



Harborough District Council Adult Safeguarding Policy and Procedures

November: 2021
Review due: 2023

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 issues safeguarding concerns even if they do not involve our staff or services.

Refer to the Safeguarding Guidelines which compliment this Safeguarding Policy

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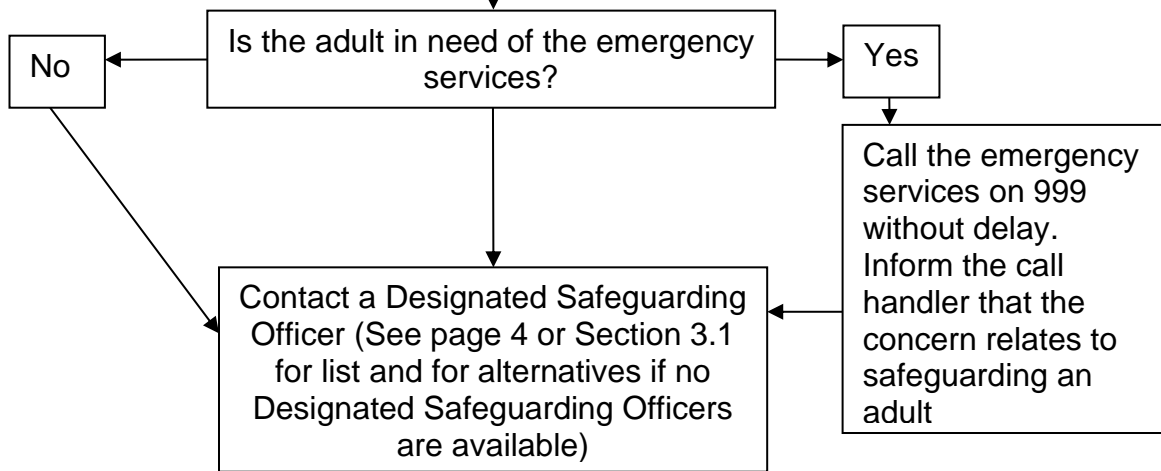
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Guide for managing concerns relating to safeguarding adults

Staff, elected member, volunteer has concerns about an adult (this could be something you have heard, seen, or been told) **or** an adult has disclosed information relating to safeguarding to you. See item 1.2 (Page 7) for Safeguarding definitions.

- 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



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

Designated Safeguarding Officer to decide and action:

- Is the report relating to safeguarding?
- Is the report relating to a concern for welfare?
- Should the concern be shared with external agencies?

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

Out of hours contact:

Leicestershire County Council Adult Social Care:	0116 255 1606
Police: Emergency 999	Non-Emergency 101
Ambulance: Medical Emergency 999	Non-Emergency 111

Who are my Designated Safeguarding Officers?

You can view the Designated Safeguarding Officer (DSO) rota on the '[Duty Rota](#)' page or by accessing the [report a safeguarding concern](#) page of the intranet. Alternatively, a full list of Designated Safeguarding Officers can be found by searching the intranet phonebook for 'Designated Safeguarding Officer' - http://www.harborough.gov.uk/intranet/site/scripts/directory_search.php?directoryID=1&search=Search&keywords=designated+&submit=Search+phonebook.

There are trained Designated Safeguarding Officers located across service areas. If all Designated Safeguarding Officers are unavailable, please speak to a Service Manager who will undertake this role.

For further support, and to alert the organisation of significant concerns, go to: Director – Communities and Wellbeing. Out of office hours, please contact the Lifeline Team who can contact the on call Corporate Management Team member. The Lifeline Team can be contacted on 01858 464499.

If all of the above are unavailable, or it is out of hours, ask for advice and report the concern to the relevant agency below:

Leicestershire County Council
Adult Social Care
Office hours: 0116 305 0004
Out of hours: 0116 255 1606

Police Adult Referral
Desk
[REDACTED] or 101

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

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

Telephone 999

1.0 Introduction – Legislative Context

The Care Act 2014

The Care Act 2014 was adopted in May 2014 and places adult safeguarding on a statutory basis. Statutory Guidance for the Act was implemented, following its adoption, and requires any organisation which comes in to contact with adults at risk to have policies and procedures covering adult safeguarding.

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 relation to specific cases with other Local Authorities and their 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 term '**adults with care and support needs**' is used. This is reflective of the language embedded within the Care Act 2014. A care and support need can indicate a range of needs including, but not limited to, 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 drug or alcohol problems

A care and support need is valid whether or not this need is currently being met. Whether an adult has care and support needs or not can determine whether a concern is a safeguarding enquiry 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 Designated Safeguarding Officers, Adult Social Care, the Police, or other relevant agency will decide this.

1.1 Who is this policy for?

Harborough District Council has produced this Safeguarding Policy to acknowledge our duty to protect adults with care and support needs as part of delivering services to the

local and wider community. This policy is for you as 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.

It is important to be aware that Harborough District Council 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, through indirect referrals or via other information. We are committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in services provided by our Council.

What does this policy cover?

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

This policy clarifies that your primary concern is to ensure that you record relevant information and pass it on to the Designated Safeguarding Officer as quickly as possible, so that they can discuss any action and make a referral to the relevant authority. Remember, if the situation requires it, contact the Emergency Services without delay.

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 policy document is also based on their local guidance. For more information visit <http://lrsb.org.uk/adults>

1.2 Policy statement

Harborough District Council accepts responsibility, as a local provider of community services, to implement 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. This is to safeguard the adults' wellbeing 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 with care and support needs
- Raising awareness of the duty of care 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 wellbeing 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

- 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 with care and support needs 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 Adults Safeguarding Policy and Procedures
- Reviewing and evaluating this Policy and Procedures document on a bi-annual basis
- Retaining safeguarding information for 100 years, in line with the Safeguarding Adult Board policy

1.3 Abuse

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 or 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, financial abuse and self-neglect (this is the exception to the definition of abuse whereby it is perpetrated by another person or persons) Definitions of these can be found on the Leicestershire and Rutland Safeguarding Adults Board website at <http://www.llradultsafeguarding.co.uk/abuse>

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. Some of this complexity has been recognised within the new Domestic Abuse Act 2021. This new Act aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who bring about domestic violence. The 2021 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 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 our staff to be familiar with signs of domestic abuse, and to know how to respond to disclosures or concerns appropriately. Details of the new Act will be included in safeguarding training packages throughout our organisation. Housing policies will also be adapted to adhere to the new legislation.

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

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.

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 a safeguarding enquiry.

1.4 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, gender identity, language, racial origin, socio-economic status, religious belief, marital status, pregnancy, or maternity and/or sexual orientation 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 General Data Protection Regulation (GDPR) and the 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 Council

1.5 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 Designated Safeguarding Officer.

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

- Procedures are followed appropriately in consultation with Social Care Services and in line with Safeguarding Adults Board procedures
- Appropriate agencies, or any other parties, are informed
- Information is recorded and stored appropriately
- Where they indicate that they require support, staff involved in a case 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

1.6 Additional considerations when concerns relate to an internal employee/member of the council e.g., staff, contractors, volunteers, and elected members

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 the mechanisms in place to ensure that staff can be confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Harborough District Council's Public Interest Disclosure ("Whistle-Blowing") Protocol forms Part 5, Section 3A of the Constitution and is available on the Council's website [here](#).

Where you have concerns about a colleague, the reporting procedures should be followed in the same way as outlined earlier 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. The Designated Safeguarding Officer will then support you to inform the Human Resources Team if they have not already been made aware of the concern. 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 the Human Resources Team and the Whistleblowing Policy.

Remember that the safety of the adult in need of safeguarding is paramount

There may be circumstances where allegations are about poor practice rather than abuse. This should always be communicated to the Designated Safeguarding Officer for guidance about appropriate action.

Harborough District Council recognises that when safeguarding concerns relate to a colleague's conduct this can involve additional stress to alerters. We will fully support and protect all staff/elected members who, in good faith (without malicious intent), report their concern about a colleague's practice or the possibility that an adult in need of safeguarding may be being abused.

If the concerns involve an elected member, this should be reported to the Monitoring Officer or Deputy Monitoring Officer who has responsibility to address Member Code of Conduct issues.

Any allegation or concern regarding a member of staff, officer or volunteer involving their conduct towards an adult should be referred to a Designated Safeguarding Officer who will

then engage with Human Resources, as they 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](#).

1.7 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. 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 to do 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.

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 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 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 to undertake a Mental Capacity Assessment, unless you have received training to enable you to undertake a Capacity Assessment yourself.

2.0 Procedures

This section contains internal and external procedures for officers dealing with concerns regarding the safeguarding of adults or concerns for welfare.

2.1 Reporting your concerns

You are not expected to investigate suspicions or concerns relating to abuse further than your professional role would require, other agencies are trained to do this. If you have a concern about the safety or welfare of an adult:

- Note the concerns and your reasons for being concerned on the safeguarding/concern for welfare reporting form
- Report to a Designated Safeguarding Officer
- If the Designated Safeguarding Officer decides to alert an external agency, they may require you to do, or support them, with this
- Maintain confidentiality

Ask questions appropriate to your role and/or an open question to attempt to clarify whether there is a plausible explanation which lowers your concern level ('Oh dear, that looks sore what's happened here?') but **do not** undertake further investigations.

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 a risk, are made safe.

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 the adult is saying you are already helping the situation. It is key that you reassure the person that they were right to tell and to not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately.

Remember: Listen – write it down – report it

2.3 Safeguarding/Welfare Concern Reporting Form

You need to fill in a Safeguarding/Welfare Concern Report Form for all concerns, suspicions and disclosures relating to the protection of an adult in need of safeguarding. This needs to be done as soon as is practicable to ensure all the facts are recorded accurately and services can be implemented. Copies of the Safeguarding/Welfare Concern Reporting Form are available on the Intranet or by following this link [Harborough District Council Safeguarding/Welfare Concern Reporting Form](#)

Do not delay when reporting concerns as an adult's welfare or safety may be imminently at risk.

When the form is completed, you need to save it in the 'Safeguarding' folder on the 'W' drive and then let a Designated Safeguarding Officer know that you have done so (see list of Designated Safeguarding Officers on the Intranet phonebook or link on page 4 of this policy). 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.

If you have reason to fill in a form, please include all relevant facts about you, about the incident and about the people involved. If possible, please talk to a Designated Safeguarding Officer for advice and guidance before completing the form.

2.4 Investigations and Vulnerable Adult Risk Management Process

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

One process you may be required 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, 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 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 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 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 guidance is available on the Safeguarding Adults Board 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. Harborough District Council's Public Interest Disclosure ("Whistle-Blowing") Protocol forms Part 5, Section 3A of the Constitution and is available on the Council's website [here](#).

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. Contact with EAP is confidential and, except where there is a threat to visitors 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 http://www.harborough.gov.uk/intranet/info/44/benefits_and_support/3/employee_assistance_programme.

Employee Assistance Programme - 0800 1116387 Website: www.my-eap.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 Adults Board procedures for multi-agency working which can be found at <http://www.lradultsafeguarding.co.uk>. For more information contact the Lead Professional Officer (see 3.2).

3.1 Key contacts

Internal key contacts

A full list of Designated Safeguarding Officers (DSOs) can be found by searching the intranet phonebook for '[Designated Safeguarding Officer](#)' or by viewing the [Safeguarding](#) section of the Harborough District Council intranet.

External Key Contacts - Remember, if you make a report to an external agency, speak to a Harborough District Council Designated Safeguarding Officer at the first opportunity. Keep all updates and pass them onto the Designated Safeguarding Officer for the file.

Leicestershire County Council Adults and Communities Social Care Services:
Office hours telephone: 0116 305 0004

Out of hours Duty Team text: 07949 633788 (Deaf or hard of hearing service)
 telephone: 0116 255 1606

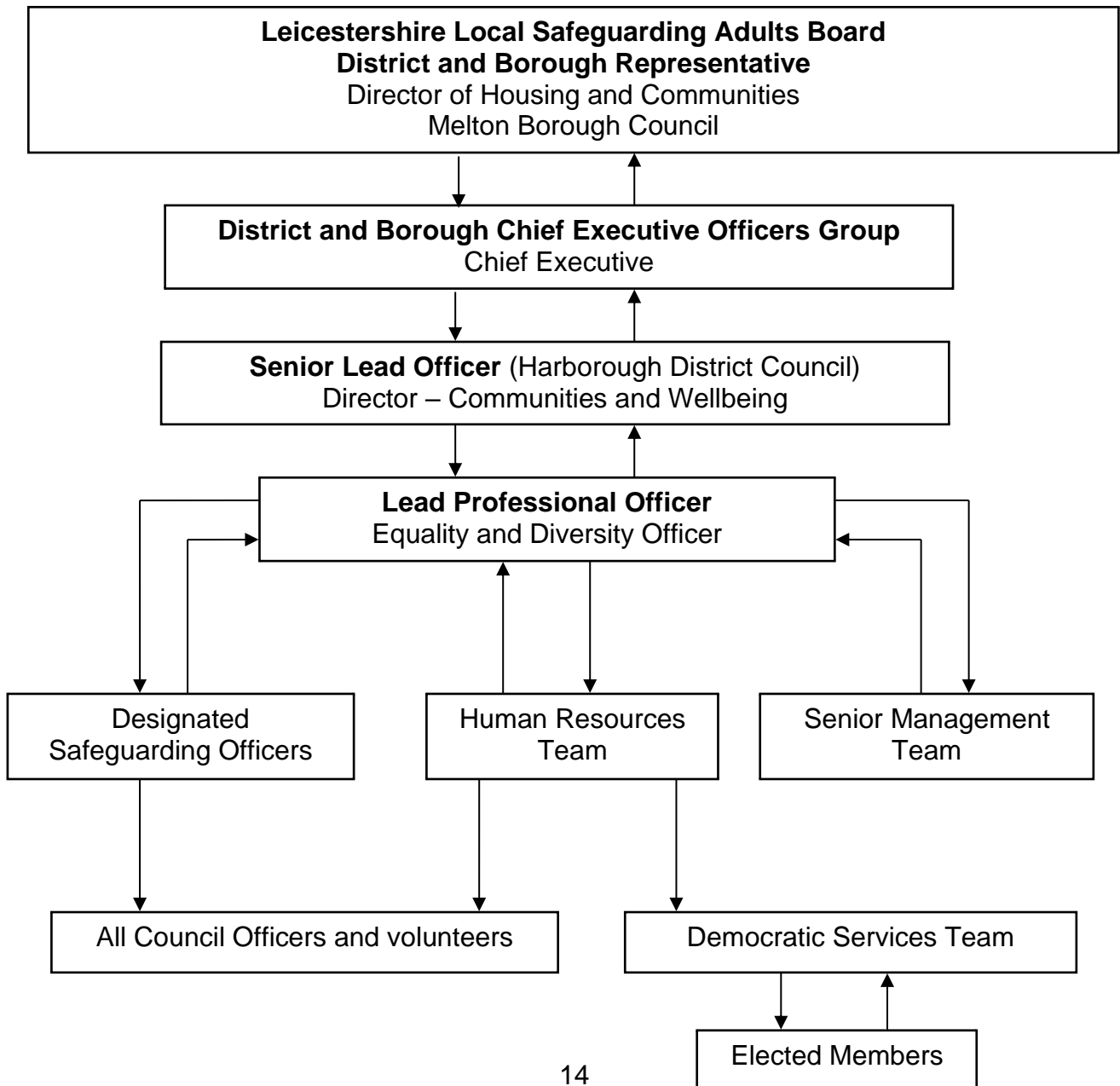
Leicestershire Police: Emergency: 999 Non-emergency: 101
Leicestershire Police Adults Referral Desk office hours: [REDACTED]

UAVA (United Against Violence and Abuse) telephone: 0808 8020028
First Contact (Concern for welfare not safeguarding reports)
 Telephone: 0116 305 4286 firstcontact@leics.gov.uk <http://www.firstcontactplus.org.uk/>

For concerns regarding People in Positions of Trust (PiPoT) the **Designated Team responsible for the referral of allegations against those who work with adults** can be contacted via the Social Care Services details above.

3.2 Leicestershire structure and accountability

**Local Safeguarding Adults Board
 Safeguarding Communication and Accountability Flow Chart**



3.3 What is the role of the Designated Safeguarding Officers?

All safeguarding related suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. A full list of Designated Safeguarding Officers can be found on the [Safeguarding](#) section of the Harborough District Council intranet, or in staff handbooks.

The responsibility of the Designated Safeguarding Officers is to:

- Receive information from staff, volunteers and others who have concerns, and support them to record them, using appropriate forms and procedures
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services and in line with Safeguarding Adult Board procedures
- Ensure that the appropriate agencies are informed
- Ensuring that the Human Resources Team are alerted and included in any issues that may result in staff being reported to the Disclosure and Barring Service
- 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 the appropriate training

If you have made a referral to a Designated Safeguarding Officer and would like a second opinion with regard to action taken, please contact the Lead Professional Officer.

3.4 What is the role of the Lead Professional Officer?

The responsibility of the Lead Professional Officer is to:

- Ensure that Incident Report Forms and copies of the policy and procedures are available
- Ensure that arrangements are made to identify staff that require training in safeguarding issues within the organisation
- Map training needs
- Ensure that all staff have access to relevant level training
- Develop and review policies
- Manage incident forms
- Retain an overview of all incidents reported
- Report to Senior Lead Officer
- Support staff in the organisation when they request it
- Ensure partnerships are in place

3.5 What is the role of the Senior Lead Officer?

The responsibility of the Senior Lead Officer is to:

- Work with the 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 Designated Safeguarding Officer who dealt with it to do so)
- Check and challenge structures
- Advance the safeguarding agenda within the Corporate Management Team
- Ensure communication strands are strong
- Ensure elected members are appropriately informed

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

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 of these can be found on the Leicestershire Safeguarding Adults Board website at <http://www.lradultsafeguarding.co.uk/abuse/>

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

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, i.e., winning, finishing a project
- 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 in need of safeguarding 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 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 in need of safeguarding 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 in need of safeguarding 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 in need of safeguarding on residential based activities
- Allowing allegations made by adult in need of safeguarding to go unchallenged, unrecorded, or un-acted upon
- Giving your home or mobile number to an adult in need of safeguarding or obtaining an adult in need of safeguarding'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 in need of safeguarding 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 in writing, 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 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/parents 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 Vulnerable Adults

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 children or vulnerable adults. 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 parental/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.
- 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 -

http://www.harborough.gov.uk/intranet/directory_record/4863/communications_policies.

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 in the Harborough District Council Procurement Statement of Required Practice (SORP).

Safeguarding Vulnerable Adults and Children

The Senior Lead Officer in consultation with the Service Manager responsible for commissioning is responsible for ensuring that any contract makes proper provision for the safeguarding of Vulnerable Adults and Children. The Senior Lead Officer and Service Manager (Commissioning) 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 children and young people or vulnerable adults, or access to data about them **or**
- b. the work to be contracted takes place in, or overlooks, an area which children and young people or vulnerable adults 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 Vulnerable Adults and Children.

The distinctions are defined below, with the respective Harborough District Council expected standards outlined.

Providers/Contractors with direct contact with vulnerable adults 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 (vulnerable adults 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 children and young people or vulnerable adults 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 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 & procedures checklist

Providers/contractors with direct contact with vulnerable adults 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 returned to the Lead Professional for Safeguarding at Harborough District Council.

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 / vulnerable adults 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 / vulnerable adults 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 vulnerable adult? Are there clear guidelines for recording concerns about the welfare or protection of a child, young person or vulnerable adult, 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 people, and vulnerable adults? e.g., Designated Safeguarding Officer Are there procedures for recruitment and selection of staff and volunteers including safeguarding checks (Disclosure Barring</p>			

<p>Service) for those working with children, young people, and vulnerable adults? Are there codes of conduct and ethics for staff, coaches, volunteers, and participants? Are there operating procedures in relation to the organisation's duty of care to children, young people, and vulnerable adults 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 Have all reasonable steps been taken to ensure that children, young people and vulnerable adults and carers are informed about the policy and procedures, and how they can raise concerns? Are there processes for holding and sharing information?</p>			
<p>5. Education and training Are all those working with children, young people, vulnerable adults, and those with responsibility for running activities appropriately trained in safeguarding and protecting children, young people and vulnerable adults? Are coaches, staff, and volunteers appropriately skilled and qualified to undertake their role in providing the activity?</p>			
<p>6. Review and monitoring Is it clear when and by whom the policy was formally adopted on behalf of the organisation? 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 & standards check list

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

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: