



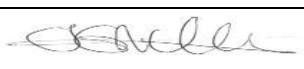
Harborough District Council Adult Safeguarding Policy and Procedures

March: 2024
Review due: 2026

Important:

Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care Services, 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 safeguarding concerns, even if they do not involve our staff or services.

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Approved by CMT 	12.03.24	
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1. Quick reference guide for managing concerns about an adult at risk

Step 1

Staff, elected member, volunteer, contractor, carer or 3rd party has concerns about an adult at risk of harm (this could be something you have heard, seen, or been told) **or** an adult has disclosed information relating to safeguarding to you.

Step 2

- Stay Calm
- If the adult is present, reassure them that they are right to share their worries
- Don't make promises of secrecy or what the outcome might be
- Avoid 'leading' questions and try to get consent to pass information on

Step 3

Is the adult in need of the emergency services?

Yes – Call the emergency services on 999 without delay. Inform the call handler that you have safeguarding concerns relating to the adult. Then proceed to Step 4.

No – Go to Step 4

Step 4

Contact the duty [Designated Safeguarding Officer](#) (See page 7 for alternatives if there are no Designated Safeguarding Officers available)

Step 5

Complete a [Safeguarding/Welfare Concern Reporting Form](#) and save in the 'Safeguarding' folder in the 'W' drive. Recontact the Designated Safeguarding Officer to advise them that you have done this

Step 6

Designated Safeguarding Officer to decide and action:

- Does the concern meet safeguarding thresholds/should it be referred using safeguarding processes? If not, are there any other sources of support that the adult could be signposted or referred to?
- Contact relevant agency for example Adult Social Care: 0116 305 0004/ [Professional Referral Form](#) or the Police: 999/101 etc
- Update referral form with actions taken and file appropriately
- Inform other Designated Safeguarding Officers of new case
- Provide feedback to referrer

Every adult with care and support needs has the right to live their life free from abuse

Out of hours contacts:

Leicestershire County Council Adult Social Care – telephone **0116 305 0888**

Leicestershire Police - telephone **999** if an adult is in immediate danger or a crime is in progress, telephone 101 or report online <https://www.leics.police.uk/ro/report/> if you think a crime has been committed but there is no immediate danger

Ambulance telephone **999** in the event of an emergency

Leicester, Leicestershire and Rutland urgent mental health support 24/7 **0808 800 3302**

Contents

Section	Page
1. Quick reference guide for managing concerns about an adult at risk	2
2. What is Safeguarding	3
3. Harborough District Council's approach to Safeguarding adults at risk	5
4. Reporting and managing incidents and concerns	6
5. Confidentiality	9
6. Safeguarding structure and roles	11
Appendices	
Appendix 1. Guidelines for the protection of adults with care and support needs	13
Appendix 2. Providers/Contractors safeguarding checklist	18
Appendix 3. [REDACTED]	

2. What is Safeguarding?

What does 'safeguarding' mean? The Care Act 2014 classifies adult safeguarding as a statutory responsibility for any organisation who has contact with adults at risk of harm, which includes Harborough District Council, and requires them to have safeguarding policies and procedures. Our statutory responsibilities highlighted within the Care Act 2014 are to:

- Promote individual wellbeing
- Prevent people's care and support needs from becoming more serious
- Promote integration of care and support with health services
- Provide information and advice
- Promote diversity and equality in the provision of services
- Co-operate generally with relevant partners such as other councils, the NHS, and Police
- Co-operate in relation to specific cases with other Local Authorities and relevant partners

Duty to make Enquires - Under Section 42 of the Care Act, a local authority (responsible for Social Care Services) 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 the local authority is meeting any of those needs or not) and
- Is experiencing, or 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

Throughout this policy the terms 'adult with care and support needs' and 'adults at risk of harm' are used. This is reflective of the language embedded within the Care Act 2014. A care and support need can indicate a range of conditions including, but not limited to, people: with learning disabilities, physical disabilities, sensory disabilities, mental ill health, dementia, brain injuries, drug or alcohol problems or people who are frail due to their age. A care and support need is valid whether this need is currently being met or not. Whether an adult has care and support needs, or not, can determine whether a concern constitutes a safeguarding enquiry or a concern for welfare referral. Harborough District Council Staff and elected members do not need to determine whether an adult has care and support needs or whether abuse is taking place, the Designated Safeguarding Officers, Adult Social Care, the Police, or other relevant agency will decide this.

What constitutes abuse? For 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 or it can be 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 that is important. Acts of abuse may constitute a criminal offence. There are several broad types of adult abuse: physical abuse, emotional abuse, sexual abuse, neglect, financial abuse and self-neglect (this is the exception to the definition of abuse whereby it is perpetrated by another person or persons). Definitions and further information about types of abuse can be found on the [Leicestershire and Rutland Safeguarding Adults Board website](#).

Other forms of abuse which impact adults with care and support needs, like domestic abuse, are not unique to any specific kind of abuse and can be complex. This has been recognised within the Domestic Abuse Act 2021 which aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who bring about the abuse. The 2021 Act's 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'. Under the Act we, as a local authority, have a duty to provide support to victims of domestic abuse and any children they have, in refuges and other safe accommodation. In addition, all eligible homeless victims of domestic abuse automatically have 'priority need' for homelessness assistance. We also have additional safeguarding responsibilities under our [Prevent](#), [Modern Slavery](#) and [Serious Violence](#) Duty's.

As well as being developed in accordance with the Care Act 2014, and associated guidance, as a partner of the Leicestershire and Rutland Safeguarding Adults Board (SAB) our safeguarding policy document is also based on their guidance. Safeguarding Adults Boards 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 adopt their practice and become more effective in safeguarding adults. The Leicestershire and Rutland Safeguarding Adults Board maintain a portfolio of policies, procedures and guidance relating to assessing need and safeguarding in specific circumstances like, exploitation (including modern slavery), domestic abuse, radicalisation and institutional or organisational abuse. Procedures and guidance relating to process, assessing need and thresholds for intervention are available on the [Board website](#). Safeguarding Adults Boards also conduct and publish Serious Case Reviews and associated findings/recommendations after an adult has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of Designated Safeguarding Officers here at Harborough District Council.

Concern for Welfare - the term safeguarding directly relates to a situation where abuse is taking place by a third party. You 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 ill health. If this is the case your concerns should still 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 rather than as a safeguarding enquiry.

3. **Harborough District Council's approach to safeguarding adults at risk**

Harborough District Council accepts responsibility, as a local provider of community services, for implementing a policy that provides clearly defined procedures for alerting, reporting, and referring of concerns in relation to the protection of adults with care and support needs. It is everyone's responsibility to report any concerns about abuse and the terms staff, elected members and volunteers used throughout this policy are used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the Council. Our commitment is to safeguard adults' wellbeing and to protect adults at risk of harm 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 with care and support needs
- Raising awareness of our duty of care and protection from abuse responsibilities, relating to adults with care and support needs, throughout the Council
- Recognising that all adults with care and support needs have the right to live their lives free from abuse of any description and so respond when concerns for the welfare of an adult are raised
- Promoting and implementing appropriate procedures to safeguard the wellbeing of adults with care and support needs to protect them from harm
- Creating a safe and healthy environment within services, avoiding situations where abuse or allegations of abuse may occur, and ensuring that any incidents of alleged poor practice, misconduct or abuse are taken seriously and responded to swiftly and appropriately
- 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 promptly to any allegations of misconduct or abuse of adults with care and support needs in line with this policy and Leicester, Leicestershire and Rutland's 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 on a bi-annual basis
- Ensuring all personal data is processed in accordance with the requirements of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 and retained in line with the Council's retention policy

Who is this policy for? This policy is for you if you are a member of Harborough District Council staff, an elected member, a volunteer, or anyone working on behalf of, delivering a service for, or representing the Council. Harborough District Council has both a moral and legal obligation to ensure the duty of care for adults at risk across all its services and you, as a Council representative, may come across cases of suspected abuse either through direct contact with adults, for example running a sports or community event, observing an adult on Council premises or as a member of staff visiting homes as part of day-to-day work. We are committed to ensuring that all adults at risk are protected and kept safe from harm whilst engaged in services arranged by the Council and this policy will provide you with the information you need regarding 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 your job to establish whether abuse is actually taking place, it **is** your responsibility to report any concerns you have regarding the welfare of an adult and to co-

operate in any multi-agency investigations as appropriate. This duty extends to the identification of abuse and/or poor practice by internal elected members or staff of the Council, as well as allegations brought to the attention of the Council by a member of the public or community. Your primary duty is to recognise concerns, ensure that you record relevant information accurately and then pass them on to a Designated Safeguarding Officer as quickly as possible. This will allow the Officer to assess required actions and make a referral to relevant authorities as necessary. Remember, if the situation requires it, contact emergency services or the relevant agency yourself, without delay.

The welfare of adults with care and support needs is the primary concern irrespective of 'protected characteristics', as defined by the Equality Act 2010, or their background and so your approach to protecting adults from harm must be culturally responsive.

4. Reporting and managing incidents and concerns

When do I need to report a concern? It is your duty as an officer, elected member, or volunteer of Harborough District Council to report any concerns you have regarding the safeguarding or welfare of an adult at risk of harm. The process for how to respond to concerns is detailed in the **Quick reference guide for managing concerns about an adult at risk** on page 2. You should always:

- Record the circumstances and your reasons for being concerned on our Safeguarding/Welfare Concern reporting form, using professional curiosity to assess the situation
- You may choose to speak with your line manager for help and support, but you must also report your concerns to an appropriate Designated Safeguarding Officer
- Maintain confidentiality in line with Section 5 (Page 9)

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 they are saying you are already helping the situation. It is key that you reassure them that they were right to tell you and you must not make promises to keep what they tell you a secret. The guidelines which accompany this policy contain more detail to help you respond to disclosures appropriately. **Do not undertake further investigations or ask leading questions. You are not expected to investigate suspicions or concerns, other agencies are trained to do this.**

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. Adult Social Care and/or the Police will do this at an appropriate time. You must, however, ensure that the environment for the adults with care and support needs, and any other adults that may become at risk, are made safe. **Remember: listen – log it – report it.**

Reporting Form - You need to fill in a Safeguarding/Welfare Concern Report Form for all concerns, suspicions and disclosures relating to the safeguarding of an adult at risk. This needs to be done as soon as is practicable to ensure that all relevant facts are recorded. **Do not delay when reporting concerns as an adult's welfare or safety may be at imminent risk.** Copies of the Safeguarding/Welfare Concern Report Form are available on the [Intranet](#).

When the form has been completed you need to save it in the 'Safeguarding' folder in the 'W' drive and then let a [Designated Safeguarding Officer](#) know that you have done so. Remember, it is your responsibility to check that a Designated Safeguarding Officer has received the form and can action it within an appropriate timescale. If you are out on visits and need to telephone a Designated Safeguarding Officer to relay your concerns, you are permitted to do this. The Designated Safeguarding Officer will either complete a form on your behalf or ask you to

complete one on your return to the office. When filling in the form, please include all relevant facts about you, about the incident and about the people involved. Please talk to a Designated Safeguarding Officer for advice and guidance.

For serious safeguarding concerns outside of office hours, please contact the Lifeline Team (01858 464499) who can make contact with the on call Corporate Management Team member. If all the above are unavailable, ask for advice and report the concern yourself to the relevant agency below:

Leicestershire County Council Adults and Communities Social Care Services:

Office hours	0116 305 0004
	Deaf/hard of hearing text: 07949 633788
Out of hours Duty Team	0116 305 0888

Leicestershire Police: emergency: 999 non-emergency: 101
Leicestershire Police Adults Referral Desk [REDACTED]

Leicester, Leicestershire and Rutland urgent mental health support 24/7: 0808 800 3302
FREEVA (Domestic Abuse Support) 0808 802 0028

After reporting, send an email to the group DSO@harborough.gov.uk, to let them know that you have reported a concern.

If you feel that there is an immediate risk, always contact the emergency services without delay – telephone 999

Designated Safeguarding Officers - There are trained Designated Safeguarding Officers located across service areas. You can view the Designated Safeguarding Officer rota on the '[Duty Rota](#)' page or by accessing the [report a safeguarding concern](#) page of the intranet. If all Designated Safeguarding Officers are unavailable, please speak to a Service Manager who will undertake this role. For further support, or to alert the organisation of significant concerns, speak to our Director - Resources & Section 151 Officer. If all of the above are unavailable and the situation is urgent you will need to report the concern to the relevant agency yourself.

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

- Our procedures are followed appropriately in consultation with Social Care Services and in line with Local Safeguarding Adult Board procedures
- The appropriate agencies, or any other parties, are informed
- Information is recorded and stored appropriately
- 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

If you are unhappy with the advice provided to you by the Designated Safeguarding Officer and feel that the situation needs escalating, then you must speak to another Designated Safeguarding Officer or our Lead Professional Officer (Equality and Diversity Officer) for further assistance.

There may be circumstances where you could be involved in an investigation because of an incident or concern. You will receive full support from the Human Resources Team and from

your line manager should this happen. Designated Safeguarding Officers will also be available for help, information, and advice.

A process you may be asked to become involved in, to ensure that all potential forms of support are in place for an adult at risk, is called VARM (Vulnerable Adult Risk Management). The VARM process is a tool which can be used to facilitate working with adults who are at risk of significant harm or death, because of self-neglect, and the adult is refusing to engage with services. VARM provides a co-ordinated multi-agency response to protect those most at risk and ensures significant issues are appropriately addressed. Use of VARM may also be considered where a person has experienced abuse by a third party but has refused to engage in a safeguarding enquiry. Any agency can instigate a VARM, but the following factors must all be present for a VARM to be considered:

- 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 include an inability to care for oneself and/or one's environment, including hoarding or a refusal of essential services. Full guidance is available on the Safeguarding Adults Board Procedures website [VARM guidance](#), or you can speak to a Designated Safeguarding Officer.

Concerns about a colleague or elected member - It can be very worrying to have concerns about an adult's safety or welfare which relate to the conduct of a colleague. Harborough District Council recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with our [Whistleblowing Policy](#), which outlines mechanisms in place to ensure that staff can be confident that concerns will be dealt with appropriately.

Any allegation or concern regarding a member of staff, officer or volunteer and their conduct towards an adult at risk should be reported in the same way as other safeguarding concerns but you may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to. You can report to your Line Manager or the Human Resources Team, but you **must also** report to a Designated Safeguarding Officer who will then engage with the Human Resources Team. The Human Resources Team have the responsibility to refer to the appropriate Social Care Services Designated Officer, or team of officers, for the management and oversight of allegations against people that work with adults. This is Leicestershire County Council for residents of Harborough district.

If the allegation, conduct issue or poor practice reaches the safeguarding threshold and the harm is to an adult with care and support needs deemed an 'adult at risk' under the Care Act, it will be dealt with under the safeguarding adult's process. This applies to every situation, including those where the alleged perpetrator is employed by the Local Authority. If it does not meet the safeguarding threshold, the People in Position of Trust (PiPoT) process applies in circumstances where:

'A person works, or volunteers, with adults who have care and support needs and who, in connection with their personal life is:'

- alleged to have committed a criminal offence against, or involving another person, **or is**
- alleged to have conducted themselves in a manner that might indicate that they are unsuitable to continue to work, or volunteer, with adults who have care and support needs

The PiPoT process may also be used in circumstances where a person works or volunteers with adults who have care and support needs and has themselves been subjected to abuse such that their ability to safeguard vulnerable people in their care requires consideration

Full guidance on managing allegations against People in Positions of Trust (PiPoT) can be found on the [Leicestershire Adults Safeguarding Board's website](#). **Remember that the safety of the adult in need of safeguarding is paramount.**

Where an allegation is made against an elected member, this should be referred to a Designated Safeguarding Officer who will then engage the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct related issues.

There may be circumstances where allegations are about poor practice rather than abuse. This should always be communicated to your line manager, and you can ask a Designated Safeguarding Officer for guidance about appropriate action. Managers wishing to seek further advice on any allegations against staff can refer to the [Safeguarding Adults Board Procedure](#).

Staff support - Staff support can be accessed through our Employee Assistance Programme (EAP) which is a free and confidential advice and support service. The service is open 24 hours a day, 365 days a year on 0800 1116387. Contact with EAP is confidential and, except where there is a threat to customers or employees, no information which identifies an individual will be made available to the Council. Further details of the service and our password is available on the [intranet](#).

5. Confidentiality

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of adults at risk. Information should be handled and disseminated on a need-to-know basis only. Your line manager and the Designated Safeguarding Officer will guide you as to who needs to know information about the case.

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where doing so would place an adult at increased risk of harm. Information may be shared with relevant agencies without consent only if a Designated Safeguarding Officer has reason to believe that others may also be at risk of harm or if the person is not thought to have the mental capacity to consent to a referral about the area of their life to which the concern relates. In this case a request for a Mental Capacity Assessment will need to be made to Adult Social Care or health services unless you have received training to undertake a Capacity Assessment yourself.

In instances 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 Designated Safeguarding Officer and, depending on the severity of the information, it may be disclosed to Adult Social Care and/or the Police. If a crime has been committed, or it is believed that a crime has been committed, then consent is not required.

There may be occasions where an adult in need of safeguarding expresses a wish for concerns not to be pursued however it is important that concerns are shared appropriately within our organisation to ensure the safety of the person and others who are at possible risk of harm. This means talking to your manager and/or a Designated Safeguarding Officer within the Council as appropriate. Decisions about what information is shared and with which external agencies it is

shared with will be taken by Designated Safeguarding Officers on a case-by-case basis. It is important to remember:

- Confidentiality must not be confused with secrecy
- Staff who witness abuse, have abuse disclosed to them or who identify a concern for welfare should do their utmost to obtain the adult/s informed consent to report this to an external agency but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement; and
- It is inappropriate for agencies to give assurances of absolute confidentiality in cases where there are concerns about abuse, particularly in those situations when other vulnerable people may be at risk.

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 decision. Capacity can vary over time and by the decision to be made. The inability to make a decision could be caused by a variety of permanent or temporary conditions. The Mental Capacity Act 2005 requires an assumption that an adult (aged 16 or over) has full legal 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 a 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 Designated Safeguarding Officer of this. The Officer can then ask Adult Social Care or health services to undertake a Mental Capacity Assessment.

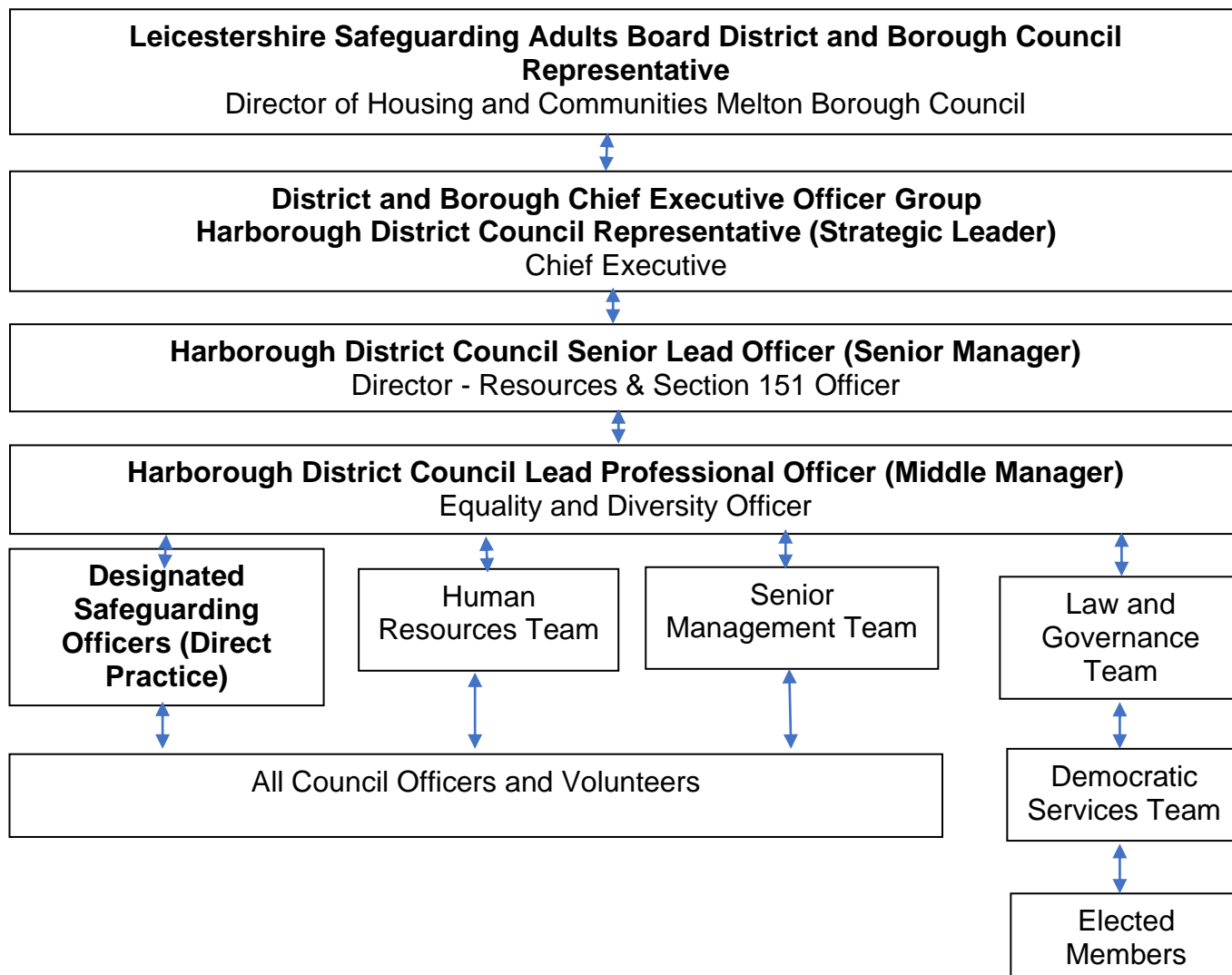
When it comes to reporting safeguarding concerns, however they arise, the UK General Data Protection Regulation and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping an adult at risk safe. It allows Designated Safeguarding Officers to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent or if to gain consent would place an adult at risk. Harborough District Council is signed up to the Local Safeguarding Adult Board Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding adults at risk. The ISA is intended to help with the sharing of information across agencies, especially in relation to safeguarding adults at risk by:

- Making it easier and quicker for information to be shared securely between agencies
- Removing the uncertainty that often surrounds inter-agency information sharing
- Encouraging agencies to share information to assist with the safeguarding of adults at risk

1. Safeguarding Structure and Roles

Strong multi-agency and multi-disciplinary working is vital to identifying and responding to the needs of adults at risk of harm. To support this, Harborough District Council have the following structure in place:

Leicestershire and Rutland Safeguarding Adults Board Safeguarding Communication and Accountability Flowchart



Safeguarding Roles within Harborough District Council

Harborough District Council **Chief Executive** (Strategic Lead) – whose responsibility is to:

Collaborate: Develop a shared vision for how services work together to deliver shared goals

Learn: Use evidence from direct practice locally to know and evaluate what is and is not working well for children, families and adults with care and support needs within the district

Resource: Be ambitious about helping, supporting and protecting children and adults with support needs in the area and jointly prioritise and share resources accordingly

Include: Create an inclusive culture where diversity is understood and multi-agency/disciplinary work is celebrated

Mutual Challenge: Hold each other and teams to account and are held to account by their teams if partnerships are not working

Harborough District Council **Senior Lead Officer – Director - Resources & Section 151**

Officer (Senior Manager) – whose responsibility is to:

Collaborate: Work with the Lead Professional Officer and ensure elected members are appropriately informed

Learn: Learn together and from each other. 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 Designated Safeguarding Officer who dealt with it to do so)

Resource: Drive the safeguarding agenda within the Corporate Management Team and ensure that communication strands are strong. Make sure that teams have what they need to help children, families and adults at risk of harm

Include: Understand that people and families are all different and need different things

Mutual Challenge: Check and challenge structures

Harborough District Council **Lead Professional Officer – Equality and Diversity Officer**

(Middle Manager) – whose responsibility is to:

Collaborate: Ensure partnerships are in place and help to maintain and develop them by having mutual goals

Learn: Develop and review policies. Manage referral forms and retain an overview of all reported concerns

Resource: Ensure that Safeguarding/Welfare Concern Reporting Forms and copies of the policy and procedures are easily accessible

Include: Understand that people and families are all different and need different things. Help staff to be culturally confident by ensuring that arrangements are in place to identify and map those within the organisation who require safeguarding and equality training and by ensuring that all staff have access to relevant training. Support staff in the organisation when necessary

Mutual Challenge: Ask questions and ensure defensible decision making. Escalate concerns in the event of a professional disagreement. Be held to account by teams, leaders, and peers for the quality of decisions and partnership working. Report to the Senior Lead Officer

Harborough District Council **Designated Safeguarding Officers (DSO)** (Direct Practice) – whose responsibility is to:

Collaborate: Receive safeguarding related suspicions, concerns, disclosures and information from staff, volunteers and others who have concerns, and support them to record them, using appropriate forms and procedures. Ensure that the child or adult with care and support needs' voice is at the centre and that appropriate agencies are informed. Provide information to staff about support available to them when they ask for it. Ensure that the Human Resources Team are alerted and included in any issues that may result in staff needing to be reported to the Disclosure and Barring Service and that all safeguarding information is recorded and stored appropriately.

Learn: Learn together and from each other by attending appropriate training

Resource: Make sure that the procedures for reporting concerns are followed appropriately in conjunction with Social Care services and in line with Safeguarding Adult Board and Safeguarding Children Partnership procedures and that they have what they need to help children, families and adults with care and support needs

Include: Understand that people and families are all different and need different things

Mutual Challenge: Ask questions when they do not agree. Challenge assumptions and seek to resolve differences of opinion in a respectful way. Escalate referrals if necessary.

Guidelines for the protection of adults with care and support needs

These safeguarding guidelines should be read in conjunction with the Safeguarding Adults Policy and Procedures document.

Recognising abuse

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 and institutional or organisational abuse. Definitions can be found on the [Leicestershire Safeguarding Adults Board website](#).

Safeguarding Adult Board procedures and guidance

The Leicestershire and Rutland Safeguarding Adult Board maintain a portfolio 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](#).

Promoting good practice

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.

- Always put the welfare of the adult before any other agenda
- Provide a good role model of behaviour
- Treat all adults 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, 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 during activities
- Ensure a code of behaviour is established at the start of each session 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 client 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 required you must ensure you are accompanied by another member of staff and/or contact 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
- Allowing allegations made by adult with care and support needs to go unchallenged, unrecorded, or un-acted upon
- Giving your home or mobile number to an adult with care and support needs or obtaining the 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.

Please note – some situations may require an amendment to good practice regulations. This should be done in advance and checked with a Designated Safeguarding Officer or with the Human Resources Team, 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 the Designated Safeguarding Officer
- Ask for the adults' 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 needed to disclose concerns outside of our organisation. Unless it would increase the adults' risk of increased harm, others are at risk or it is believed that the adult does not have the mental capacity to consent, without consent the action that the Designated Safeguarding Officers can take may be limited.
- Immediately record all details, using the person's own words.
- As soon as possible fill out the Safeguarding/Welfare Concern Reporting Form, available on the [intranet](#) (see Appendix 3), including all the details that you are aware of and what was said using the person's own words. Keep any of your original notes and give them to the appropriate 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 the 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 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/support worker must be informed of any injury and any action taken as soon as possible
- A notification of 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 adult 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, request written carer/support worker consent if appropriate
- 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

Photographic and video consent guidelines

Harborough District Council 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 in the Council's [Social Media Policy](#) on the intranet.

Recruitment, employment, and deployment

Comprehensive policies and guidance regarding recruitment, employment and deployment including Disclosure and Barring Checks can be found on the [Human Resources](#) Policy section of the Intranet.

Safeguarding Provisions in Harborough District Council Contracts/Grant Arrangements

Any service engaged by Harborough District Council should be provided on the basis of agreed terms or a contract, however simple. Safeguarding compliance should be included in all arrangements. Two key distinctions have been made of contracted/grant funded provision in terms of safeguarding requirements. These are defined within the Harborough District Council Constitution.

Safeguarding adults with care and support needs

The senior departmental lead officer for the contract, in consultation with the Head of Legal Services, is responsible for ensuring that any contract makes proper provision for the safeguarding of adults with care and support needs and they must seek advice from the Lead Designated Safeguarding Officer or other nominated officer with responsibility for safeguarding at the Council if the contracted work either:

- a. involves direct contact with adults with care and support needs, or access to data about them **or**
- b. the work to be contracted takes place in, or overlooks, an area which adults with care and support needs regularly use

In either circumstance, a clause should be inserted into the contract requiring the contractor to make appropriate and proportionate provision of the protection of adults with care and support needs. The distinctions are defined below, with the respective Harborough District Council expected standards.

Providers/Contractors with direct contact with adults with care and support needs or children and young people

Expected Standards:

- a. Contractor/Provider has safeguarding policies and procedures, as declared in any grant application/tendering process. With long-term arrangements to evaluate continued compliance, use check list of required criteria.
- b. Contractor does not have own safeguarding policy and procedures: Written evidence presented to show compliance with, and promotion of, the principles contained in the Harborough District Council Safeguarding Policies and Procedures (adults with care and support needs and/or children), pending development of their own safeguarding policy and procedures.

Please note: Contractors are responsible for ensuring they always refer to the most up to date Harborough District Council Safeguarding policy, including this Appendix, by reviewing their procedures against the Harborough District Council policies, using the website link to the Harborough District Council policy documents provided in their contract.

Work to be contracted takes place in, or overlooks, an area which adults with care and support needs regularly use

Expected Standards:

- a. Existence of appropriate screening/separation system (e.g., timing/access) from vulnerable group to be installed/devised **or**
- b. Supervision of staff by appropriately vetted supervisor at all times with knowledge of safeguarding best practice

Evaluation Procedure for Compliance

- a. Contract/arrangement to be reviewed by appropriate Harborough District Council officer responsible for the contract/arrangement within their arranged timescales.
- b. Contractor/Provider to present evidence of policies and procedures or other evidence of compliance to the standards as required above.
- c. In each case, Harborough District Council officer responsible for the contract/arrangement to verify that policies and/or practices conform to the required standards using one or other of the two check lists in Appendix 2 as appropriate.

Appendix 2

Providers/contractors safeguarding policies and procedures checklist

Providers/contractors with direct contact with adults with care and support needs and/or children and young people

This Safeguarding Checklist must be completed by the Harborough District Council staff member with responsibility for the Contract. All criteria must be in place and a copy of this **signed** checklist completed and stored with the contract documentation.

Organisation/company Name:			
Criteria	Please ✓ as appropriate		
	Yes	No	Planned date
<p>Does the organisation/company have their own safeguarding policy & procedures? If Yes, see complete sections 1 to 6 below. If No,</p> <p>a. Have they provided written evidence to show compliance with, and promotion of, the principles contained in the Harborough District Council Safeguarding Policies and Procedures? b. Have they presented evidence of their own safeguarding policy development plans?</p>			
<p>1.Child/adults with care and support needs safeguarding policy Does the organisation have a safeguarding policy that all involved in the activity are required to adhere to? Is the policy publicised and promoted to all staff, volunteers, and stakeholders?</p>			
<p>2.Child/adults with care and support needs safeguarding procedures Do the procedures contain clear instructions on what to do in the event of concerns about the welfare or protection of a child, young person, or adult with care and support needs? Are there clear guidelines for recording concerns about the welfare or protection of a child, young person or adult with care and support needs, the organisation's response, and reasons? Are there clear guidelines for reporting concerns where appropriate to external agencies such as Social Care or Police and partner agencies (This should include the contact details for the Local Authority Designated Team – formerly the LADO) Do the procedures contain clear instructions on what to do in the event of an allegation, incident or suspicion of abuse or poor practice? Are there complaints and disciplinary procedures to manage concerns about the behaviour of staff, coaches, volunteers, etc?</p>			
<p>3. Prevention Has the organisation identified staff with designated responsibility for safeguarding and protecting children, young</p>			

<p>people, and adults with care and support needs? e.g., Designated Safeguarding Officer</p> <p>Are there procedures for recruitment and selection of staff and volunteers including safeguarding checks (Disclosure Barring Service) for those working with children, young people, and adults with care and support needs?</p> <p>Are there codes of conduct and ethics for staff, coaches, volunteers, and participants?</p> <p>Are there operating procedures in relation to the organisation's duty of care to children, young people, and adults with care and support needs in place where appropriate? Specifically:</p> <ul style="list-style-type: none"> • Emergency accident procedure • Transport/travel risk assessment • Transport registers (who is travelling in which vehicles?) • Activity risk assessment • Equipment/resource safety checks • Use of photographic images 			
<p>4. Communication and partnership</p> <p>Have all reasonable steps been taken to ensure that children, young people and adults with care and support needs and carers are informed about the policy and procedures, and how they can raise concerns?</p> <p>Are there processes for holding and sharing information?</p>			
<p>5. Education and training</p> <p>Are all those working with children, young people, adults with care and support needs, and those with responsibility for running activities appropriately trained in safeguarding and protecting children, young people and adults with care and support needs?</p> <p>Are coaches, staff, and volunteers appropriately skilled and qualified to undertake their role in providing the activity?</p>			
<p>6. Review and monitoring</p> <p>Is it clear when and by whom the policy was formally adopted on behalf of the organisation?</p> <p>Is it clear how, by whom and when the policy and its implementation will be monitored and reviewed?</p>			

As Harborough District Council officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied within this checklist is accurate to the best of my knowledge.

Name:

Signed:

Position:

Date:

Providers/contractors safeguarding practices and standards check list

Providers/contractors work to be contracted takes place in, or overlooks, an area which children and young people or adults with care and support needs regularly use

This Safeguarding Checklist must be completed by the Harborough District Council staff member with responsibility for the Contract. All criteria must be in place and a copy of this **signed** checklist completed and filed with the Contract documents.

Organisation/company Name:			
Criteria	Please ✓ as appropriate		
	Yes	No	Planned date
Has the contractor provided written evidence to show how they comply to safeguarding requirements?			
Is there an identified individual to whom concerns are reported (which may be the Lead Designated Safeguarding Officer at Harborough District Council if no other can be identified) who knows what action may or should be taken when concerns are raised?			
Is there evidence of staff awareness of responsibilities to report concerns through supervision/training/induction materials?			
Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?			

As Harborough District Council officer responsible for the establishment and monitoring of this contractual arrangement I hereby sign to say that the information supplied within this checklist is accurate to the best of my knowledge.

Name:

Signed:

Position:

Date: