventing people's care and support needs from becoming more serious
- Promoting integration of care and support with health services
- Providing information and advice
- Promoting diversity and equality in the provision of services
- Co-operating generally with its relevant partners such as other local councils, the NHS and Police
- Co-operating in specific cases with other local authorities and their relevant partners.

Duty to make Enquires

Under Section 42 of the Care Act, a local authority (Leicestershire County Council) has a duty to make enquiries itself or cause others to make enquiries in cases where it has reasonable cause to suspect that an adult:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and
- Is experiencing, or is at risk of, abuse or neglect, and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

The local authority has a duty to cooperate with each of their relevant partners (including district councils); those partners must also cooperate with the local authority in the exercise of their functions relevant to care and support including those to protect adults.

Throughout this policy the term '**adults with care and support needs**' is used. This is in order to reflect the language embedded within the Care Act 2014. A care and support need can reflect a range of needs including people:

- With learning disabilities
- With physical disabilities
- With sensory disabilities
- With mental ill health
- Who are frail due to their age
- With dementia
- With brain injuries
- With substance misuse issues

A care and support need is valid whether or not this need is currently being met. It includes things such as getting out of bed, washing, dressing, cooking, emotional support, seeing friends or being part of the community.

Whether an adult has care and support needs can determine whether a concern is safeguarding or a concern for welfare. Staff and elected members do not need to determine whether an adult has care and support needs or whether abuse is taking place; the DSO's or Adult Social Care will deal with this.

Who is this policy for?

This policy is for you as a member of North West Leicestershire District Council (NWLDC) staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the council.

It is important to be aware that NWLDC has both a moral and legal obligation to ensure the duty of care for adults across its services. Staff may come across cases of suspected abuse, or have concerns for welfare, either through direct contact with an adult; for example, staff visiting homes as part of their day-to-day work, or through indirect referrals or via other information. We are committed to ensuring that all adults at risk are protected and kept safe from harm whilst engaged in services provided by the Council.

What does this policy cover?

The policy tells you what actions to take if you have a cause for concern or if you suspect or are told about abuse. This may be the tool that helps you to save an adult's life.

Whilst it is not our job to establish whether or not abuse is taking place, **it is our responsibility** to report any concerns we have over the welfare of an adult and to co-operate in any multi-agency investigations as appropriate. This expectation extends to the identification of abuse, poor practice by internal members/staff of the council, as well as allegations brought to the attention of the Council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you **record relevant information and pass it on to a Designated Safeguarding Officer (DSO) without delay**, so that they can discuss any action or referral to the relevant authority. Remember to contact the emergency services without delay if necessary.

This policy has been developed in accordance with the Care Act 2014 and The Department of Health and Social Care 'Care and Support Statutory Guidance. North West Leicestershire District Council is a partner of the Leicestershire and Rutland Safeguarding Adult Board (SAB). This policy document is based on SAB guidance. For more information go to <http://lrsb.org.uk/adults> .

1.1 Policy Statement

NWLDC accepts responsibility, as a local provider of community services, to implement a policy that provides clearly defined procedures for alerting, reporting, and referring concerns in relation to the protection of adults with care and support needs, in order to safeguard their well-being and protect them from abuse when they are engaged in services organised and provided by the council.

We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of adults at risk
- Raising the awareness of the duty of care and responsibilities relating to adults with care and support needs throughout the council
- Responding to concerns for the welfare of an adult
- Promoting and implementing appropriate procedures to safeguard the well-being of adults with care and support needs to protect them from harm
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- Ensuring all staff receive safeguarding training at a relevant level as outlined by the local Safeguarding Adults Board
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect adults with care and support needs from abuse, and minimise risk to themselves
- Responding to any allegations of misconduct or abuse of adults at risk in line with this policy and Leicester, Leicestershire and Rutland Multi-Agency Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
- Requiring staff, elected members and volunteers to adopt and abide by the council's Adult Safeguarding Policy and Procedures
- Reviewing and evaluating this Policy and Procedures document every two years.

1.2 Definitions

Safeguarding duties apply to an adult who:

- is 18 years old and over

- has needs for care and support (whether or not the authority is meeting any of those needs) and;
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What constitutes abuse?

For the purpose of this policy the term abuse is defined as:

- A violation of an individual's human and civil rights by any other person or persons which may result in significant harm. (Significant harm is not only ill treatment (including sexual abuse and forms of ill treatment which are not physical), but also the impairment of, or an avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development).

Abuse may be:

- A single act or repeated acts;
- An act of neglect or a failure to act;
- Multiple acts (for example, an adult may be neglected and financially abused)

Abuse is about the misuse of the power and control that one person has over another. Where there is dependency, there is a possibility of abuse or neglect unless adequate safeguards are put in place. Intent is not necessarily an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual. Acts of abuse may constitute a criminal offence.

There are a number of broad types of adult abuse: physical abuse, emotional abuse, sexual abuse, neglect, self-neglect (this is the exception to the definition of abuse whereby it is perpetrated by another person or persons), financial abuse, discriminatory, organisational abuse and modern slavery. Definitions of these can be found on the Leicestershire and Rutland Safeguarding Adults Board website at <https://lrsb.org.uk/what-is-adult-abuse> and <https://www.lradultsafeguarding.co.uk/abuse/>

Safeguarding Adults Boards (SAB's) have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adapt their practice and become more effective in safeguarding adults. They are a statutory body under the Care Act 2014. The Leicestershire and Rutland Safeguarding Adults Board maintains a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website

<http://www.lradultsafeguarding.co.uk/contents>

SABs also conduct and publish Safeguarding Adults Reviews (SAR's) and associated findings/ recommendations after an adult has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

Concern for Welfare

The term SAFEGUARDING directly relates to a situation where abuse is taking place by a third party. Officers may, however, be concerned about the welfare of an adult where there is no abuse, e.g. if an adult is living in surroundings that are unsuitable or unsafe, or if there are concerns around self-harming, substance misuse or mental health.

The concern should be reported to a Designated Safeguarding Officer who will work with you or signpost you to pass on the information to the appropriate agency as a concern for welfare.

1.3 Principles

This policy and these procedures are based on the following principles:

All adults with care and support needs have the right to live their lives free from abuse of any description.

All agencies and individuals that have contact with adults with care and support needs have a duty to protect them from abuse.

Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures.

- The welfare of adults with care and support needs is the primary concern.
- All adults with care and support needs, irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief, sexual orientation, relationship status, and / or pregnancy and maternity, have the right to protection from abuse.
- It is everyone's responsibility to report any concerns about abuse.
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately.
- All personal data will be processed in accordance with the requirements of the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018.
- The terms staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the North West Leicestershire District Council.

1.4 Support for members of staff, elected members or volunteers raising concerns

In the event of having a concern, you may choose to talk to your line manager in the first instance, who will support you to report your concerns to an appropriate DSO.

When a member of staff, an elected member or a volunteer raises concerns with a DSO, the DSO will ensure that:

- The procedures are followed appropriately in consultation with social care services and in line with SAB procedures
- The appropriate agencies, or any other parties, are informed
- Information is recorded and stored in line with the council's data retention policy
- Staff involved, where they indicate that they require support, are signposted in line with the council's employee wellbeing policies. This includes access to a confidential counselling service. Support and signposting will primarily be carried out by the person's line manager.

1.5 Additional Considerations when Concerns Relate to an Internal Member of Staff, Elected Member, Volunteer or Contractor

It can be very worrying to have concerns about an adult's safety or welfare that relate to the conduct of a colleague. The council recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to assure staff that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns. The district's online safeguarding referral form allows you to restrict access to the referral to the district lead professional officer and community safety officer for safeguarding.

There may be circumstances where allegations are about poor practice rather than abuse. In the event of having a concern you may talk to a Designated Safeguarding Officer, who will support you to report your concerns to HR. Alternatively, you can take your concerns directly to an HR officer. If your concern is regarding a Designated Safeguarding Officer, you can speak to any other Designated Safeguarding Officer who will respond in accordance with advice from HR and the Whistleblowing Policy.

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards an adult should be referred to the Designated Safeguarding Officer who will then engage Human Resources and the People in Position of Trust (PiPoT) process will be followed. Full guidance on managing allegations against [People in Positions of Trust](#) (PiPoT) is available on the LLR Adults Safeguarding Board Website or via

We will fully support and protect all staff/members who, in good faith (without malicious intent), report his or her concern about a colleague's practice or the possibility that an adult in need of safeguarding is being abused.

If the concern involves an elected Member, this should be referred to a DSO who will then engage the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct related issues.

1.6 Confidentiality, Information Sharing and Consent

Every effort should be made to ensure that confidentiality is maintained for all concerned in the protection of adults with care and support needs. Information should be handled and disseminated on a need-to-know basis only. Your line manager and the DSO will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. The person should be informed that the member of staff will at the very least, have to disclose the conversation to a DSO and, depending on the severity of the information, it may be disclosed to social care services and/or the Police.

All staff should aim to gain consent when they identify a safeguarding concern but should be mindful of situations where to do so would place an adult at increased risk of harm. Information may be shared with relevant agencies without consent if a Designated Safeguarding Officer has reason to believe that

- not acting will put other adults or children at risk
- the risk of harm to the person or others is increased
- a crime has been or may be committed
- staff are implicated
- the alleged person causing harm has care and support needs

If the DSO feels that the person does not have the mental capacity to consent to a referral about the area of their life to which the concern relates, a request for a Mental Capacity Assessment will need to be made to Adult Social Care.

There may be occasions where an adult with care and support needs expresses a wish for concerns not to be pursued. It is important, however, that concerns are still shared appropriately within the organisation in order to ensure the safety of the person and others at possible risk of harm. The UK General Data Protection Regulation and Data Protection Act 2018 do not prevent, or limit, the sharing or storing of information for the purposes of safeguarding individuals at risk.

Decisions about what information is shared and with which external agencies will be taken by DSO's on a case-by-case basis.

Consent is the voluntary and continuing permission of the person to the intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it.

Mental capacity is the ability to make a particular decision or take a particular action at the time the decision or action needs to be taken. Capacity can vary over time and by the decision to be made. The inability to make a decision or take action could be

caused by a variety of permanent or temporary conditions. The Mental Capacity Act 2005 requires an assumption that people aged 16 or over have capacity to make decisions unless it can be shown that they lack capacity to make a decision for themselves, at the time the decision needs to be made. Unwise decisions do not necessarily indicate lack of capacity. If you suspect that an adult may not have capacity to make a decision about an area of their life and may therefore not be able to make an informed decision, you should inform the DSO of this so that they can ask Adult Social Care to undertake a Capacity Assessment.

2.0 Procedures for Reporting and Managing Incidents and Concerns

It is our duty as officers, elected members or volunteers of North West Leicestershire District Council to report any concerns we may have about the safeguarding or welfare of an adult.

The process on how to respond to concerns is detailed in the flowchart on page 3: Guide for Dealing with Concerns Relating to an Adult.

2.1 Responding to Suspicions

You are not expected to investigate suspicions or concerns relating to abuse; other agencies are trained to do this.

If you have a concern about the safety or welfare of an adult:

- Complete the online safeguarding referral form, noting your concerns, your reasons for being concerned and your professional opinion of the situation (see Section 2.3)
- You may choose to speak to a DSO or your line manager first
- Maintain confidentiality in line with Section 1.6

Do not

- Undertake further investigations
- Promise confidentiality or secrecy

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult, the family member or carer should not be contacted about the allegation of abuse. Social care services and/or the Police will do this at an appropriate time.

2.2 Responding to Disclosure

Abused adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what is being said, you are already helping the situation. It is key that you reassure the person that they were right to tell and do not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately (Appendix 1).

Remember: Listen – write it down – report it

2.3 Safeguarding Referral Form

You need to fill in a Safeguarding Referral Form for all concerns, suspicions and disclosures relating to the protection of an adult at risk. This needs to be done as soon as possible to ensure all the facts are recorded accurately and services can be implemented.

The Safeguarding Referral Form is available

- Via a link on the intranet, on the Safeguarding page
<https://nwleicestershire.sharepoint.com/services/Pages/Safeguarding-.aspx>
- Using the direct link to the form
<https://www.vantage-llrasb.co.uk/LIVE/webforms/NWLDCSAFEGUARDING>
- From a Designated Safeguarding Officer (if you do not have access to the online form).

When you submit the form, it is sent securely to the council's Designated Safeguarding Officers.

The Safeguarding Referral Form is an important tool for DSO's to keep track of concerns, to ensure that the necessary action is being taken and to help to draw out the relevant information.

If you have to fill in a form, please include all relevant facts about you, about the incident and about the victim. Please talk to a DSO for advice and guidance.

2.4 Types of Investigation

There may be circumstances where you could be involved in an investigation as a result of an incident or concern. You will receive full support from HR and from your line manager should this happen. DSO's will also be available for help, information and advice.

Another process where you may be required to remain involved is the Vulnerable Adult Risk Management process (VARM). The VARM process is a useful tool which can be used to facilitate working with adults who are at risk of significant harm or death as a result of self-neglect and the adult is refusing to engage with services. It provides a co-ordinated multi-agency response to protect those most at risk and ensure significant issues are appropriately addressed. Any agency can instigate a VARM.

The following factors must ALL be present:

- The adult is considered to be at significant risk of harm or death as a result of self-neglect
- The adult is considered to have a need for care and support

- The adult has the mental capacity to understand the risks they are placing themselves in

Self-neglect can be any of the following:

- The inability to care for oneself and/or one's environment, including hoarding
- A refusal of essential services

Use of the VARM may also be considered where a person has experienced abuse by a third party but has refused to engage in a safeguarding enquiry.

Full VARM guidance is available on the LLR Safeguarding Adults Board Multi-Agency Policy and Procedures website [VARM guidance](#), or you can speak to a Designated Safeguarding Officer.

2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the Local Authority Whistleblowing Policy. Contact HR for more information and a copy of the policy.

If you are affected by what you have witnessed or heard, DSO's are always available for support, help and advice. Support can also be accessed through the council's Mental Health First Aiders. Information on support available and who to contact is detailed in our [Menu of Support](#) found on the iNet.

Support is also available externally through the employee wellbeing service. 24 hours a day, 365 days a year. **UK Healthcare, Scheme Number 72740**
Tel 0800 107 6585

2.6 Domestic Abuse

Domestic abuse is a form of abuse which impacts adults with care and support needs and can be complex.

The new 2021 statutory definition of domestic abuse is 'the behaviour of one person towards another where: both people are aged 16 or over, and are personally connected to each other, and the behaviour is abusive'.

Behaviour is 'abusive' if it consists of any of the following:

- physical or sexual abuse
- violent or threatening behaviour
- controlling or coercive behaviour
- economic abuse
- psychological, emotional or other abuse

It does not matter whether the behaviour consists of a single incident or a course of conduct. Anyone can be a victim of domestic abuse. It can happen in all kinds of

relationships - regardless of age, race, sex, sexuality, disability, wealth, gender identity, and lifestyle.

Under the Act local authorities have a new duty to provide support to victims of domestic abuse and their children in refuges and other safe accommodation. In addition, all eligible homeless victims of domestic abuse automatically have 'priority need' for homelessness assistance.

These changes mean that it is important for staff to be familiar with signs of domestic abuse, and to know how to respond to disclosures or concerns appropriately.

The council has an e-learning module on domestic abuse which is mandatory for all staff to complete.

If you become aware of any incidents of domestic abuse, you should follow safeguarding procedures and complete a safeguarding referral from without delay. If there is an immediate risk to someone's safety, you should call the Police straight away. Do not make promises regarding confidentiality. Do not ask questions about domestic abuse in front of any partner, third party or family member as this may put the victim at increased risk.

The district council has commissioned a domestic abuse link worker who manages all referrals from staff.

2.7 Prevent

Section 29 of the Counter-Terrorism and Security Act 2015 places a statutory duty on specified authorities including County and District/Borough Councils, the Police, Health and Schools to have "due regard to the need to prevent people from being drawn into terrorism". We call this process Radicalisation.

Radicalisation is the process of being drawn into extremism which may lead to terrorist activities.

This can be recognised by seeing either vocal or active opposition to the fundamental British values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs. We also include the calls for the death of members of our armed forces.

The council has an e-learning module on the Prevent duty which is mandatory for all staff to complete.

If you suspect or become aware that someone may be developing extremist views or being radicalised, you should follow our children and young people's safeguarding procedures and complete a safeguarding referral form **without delay**. Do not make promises regarding confidentiality. The form will be sent to a NWLDC Designated Safeguarding Officer who will take appropriate action. If you feel that an attack is imminent, please call 999 before making your referral.

For further information please refer to the Leicestershire & Rutland Safeguarding Partnership guidelines:
[Safeguarding Children Vulnerable to Violent Extremism \(PREVENT\) \(proceduresonline.com\)](http://proceduresonline.com)

3.0 Systems and Structures

Districts and boroughs in Leicestershire have developed systems and structures to report, refer and record safeguarding concerns for internal use and in line with the Safeguarding Adult Board procedures for multi-agency working which can be found at <https://www.lradultsafeguarding.co.uk/>. For more information contact the Lead Professional Officer (see 3.2).

3.1 Key Contacts

A full list of Designated Safeguarding Officers can be found on the Safeguarding section of the North West Leicestershire District Council intranet <https://nwleicestershire.sharepoint.com/services/Pages/Safeguarding-.aspx>, or on posters in offices or on notice boards.

External key contacts:

Adult Social Care

Tel: 0116 305 0004 (Mon-Thurs 8.30-5.00pm, Friday 8.30 – 4.30pm)

Email - adultsandcommunitiescsc@leics.gov.uk

Adult Social Care emergency out of hours service

Phone 0116 305 0888

Leicestershire Police

Tel: 999 if there is an immediate risk of harm

Tel: 101 if you think a crime has been committed but there is no immediate danger

Central Access Point (Urgent Mental Health Support)

Tel: 0808 800 3302

<https://www.leicspart.nhs.uk/mental-health/>

First Contact Plus

0116 305 4286

www.firstcontactplus.org.uk

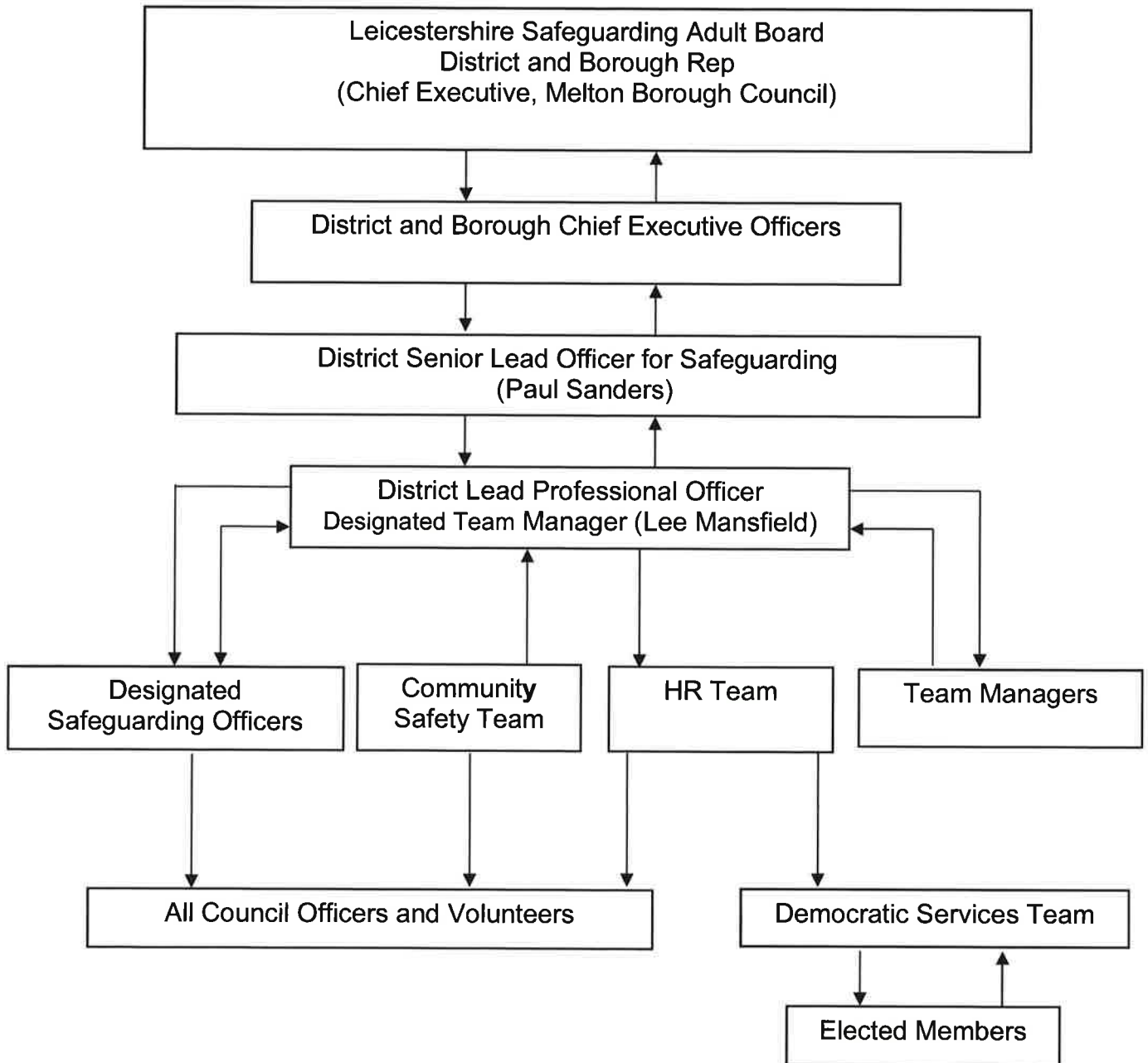
North West Leicestershire District Council Domestic Abuse Link Worker

DAHousingNWL@wallaction.org.uk

PREVENT referrals: Tel: 101 (ask for the PREVENT team)

3.2 Leicestershire Structure and Contacts

Leicestershire and Rutland Safeguarding Adults Board Communication and Accountability Flow Chart



3.3 What is the role of the Designated Safeguarding Officer?

- Receive information from staff, volunteers and elected members who have concerns, and support them to record them, using appropriate forms and procedures
- Give professional advice and feedback to staff, volunteers and elected members who have concerns
- Ensure that the procedures for reporting concerns and making referrals to agencies are followed appropriately in line with LLR Safeguarding Adults Board procedures
- Ensure that the appropriate agencies are informed
- Ensure that HR are alerted and included in any issues that relate to staff
- Understand what to do if a referral is not accepted including escalation procedures
- Ensure that information is recorded and stored appropriately
- Provide information to staff reporting concerns about support available to them when they ask for it
- Receive ongoing and appropriate training
- Promote awareness of safeguarding adults within and outside the organisation

If you make a referral and would like a second opinion on the action taken, you may request this from the District Lead Professional Officer.

3.4 What is the role of the District Lead Professional Officer?

- Ensure that safeguarding referral forms and copies of the policy and procedures are available
- Ensure that arrangements are made to provide mandatory safeguarding training to all staff within the organisation
- Map training needs according to the LLR Children's Competency Framework
- Ensure that all staff have access to relevant training
- Ensure relevant training is completed
- Ensure policies are developed and reviewed
- Retain an overview of all concerns reported
- Report to the District Senior Lead Officer
- Support staff and Designated Safeguarding Officers in the organisation when they request it
- Ensure partnerships are in place.
- Receive the appropriate training

3.5 What is the Role of the District Senior Lead Officer?

- Work with the District Lead Professional Officer
- Represent the council on formal investigations into allegations of abuse led by social care services (unless it is appropriate for the member of staff reporting the concerns or the DSO that dealt with the report to do so)
- Check and challenge structures

- Drive and promote the safeguarding agenda to the senior management team and Chief Executive
- Ensure plans and targets for safeguarding adults are embedded at a strategic level across the organisation
- Ensure communication strands are strong
- Ensure members are appropriately informed
- Receive the appropriate training

Promoting Good Practice with Adults with Care and Support Needs

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue or even result in prosecution.

- Always put the welfare of the adult first
- Provide a good role model of behaviour
- Treat all adults equally with respect and dignity using positive constructive encouragement
- Stay vigilant for the safety of all adults with care and support needs around you, not just the ones immediately in your care
- If you have to physically touch an adult with care and support needs i.e. for restraint, assisting in and out of vehicles etc, then do so with consideration, never touch intimate areas and always tell the person what you are going to do
- Always wear appropriate clothing when working with an adult e.g. dress according to the duties to be undertaken in a manner befitting the responsible care. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the council must be worn at all times
- Always have a register of adults in your charge, for example on outings from sheltered schemes
- Ensure a code of behaviour is established so that everyone knows what is expected of them and what is acceptable. If you have to challenge unacceptable behaviour with an adult, then do so in a positive constructive manner making sure that the person knows it is the behaviour and not the adult that is not welcome
- Use appropriate language and explanations. (it is not always what is said but how it is said that can be of concern and of great importance).

Practice that is not acceptable

- Allowing inappropriate language of all parties to go unchallenged
- Transporting an adult with care and support needs on your own should be avoided. However, if this is required you must ensure you are accompanied by another member of staff and/or contact the appropriate emergency service
- If an adult is upset or needs first aid, then take them to one side but do not enclose yourself in a room
- Making sexually suggestive comments
- Engaging in rough physical or sexually provocative play
- Allowing or engaging in inappropriate touching
- Inviting or allowing an adult with care and support needs to stay in your home
- Performing personal care for someone which they can do themselves or that you are not trained to or authorised to undertake
- Sharing a room with an adult with care and support needs on residential based activities
- Allowing allegations made by an adult with care and support needs to go unchallenged, unrecorded or un-acted upon
- Giving your home or mobile number to adult with care and support needs or obtaining an adult's mobile phone number unless this is an agreed part of the service/ activity being delivered

In addition - It is against the law (Sexual Offences Act 2003) to form inappropriate relationships with an adult with care and support needs in your care. e.g. abusing your position of trust.

NB – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a DSO or with HR, and the adult/s if possible, to ensure that it is appropriate for the situation.

Responding to a disclosure of abuse

Adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the person is saying you are already helping the situation. The following points are a guide to help you respond appropriately.

What to do if a person discloses information to you:

- React calmly
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Reassure the person that they were right to tell **and do not make promises of confidentiality**
- Be open and honest, explain to them that you will have to share your concerns with a Designated Safeguarding Officer
- Ask for the adult's consent to share the concerns with professionals outside of your own agency. Explain why this is important in the situation i.e., for their safety and/ or for the safety of others, so that you can get the guidance you need to respond appropriately. Remember that with adults, consent is usually needed to disclose concerns outside of our organisation and the action that the Designated Safeguarding Officers can take may be limited without it.
- Immediately record all details in writing, using the person's own words.
- Without delay fill out the Safeguarding Referral Form, available on the intranet, again including all the details that you are aware of and what was said using the person's own words. You may attach your original notes to the Safeguarding Referral Form and send these to a Designated Safeguarding Officer.

The person receiving the disclosure should not:

- Dismiss the concern
- Panic
- Allow their shock or distaste to show
- Probe for more information than is comfortably offered or is within the remit of your professional role – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about an alleged abuser
- Make promises or agree to keep secrets
- Say what might happen as a result of the disclosure

First Aid and Treatment of Injuries

If the adult requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the adult, in language that they understand, and their permission sought before any action is taken.
- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The adult's carers must be informed of any injury and any action taken as soon as possible
- An Accident form must be completed and signed and passed to the Health and Safety Officer.

Transporting Adults with Care and Support Needs

If it is necessary to provide transport or take adults with care and support needs in a car the following good practice must be followed:

- Staff are not specifically required to transport people in their own vehicles unless it is part of their job description, or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
- You should only transport an adult with care and support needs where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of adults with care and support needs. These adults should be familiar with and agree to abide by the Council's Safeguarding Policy and Procedures
- In addition to this, where practical and applicable, request written carer consent
- Members of staff should discuss any proposals for transporting people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
- Members of staff should discuss any proposals for transporting people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
- Ensure that the vehicle used to transport people is legal and roadworthy and complies with the Council's requirements that those using a vehicle for work purposes have a valid driving licence and up to date car tax, MOT and insurance

Use of Contractors

North West Leicestershire District Council and its staff, elected members and volunteers should undertake reasonable care that contractors doing work on behalf of the council are monitored appropriately. Any contractor or sub-contractor engaged by the council in areas where workers are likely to come into contact with adults with care and support needs should have their own equivalent safeguarding policy, or failing this, comply with the terms of this policy.

Where there is potential for contact (including direct contact) with adults with care and support needs, the following guidance should be followed:

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Team Manager is responsible for ensuring that any contract makes proper provision for the safeguarding of adults with care and support needs.

Tier 1: Involves direct contact with children, young people or vulnerable adults

or

Tier 2: The work to be contracted take place in, or overlooks, an area which children, young people or vulnerable adults regularly use

or

Tier 3: The work involves access to data about children, young people and vulnerable adults

Where the services being procured fall into tier 1, 2 or 3 above, safeguarding measures must be detailed within the Request for Quotation or Invitation to Tender (as appropriate) that require the contractor to make appropriate and proportionate provision of the protection of adults at risk and children.

Photographic and video consent guidelines

NWLDC Photographic Consent Guidelines for images and video to be used in marketing, social media and the media have been developed by the Communications Team and can be found on the HR Policies intranet site.

Recruitment, employment and deployment

Comprehensive policies and guidance regarding recruitment, employment and deployment including Disclosure and Barring Checks can be found on the HR Policies intranet site.

