

## Decision under Delegated Powers

### Officer Requesting Decision

Children, Families and Partnerships Manager

### Officer Making the Decision

Head of Regulatory and Community Safety

### Recommendation

That the attached revised adults in need of safeguarding policy is adopted.

### Reason

To ensure that Charnwood Borough Council continues to comply with our legal and statutory duties in relation to children, young people and adults in need of safeguarding.

### Authority for Decision

Under the Council's Scheme of delegation, published September 2022, the Head of Regulatory and Community Safety has delegated authority 'to make changes to the Children and Vulnerable Adults Safeguarding Policy'.

### Decision and Date



19/04/2023

### Background

These policies are designed to ensure that Charnwood's members and staff are equipped with the knowledge and information to enable them to follow Charnwood's children and young people and adults in need of safeguarding responsibilities.

The policies were formally adopted as a joint document by Cabinet at its meeting on 18<sup>th</sup> December 2008 (minute 123 refers). An update was approved by Cabinet on 18<sup>th</sup> March 2010 and Delegated Authority given to the Director of Leisure and Environment, now the Strategic Director for Neighbourhoods and Community Wellbeing to make future changes to the safeguarding policy (minute 178 refers). Following the 2022 Leadership Review the Head of Regulatory and Community Safety now has delegated powers to amend the Children and Vulnerable Adults Safeguarding Policy.

On 27<sup>th</sup> October 2011, approval was sought and granted from Cabinet to separate the children and young people and adults in need of safeguarding policies (minute 64 refers). The policies were last updated in 2019 and are reviewed every two years.

The policies have been developed and revised in conjunction with the Leicestershire District Designated Safeguarding Officers (DSO) Group (formally the District Implementation Group). This group supports District Councils to adhere to our legal duties within the Children Act 2004, Social Work Act 2017 and those set out by the Local Safeguarding Children Partnership and Adults Safeguarding Boards. The County DSO Group have jointly reviewed and adopted the changes to the policies.

It is the responsibility of the Council to report any concerns regarding the welfare of children and young people or adults in need of safeguarding. This duty extends to the identification of possible abuse, poor practice by internal members / staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/ community.

It is important to be aware that Charnwood has both a moral and legal obligation to ensure the duty of care for children and adults in need of safeguarding across all of its services. We are committed to ensuring that all children and adults in need of safeguarding are protected and kept safe from harm whilst engaged in services organised by the Council.

### **Adults in Need of Safeguarding**

This policy has been updated in line with the Care Act 2014. The Policy has historically been founded in accordance with guidelines produced by the Department of Health 'No Secrets' 2000 guidelines however, No Secrets 2000 is obsolete and has therefore been removed.

This policy has been developed in line with Safeguarding Adults Board procedures found on [www.lrsb.org.uk/adults](http://www.lrsb.org.uk/adults). The review of the Adults in Need of Safeguarding Policy has taken account of the LSABs local procedures such as the newly introduced People in Positions of Trust and Vulnerable Adults Risk Management guidance.

The emphasis in our work with adults with care and support needs is to promote the empowerment and well-being of adults through the services we provide and to act in a way which supports the rights of individuals to lead a life based on self-determination and personal choice and recognise people who are unable to take their own decisions and / or protect themselves, their assets and bodily integrity.

### **Changes which apply to both policies**

Contact names, numbers and webpage links have been updated where necessary. Content relating to the new Domestic Abuse Act 2021 is added for guidance.

### **Financial Implications**

The actions necessitated by the policies will be delivered within existing resources.

## Risk Management

Risk Identified	Likelihood	Impact	Risk Management Actions Planned
Failure to adhere to the policies and appropriately report concerns results in people having access to the services they need to ensure their welfare	Moderate	Moderate to High	Publicise the policies, ensure appropriate training is in place and maintain the Designated Safeguarding Officer system to inform and support staff and members to report concerns
Information security breached when referring concerns outside of the Council	Moderate	Moderate to High	Secure intranet site for electronic storage/ sharing of information and regular DSO meetings to ensure referral routes to children and adults social care are clear. Council to council and council to police emails are now considered secure enough to not require specific secure email addresses which will support information sharing
Changes in government policy that impact on current safeguarding policies	Moderate	Moderate	Monitor for changes and ensure policies are amended accordingly

Key Decision: No

### Background Papers:

Children and Young Peoples Safeguarding Policy and Guidelines 2019  
 Adults in Need of Safeguarding Policy and Guidelines 2019  
 Children and Young Peoples Safeguarding Policy and Guidelines 2017  
 Adults in Need of Safeguarding Policy and Guidelines 2017  
 Children and Young Peoples Safeguarding Policy and Guidelines 2015  
 Adults in Need of Safeguarding Policy and Guidelines 2015  
 Children and Young Peoples Safeguarding Policy and Guidelines 2011  
 Adults in Need of Safeguarding Policy and Guidelines 2011  
 Minute 64 27/10/11 Cabinet  
 Minute 178 18/03/10 Cabinet

Minute 123 18/12/08 Cabinet  
Minute 124 24/04/08 Cabinet  
Delegated Decisions 33 08/09, 49 09/10, 77 15/16 and 108 17/18



## ***Charnwood Borough Council's Adult Safeguarding Policy and Procedures***

**January 2023  
Review Date: January 2025**

**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.

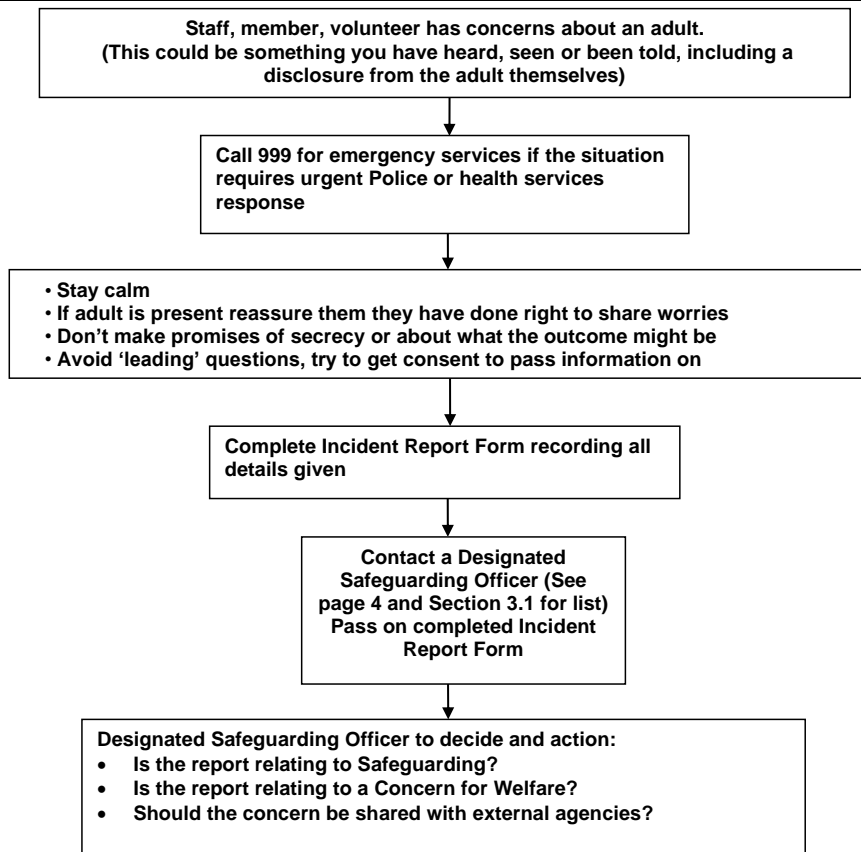
We have a legal responsibility to respond to any safeguarding concerns even if they don't involve our staff or services.

**Refer to the safeguarding guidelines which compliment this safeguarding policy.**

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## Guide for Reporting Concerns Relating to Safeguarding Adults to a Designated Safeguarding Officer



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

**Out of Hours Number for Adult Social Care: 0116 255 1606**  
**Police Emergency 999**

### Who are the Designated Safeguarding Officers?

**Commented [AT1]:** Section below needs formatting better as cannot see all of it in the text boxes?

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

A full list of [Designated Safeguarding Officers](https://charnwoodbc.sharepoint.com/sites/sq) can be found on the safeguarding site of the Charnwood Borough Council intranet <https://charnwoodbc.sharepoint.com/sites/sq> or on Council noticeboards.

There are trained Designated Safeguarding Officers in the following Services:

- Landlord Services
- Leisure and Culture
- Neighbourhood Services
- Cleansing and Open Spaces
- Customer Experience
- Strategic and Private Sector Housing

If all of the DSOs are unavailable go to one of the following:

Director of Customer Experience.

Head of Regulatory Services and  
Community Safety

**If all of the above are unavailable, go to:**

Chief Executive

If all DSO's unavailable, ask for advice from

Adult Social Care

0116 305 0004  
0116 255 1606 (out of  
hours)

Police Adult Referral  
Team (if a crime has  
been committed)

0116 248 5486 (8am –  
4pm)

Always follow the reporting procedure back to the Designated Safeguarding Officers

## If you feel there is an immediate risk, call the emergency services 999

### Legislative Context

To support a multi-agency approach, Charnwood Borough Council, has produced this Safeguarding Policy in order to acknowledge its duty to protect adults with care and support needs (see below) as part of delivering services to the local and wider community.

### Care Act

The Care Act 2014 was adopted in May 2014 and places adults 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 if it has reasonable cause to suspect that an adult is in need of protection. This includes cases where it has reasonable cause to suspect that an adult is in need of protection.

- Has needs for care and support (whether or not those needs) 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 in order to reflect the language embedded within the Care Act 2014. A care and support need can reflect a range of needs including people:

- With learning disabilities
- With physical disabilities
- With sensory disabilities
- With mental ill health
- Who are frail due to their age
- With dementia
- With brain injuries
- With 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 can determine whether a concern is safeguarding or a concern for welfare. Staff and elected members do not need to determine whether an adult



has care and support needs or whether abuse is taking place, the Designated Safeguarding Officers or Adult Social Care will deal with this.

### **Domestic Abuse Act 2021**

Other forms of abuse which impact children, families and 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 Act aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who perpetrate domestic abuse. The 2021 definition of domestic abuse is 'the behavior 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 the Council 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 Act will be included in safeguarding training packages throughout our organisation. Housing policies will also be adapted to adhere to the legislation. Guidance on [getting it right first time](#) when recognising and responding domestic abuse is available [here](#)

### **Who is this Policy for?**

**This policy is for you as a member of Charnwood Borough 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 Charnwood Borough 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, or 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 the Council.

### **What does this policy cover?**

**The policy equips you with the information you need regarding what actions to take if you have a cause for concern or if you suspect or are told about abuse, and what will happen next. This may be the tool that helps you to save an adult's life.**

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

This policy outlines that your primary concern is to ensure that you **record relevant information and pass it on to the Designated Safeguarding Officer's without delay**, so that they can discuss any action or referral to the relevant authority.

This policy has been developed in accordance with the Care Act 2014 and associated Guidance. Charnwood Borough Council is a partner of the Leicestershire and Rutland Safeguarding Adult Board (SAB). This policy document is based on SAB guidance. For more information go to <https://lrsb.org.uk/adults>

## 1.1 Policy Statement

Charnwood Borough 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, in order to safeguard their well being and protect them from abuse when they are engaged in services organised and provided by the Council.

We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of adults with care and support needs
- Raising the 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 well-being of adults with care and support needs to protect them from harm
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- 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 reduce 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 Protecting Adults Safeguarding Policy and Procedures
- Reviewing and evaluating this Policy and Procedures document on an bi-annual basis

## 1.2 Definitions

Safeguarding duties apply to an adult who:

- Is 18 years old and over
- Has needs for care and support (whether or not the local authority is meeting any of those needs) 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

What constitutes abuse:

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

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

avoidable deterioration in, physical or mental health, and the impairment of physical, intellectual, emotional, social or behavioural development

Abuse may be:

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

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

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

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 adapt their practice and become more effective in safeguarding adults. The Leicestershire and Rutland Safeguarding Adults Board maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website [https://www.lradultsafeguarding.co.uk/wp-content/uploads/2015/03/Thresholds-Final\\_December-2019.pdf](https://www.lradultsafeguarding.co.uk/wp-content/uploads/2015/03/Thresholds-Final_December-2019.pdf)

SABs 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 DSOs.

Concern for Welfare:

The term safeguarding directly relates to a situation where abuse is taking place by a third party. Officers may, however, be concerned about the welfare of an adult where there is no abuse, e.g. if an adult is living in surroundings that are unsuitable or unsafe, if there are concerns around self-harming, substance misuse or mental health. The concern should be reported to a Designated Safeguarding Officer who will work with you or signpost you to pass on the information to the appropriate agency as a concern for welfare.

### 1.3 Principles

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

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

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

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

- The welfare of adults with care and support needs is the primary concern
- All adults with care and support needs, irrespective of their age, culture, disability, gender, 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 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

#### **1.4 Support for Members of Staff, Elected Members or Volunteers Raising Concerns**

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

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

- The procedures are followed appropriately in consultation with Adult Social Care Services and SAB procedures
- The officer raising concerns has informed other agencies and staff members where appropriate
- Information is recorded and stored in line with procedure. The SAB guidelines is that information about safeguarding should be retained securely for 100 years
- Staff involved who indicate that they need support are aware of support available in line with the Council's employee wellbeing policies. This includes access to a confidential counselling service

#### **1.5 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 that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to make certain that staff are confident that concerns will be dealt with appropriately. These include confidentiality

guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined elsewhere in this policy. 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
- Human Resources

You **must** report to:

- A Designated Safeguarding Officer

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

In the event of having a concern you must talk to a Designated Safeguarding Officer, who will support you to report your concerns to HR. Alternatively you can take your concerns directly to an HR officer. If your concern is regarding a Designated Safeguarding Officer you can speak to any other Designated Safeguarding Officer who will respond in accordance with advice from HR and the Whistleblowing Policy.

The Local Authority recognises that when safeguarding concerns relate to a colleague's conduct that this can involve additional stress to reporters. We will fully support and protect all staff/members who, in good faith (without malicious intent), report his or her concern about a colleague's practice or the possibility that an adult in need of safeguarding 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 conduct towards an adult should be referred to the Designated Safeguarding Officer who will then engage Human Resources who has the responsibility to refer to the designated officer or team of officers for the management and oversight of allegations against people that work with adults based at the appropriate Social Care Department (Leicestershire County Council for Charnwood residents).

If the allegation, conduct issue or poor practice is safeguarding level 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 adults process. This applies to every situation, including those where the alleged perpetrator is employed by the Local Authority.

If it is not 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 Adult's Safeguarding Board website <https://www.llradultsafeguarding.co.uk/managing-allegations-against-people-in-positions-of-trust-pipot/#1> When does the Process Apply

## 1.6 Confidentiality 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 has not got 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 may be disclosed to the Adult Social Care and/or the Police.

There may be occasions where an adult in need of safeguarding expresses a wish for concerns not to be pursued. It is important, however, that concerns are shared appropriately within the organisation in order to ensure the safety of the person and others at possible risk of harm. This means talking to your manager and/ or a Designated Safeguarding Officer within the Borough or District Council as appropriate.

Decisions about what information is shared and with which external agencies will be taken by DSOs on a case by case basis. It is important to remember that:

- Confidentiality must not be confused with secrecy;
- Staff that witness abuse, have abuse disclosed to them or identify a concern for welfare should do their utmost to obtain informed [consent](#) to report this to an external agency by the adult/s 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 DSO of this so that they can ask Adult Social Care to undertake a 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 using the incident reporting form
- Report to an appropriate 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 that 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. Adults and Communities (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 Incident Reporting Form**

You need to fill in an Incident 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 practical to ensure all the facts are recorded accurately and services can be implemented.

Copies of the Incident Report Form are available from:

- Intranet
- Designated Safeguarding Officers
- Reception

The Incident Reporting Form is available via a link on the intranet, on the Safeguarding site.

You then need to email it to a Designated Safeguarding Officer (see the list available on the Safeguarding site on the intranet). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale.

If you have reason to fill in a 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.

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

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

The following factors must ALL be present:

- The adult is considered to be at significant risk of harm or death as a result of self-neglect
- The adult is considered to have a need for care and support
- The adult has the mental capacity to understand the risks they are placing themselves in

Self-neglect can be any of the following:



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

Full VARM guidance is available on the LLR Safeguarding Adults Board Multi-Agency Policy and Procedures website <http://www.llradultsafeguarding.co.uk/leicester-leicestershire-and-rutland-vulnerable-adult-risk-management-varm/> , or you can speak to a Designated Safeguarding Officer.

## 2.5 Responding to threats of suicide and self-harm

Staff sometimes experience residents and customers of the Borough Council making threats to kill or harm themselves. This can be distressing for the staff and the adult involved and we would seek to support the person to seek appropriate and timely help. Threats of suicide and self-harm are often raised as a safeguarding issue, though this is only the case if the adult fits the definition outlined in section 1.2 above. However, one of the important features of suicide prevention work is to encourage people who are at risk to seek help as early as possible. Therefore, the Designated Safeguarding Officers have developed guidance intended to support staff who are faced with difficult situations and to recognise that all areas of the local authority can play a role in preventing suicide. The guidance is found at Appendix 3.

## 2.6 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the [Local Authority Whistleblowing policy](#). Contact HR for more information.

**Staff support can be accessed through AMICA, an NHS based telephone counselling service:**

**0116 2544388**

This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor. Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).

## 3.0 Systems and Structures

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

### 3.1 Key Contacts

A full list of [Designated Safeguarding Officers](#) can be found on the safeguarding site of the Charnwood Borough Council intranet <https://charnwoodbc.sharepoint.com/sites/intranet/Handy%20Documents/Forms/AllItems.aspx> or on Council noticeboards.

#### External Agencies

***Remember, if you make a report to an external agency; speak to a CBC Designated Safeguarding Officer at the first opportunity. Keep all updates for DSO case file.***

**Adults and Communities Social Care Services** (office hours)  
Monday to Thursday 8:30am to 5pm and Friday 8:30am to 4:30pm

Tel: 0116 305 0004  
Deaf or hard of hearing: text 07949 633 788

**Social Care Services Adult's Emergency Out of Hours Service**  
Phone: 0116 255 1606 (not office hours)

**Please note:** Adult Social Care email address has now been removed, use the [online enquiry form](#) instead, if you wish to get in touch.

**Leicestershire Police**  
Emergencies 999  
Non-emergency to report an alleged crime 101

or

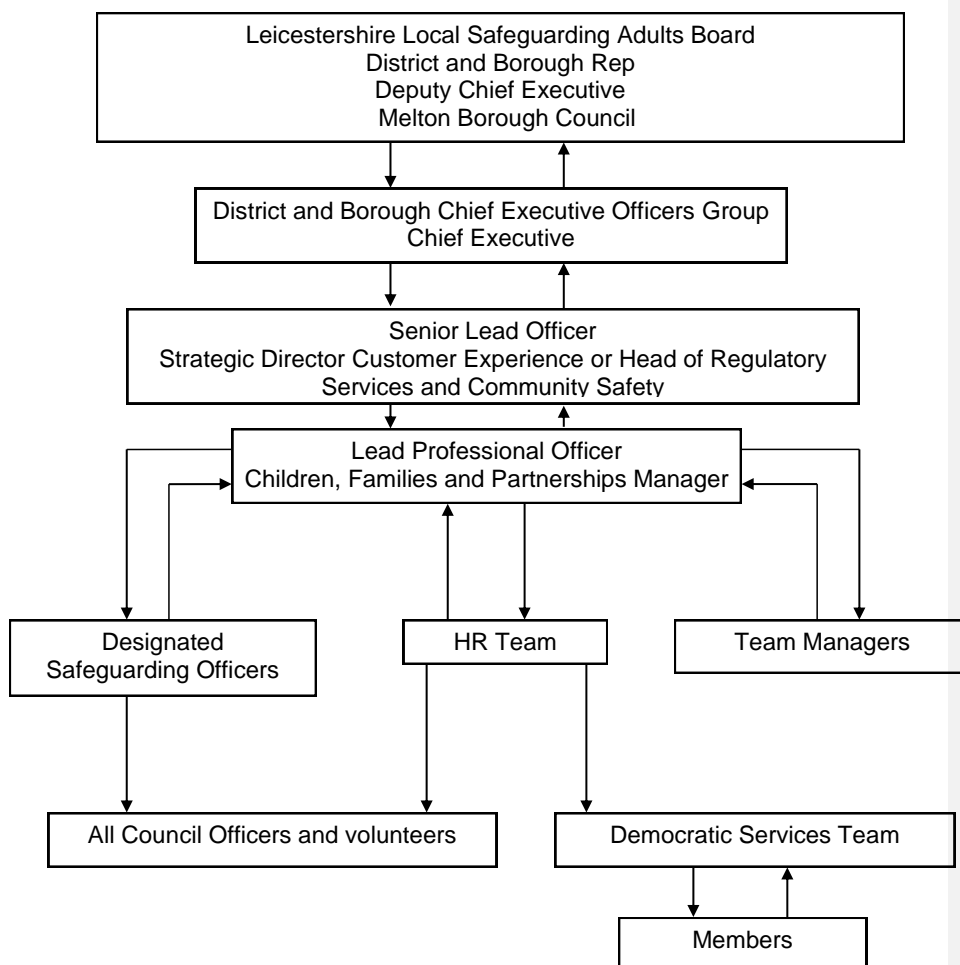
Community Partnership Intelligence Portal  
<https://www.leics.police.uk/community-partnership-intelligence>

**Leicestershire Police Adults Referral Team**  
Primarily for Police Officers but can be used by external staff for advice where they believe a crime has been committed and have safeguarding concerns about an adult  
0116 248 5486

**First Contact**  
Tel: 0116 305 4286  
[firstcontact@leics.gov.uk](mailto:firstcontact@leics.gov.uk)  
<http://www.firstcontactplus.org.uk/>

## 3.2 Leicestershire Structure and Contacts

### 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 site of the Charnwood Borough Council intranet <https://charnwoodbc.sharepoint.com/sites/sg/Designated%20Safeguarding%20Officers/Forms/AllItems.aspx> or on Council noticeboards.

They have the responsibility to:

- Receive information from staff, volunteers and others who have concerns, and 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 SAB procedures
- Ensure that the appropriate agencies are informed
- Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Independent Safeguarding Authority
- 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 make a referral to a DSO and would like a second opinion on the action taken, you may request this from either the Children, Families and Partnerships Manager or Head of Neighbourhood Services.

### 3.4 What is the Role of the Lead Designated Officer?

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 support is requested
- Ensure partnerships are in place

### **3.5 What is the Role of the Senior Lead Officer?**

To:

- Work with Lead professional
- Represent the Council on formal investigations into allegations of abuse led by Social Care Services
- Check and challenge structures
- Drive safeguarding agenda to Senior Management Team and Chief Executive
- Ensure communication strands are strong
- Ensure members are appropriately informed

## Appendix 1



### Safeguarding / cause for concern reporting form

<b>(For DSO use only)</b> <b>Reference number:</b> <b>SURNAMEfirstnameddmmmyy</b>	
---	--

This form is used for reporting causes for concern as well as suspicions and disclosures of possible abuse; therefore not all sections may be appropriate. Please complete with as much information as possible, using verbatim reports from people involved where possible. This information will be kept securely.

#### Subject(s) Details

Name of subject(s)	
Current address	
Postcode	
Telephone number	
Date(s) of birth	
Gender of subject(s)	
Does anybody you are concerned about have a disability	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give details	
Subject/ families first language	
Any communication barriers that need to be considered?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please give	

details	
---------	--

Your name	
Your job title/ role	
Your email address	
Your telephone number	
Date and time you are completing this form	

What is your reason for contact with the subject? For example, environmental health investigation, ASB dispute, customer services contact, housing/support visit. etc	
---	--

Are you likely to have ongoing contact with the subject(s) If yes, please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
---	--

Are they aware that you are passing on information about your concerns? Have they given consent for this? If yes provide details regarding who has given consent and how (in person/ on telephone etc) <b>Remember, it is good practice to gain consent but if you have concerns you should pass on the information to a DSO regardless.</b>	
--	--

Details of most recent contact (please give, date, time, location, who subject was accompanied by, actions/interventions taken)	
---	--

What is your concern leading to this referral? Please give	
--	--

as much factual information as possible including the <b>time and date</b> of any incident		
<p>Is the subject of concern already known to social care?</p> <p>If yes, please give details, including if they are on a Child Protection Plan, have been or are a Looked After Child in local authority care</p>	<p>Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/></p>	

Are you aware of any of the following within the household

Domestic Abuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	
Substance Misuse	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	
Disabilities	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	
Learning Difficulties	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	
Mental Illness	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	
Sexual Exploitation	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>	



If yes to any of above, please give details	
---	--

**Significant others in Subject life – including family and perpetrator**

(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

**Key agencies involved**

Please list in the boxes below the key agencies involved with the child / young person / family or adult.

This will include details of a GP, Health Visitor, Midwife, Mental Health worker, Social Care worker, School/College/Nurse, Offender Manager, Police, other

(We appreciate you may not know this information, please record as much information as you do know)

Name	Name	Name	Name
Agency	Agency	Agency	Agency
Address	Address	Address	Address
Contact number(s)	Contact number(s)	Contact number(s)	Contact number(s)

**Contact your Designated Safeguarding Officer urgently, they will initiate appropriate action. Remember it is your responsibility to ensure that a DSO receives the information as quickly as possible**

<b><i>For Designated Safeguarding Officer use only</i></b>	
<i>DSO name:</i>	
<i>Date, time, venue/ method of initial staff report regarding suspicions, concerns or disclosure relating to safeguarding:</i>	
<i>Who was present:</i>	
<i>Date, time and venue of Incident Reporting Form handover:</i>	
<i>Who was present:</i>	
<i>Notes regarding DSO follow up actions:</i>	

# ***Guidelines for the Protection of Adults with Care and Support Needs***

January 2023

**These Safeguarding Guidelines should be read in conjunction with  
the Safeguarding Adults Policy**

## **1. 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://lrsb.org.uk/what-is-adult-abuse> and <http://www.llradsafeguarding.co.uk/abuse/>

## **2. Safeguarding Adults Board procedures and guidance**

The Leicestershire and Rutland Safeguarding Adults Board maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website <http://llrscb.proceduresonline.com/chapters/contents.html>

## **3. 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 with care and support needs 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 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
- Sharing a room with an adult with care and support needs on residential based activities
- Allowing allegations made by adult to go unchallenged, unrecorded or un-acted upon
- Giving home or mobile number to adult with care and support needs or obtaining an adult with care and support needs 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.

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

### **Responding to a disclosure of abuse**

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

What to do if a person discloses information to you:

- React calmly
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Reassure the person that they were right to tell **and do not make promises of secrecy**
- 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 and the action that the Designated Safeguarding Officers can take may be limited without it.
- Immediately record all details in writing, using the person's own words.
- As soon as possible fill out the Incident Reporting Form, available on the intranet (See Appendix 1) again including all the details that you are aware of and what was said using the person's own words. Attach your original notes to the Incident Reporting Form and give these to an 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
- Where an adult has care and support needs and it is appropriate to do so their 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 Adults with Care and Support Needs**

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

- Staff are not specifically required to transport people in their own vehicles unless it is part of their job description or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
- You should only transport an adult with care and support needs where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of 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

### **Use of Contractors**

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

Where there is potential for contact (including direct contact) with children or adults, guidance has been produced outlining safeguarding provisions required within Charnwood Borough Council Contracts. These can be accessed via the Procurement Team.

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Service Manager procuring is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children. The Lead Officer and Service Manager procuring must seek advice from a CBC Designated Safeguarding Officer, usually the Children, Families and Partnerships Manager, if the contracted work either:

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

or

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

or

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

In either circumstance, safeguarding measures must be detailed within the Request for Quotation or Invitation To Tender (as appropriate) that require the contractor to make appropriate and proportionate provision of the protection of vulnerable adults and children.

#### 4. Photographic and video consent guidelines

Charnwood Borough 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 on the HR Policies intranet site.

#### 5. Recruitment, employment and deployment

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

#### 6. Safeguarding provisions in Charnwood Borough Council contracts

Any service engaged by Charnwood Borough Council should be provided on the basis of agreed terms or a contract – however simple. Safeguarding compliance should be included in all arrangements. Key distinctions have been made of contracted provision in terms of safeguarding requirements. These are defined in the Charnwood Borough Council Procurement Statements. The Procurement Team can provide initial guidance.

##### **Safeguarding Adults and Children within contracts**

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 adults and children. The Manager commissioning a service must seek advice from the Lead Professional Officer and 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 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 adults regularly use:

In either circumstance, appropriate safeguarding criteria must be included within the contract documentation which ensures that the contractors make appropriate and proportionate provisions for the protection of adults and children.

## Appendix 3

### Guidelines for responding to a threat of suicide or self-harm

Recognise the threat as a cry for help. Even if the person does not actually intend to harm themselves, threatening suicide or self-harm can be a way of voicing hopeless feelings and the desire on the part of the person to end the pain they are feeling.

Charnwood Borough Council staff who respond to a threat of suicide or self-harm from a customer are not expected to counsel the customer. A person's concerns are often related to the issue they are dealing with at the time. The risk may be reduced if the person feels listened to. Your attitude and approach is key.

The Leicester, Leicestershire and Rutland suicide prevention campaign 'Start a Conversation' is aimed at the public and staff. You can find many useful resources online <https://www.startaconversation.co.uk/>

The purpose of your conversation with the customer is to:

- Understand the nature of the threat that has been made
- Gather key details needed to identify and locate the person, if possible
- Report the threat appropriately, call 999 for the Police or an ambulance if you identify that they have a plan in place to harm themselves or have done so
- Encourage the person to seek help through their GP and/ or the Samaritans

The following procedure applies and can be adapted whether the contact with the person is in writing, on the telephone or in person:-

**If you feel that the person is in immediate threat or harm ring 999. Always consider your own safety.**

<b>Take the threat of suicide or self-harm seriously</b>	<p>Stop what you are doing – give the customer your full attention.</p> <p>Remain calm, listen carefully and if you need to, clarify to ensure you understand what has been said.</p> <p>The aim is to identify whether there is a real risk or threat – where are they and what do they intend to do?</p>
<b>Summon support</b> from a colleague-calmly but immediately	<p><b>If customer is on the phone – do not put them on hold.</b></p> <p>If you can, summon support from a colleague who will act as your 'support partner'. You can call on any one available including your line manager.</p> <p>Your support partner is there for two reasons – to assist you as you help the customer, and to act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.</p>

	<p>Contact Centre and Customer Services (reception) staff should use their flagging system to alert a Team Leader.</p>
<p><b>Gather key information</b> about their identity, location and any plans they have so that you can pass this on</p>	<p>Talk to the customer to gather information.</p> <p>Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide. Repeat back to the person and explore what they have said. For example: "You said that there is no point going on. What did you mean by that?"</p> <p>Make sure you are clear what the person meant by what they said.</p> <p>Acknowledge that they are upset and allow time to talk about why they feel this way.</p> <p>Let the customer talk about their plans to self-harm or commit suicide. Research shows that this approach does not lead people to do anything that they would not have done anyway.</p> <p>Gather and record key information; their identity, address, current location and any plans they have for going elsewhere to harm themselves.</p> <ul style="list-style-type: none"> <li>• Who?</li> <li>• What?</li> <li>• Why?</li> <li>• When? and</li> <li>• How?</li> </ul> <p><b>This will be important as you are highly likely to need to inform other services.</b></p> <p>Explain to the person that you are duty bound to report the threat to the police who will then take the appropriate action. This most likely will involve a personal visit from the police.</p> <p>If the customer has made specific threats about what they intend to do, find out specifically what is planned, when it is planned for, and whether the customer has the means to hand? Find out if action has already been taken, e.g. have tablets or something else been taken? If so, find out what and when? Have they tried to harm themselves before, if so find out what? Have they received treatment or are they currently receiving treatment?</p>
<p><b>What do they think will help?</b></p>	<p>Ask what will help them to identify ways to resolve the underlying issue</p> <p>Do they need further signposting or proactive referral to</p>



	<p>services to resolve it? Refer to other departments if required (brief your colleagues if necessary). Consider what is needed to prevent this happening again</p> <p>Often people will make disclosures because they feel desperate at that moment. Establish who they can speak to and encourage them to do so if they have a support network. Connect them to community support where possible (next box)</p>
<b>Suggest sources of support</b>	<p>Encourage the customer to speak to someone who can help them such as:</p> <p>Their <b>GP/ Psychiatrist/ Community Mental Health Nurse/ counsellor</b></p> <p><b>Samaritans</b>, for people of any age, free 24 hour helpline: 116 123</p> <p><b>Turning Point</b> free, 24 hour mental health support for adults: 0808 800 3302</p> <p><b>MIND</b> info and legal helplines, for people of any age, local rate, office hours only: 0300 123 3393</p> <p><b>CALM</b> helpline for men open 5pm to midnight seven days a week: 0800 58 58 58</p> <p>If you have identified that there is a real risk that the customer may harm or kill themselves then you should take steps to refer them to support services or contact them on the customers behalf. This can include the persons GP, you can make them aware of the incident and ask that they make contact with the person.</p>
<b>Summon emergency help from the Police or an ambulance</b> on 999 if you need to	<p>Contact Leicestershire Police or an ambulance if customer is distressed and is in immediate danger. Summon emergency help using 999. Do not delay in contacting the emergency services if you think this is appropriate. If they have taken or intend to take action, this is high risk and requires immediate action.</p> <p>If necessary, ask a colleague to make these calls while you remain speaking to the person. If you are with the person wait for the emergency services if it is safe to do so and ring your line manager to update them.</p> <p>Let the emergency services know the customers identity, address, current location and any other relevant details you have uncovered.</p> <p>If appropriate/ applicable, stay with the customer or stay on the phone with them until the police or ambulance</p>

	<p>arrives.</p> <p>You do not need their consent to call the Police or other emergency services, but it is important to advise the customer about what is happening and why; if you have identified an emergency situation where someone is in immediate danger you are duty bound to report the threat to the police or ambulance service who will then take the appropriate action. This most likely will involve a personal visit from the police.</p> <p>If you have had to summon the emergency services then it is appropriate for you to refer the person to a source of support such as their GP, to make them aware of what has taken place and request that they make contact with the person.</p>
<p><b>In the event that the customer threatens self-harm or suicide and then leaves the premises or puts the phone down</b></p>	<p>In the event that a customer threatens self-harm or suicide and leaves the premises or puts the phone down, call the Police and pass on whatever information you have that could help to identify or locate them.</p> <p>In the event that a customer threatens self-harm or suicide and walks out of Southfields reception, an option is to call the CCTV control room on 01509 632562 and ask them if they are able to monitor whether the person is OK. This could help inform you as to whether you needed to contact the Police for assistance.</p>
<p><b>Record the incident</b></p>	<p>Incidents will be recorded so that patterns around regularity, volume and underlying cause can be monitored and evaluated.</p> <p><b>Children</b> All incidents of children and young people under the age of 18 who threaten suicide or self-harm should be dealt with as a safeguarding concern and involve a safeguarding Designated Safeguarding Officer.</p> <p><b>Adults</b> <b>When you establish that the person has a serious intent to harm themselves</b> If your contact with the person establishes that they have a serious intent to harm themselves (i.e. they have a plan and the means to do so / they are extremely low in mood and taking steps to start resolving an immediate issue such as a noise complaint is not going to alleviate this) then you should record the incident on a safeguarding Incident Report Form. Indicate that your concern relates to a threat of suicide or self-harm and pass the form to a Designated Safeguarding Officer who will log the form on the safeguarding database and mark</p>

	<p>it accordingly.</p> <p>It's important to note that threats of suicide or self-harm are not necessarily a safeguarding concern, because not every adult in this situation has care and support needs (one of the factors that might make them an adult in need of safeguarding). However the organisation wants to make sure that we log these serious concerns centrally so where the adult is not an adult in need of safeguarding the DSO will log the form, where they are an adult in need of safeguarding the DSO will undertake the necessary safeguarding actions in addition to what you have already done to support the person in relation to their threat of suicide or self-harm.</p> <p><b>When you establish that the person is distressed but does not intend to harm themselves</b></p> <p>Customer threats of suicide or self-harm can sometimes be linked to a complaint about their living environment and/ or a service they are receiving. Where this is the case and you can de-escalate the persons level of distress by listening to them and dealing with their service request, record the incident by either updating your own departmental records or make the department responsible for that service aware of the incident as applicable. This is so that services can follow their normal procedures/ complaints procedures with appropriate sensitivity to the customer.</p> <p>Always ensure that you follow the appropriate guidance for information sharing and storage/ retention.</p>
<b>De-brief and review</b>	<p>Responding to a threat of suicide or self-harm can be upsetting. After the incident you may have thoughts and feelings about the situation. This is all part of the process of coping with the experience and is normal. Seek support from your colleagues and line manager.</p> <p>Your team leader or line manager should review the incident with you and your support partner if appropriate. This is your opportunity to reflect on the event and ask to agree on any further support for you. You will have recorded the incident following the guidelines above, you can use this record to review what happened.</p> <p>Staff support can be accessed through AMICA, an NHS based telephone counselling service: 0116 2544388</p> <p>This service is open 365 days a year between 8.30am and 8.30pm and gives you access to a qualified counsellor.</p>

	Contact with AMICA is completely confidential and no information which identifies an individual will be made available to Charnwood Borough Council (except where there is a threat to visitors or employees).
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