

# Oadby & Wigston Borough Council

## Policy and Procedure for Safeguarding Adults with Care and Support Needs October 2018

### IMPORTANT

Remember it is not up to you to decide if abuse has taken place, that is the role of Leicestershire's social care services, but it is up to you to report ANY concerns to one of the Council's Designated Safeguarding Officers.

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

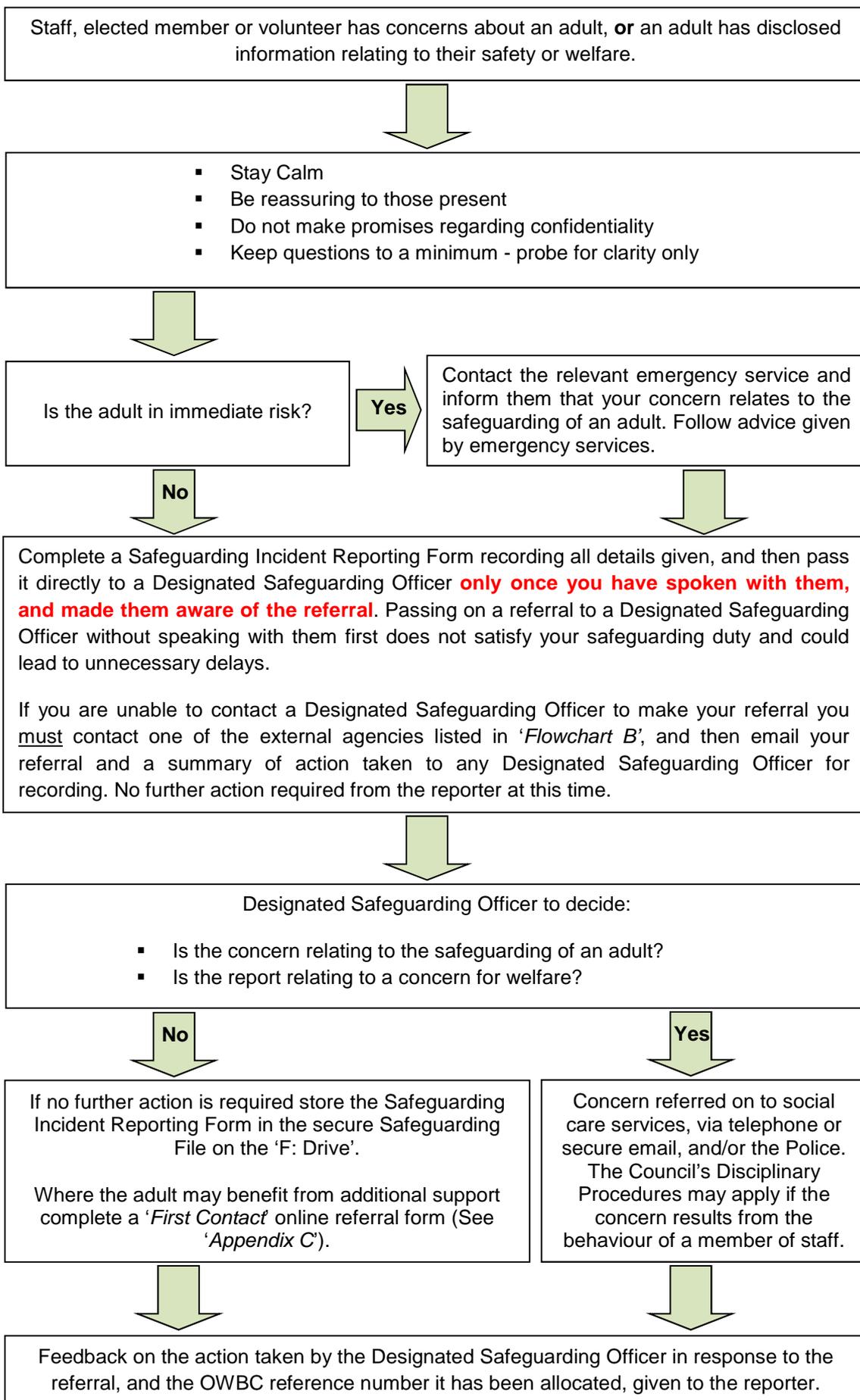
<b>Committee Approval</b>	Policy, Finance and Development
<b>Policy Owner</b>	Mark Smith
<b>Review Date</b>	30 September 2018



**Oadby & Wigston**  
BOROUGH COUNCIL

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# FLOWCHART A – GUIDE FOR MANAGING CONCERNS RELATING TO SAFEGUARDING ADULTS

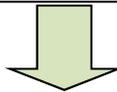


## FLOWCHART B – WHO ARE THE DESIGNATED SAFEGUARDING OFFICERS?

A full list of the Council's current Designated Safeguarding Officers ("DSO") can be found on the Council's Intranet under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>) where you can find a copy of the most recent Safeguarding Poster.

This poster should also be displayed in each office and communal staff area owned by the Council, and contains the direct dial numbers for each DSO.

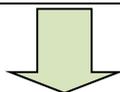
You can contact any DSO within the Council, not just the one that works within your service area or office. In the unlikely event that you are unable to get in direct contact with a DSO via their direct extension, please try the following number;



Oadby & Wigston Borough Council - Safeguarding Mobile

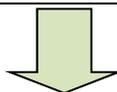
**0782 462 3655**

**If you cannot get hold of a DSO via the above methods, contact one of the following;**



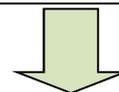
Adult Social Care  
(Office Hours)

**0116 305 0004**



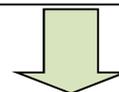
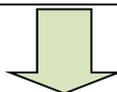
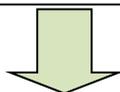
Adult & Communities  
Emergency Duty Team  
(24 hours)

**0116 255 1606**



Police Comprehensive  
Referral Desk (24 hours)

**0116 248 5311**



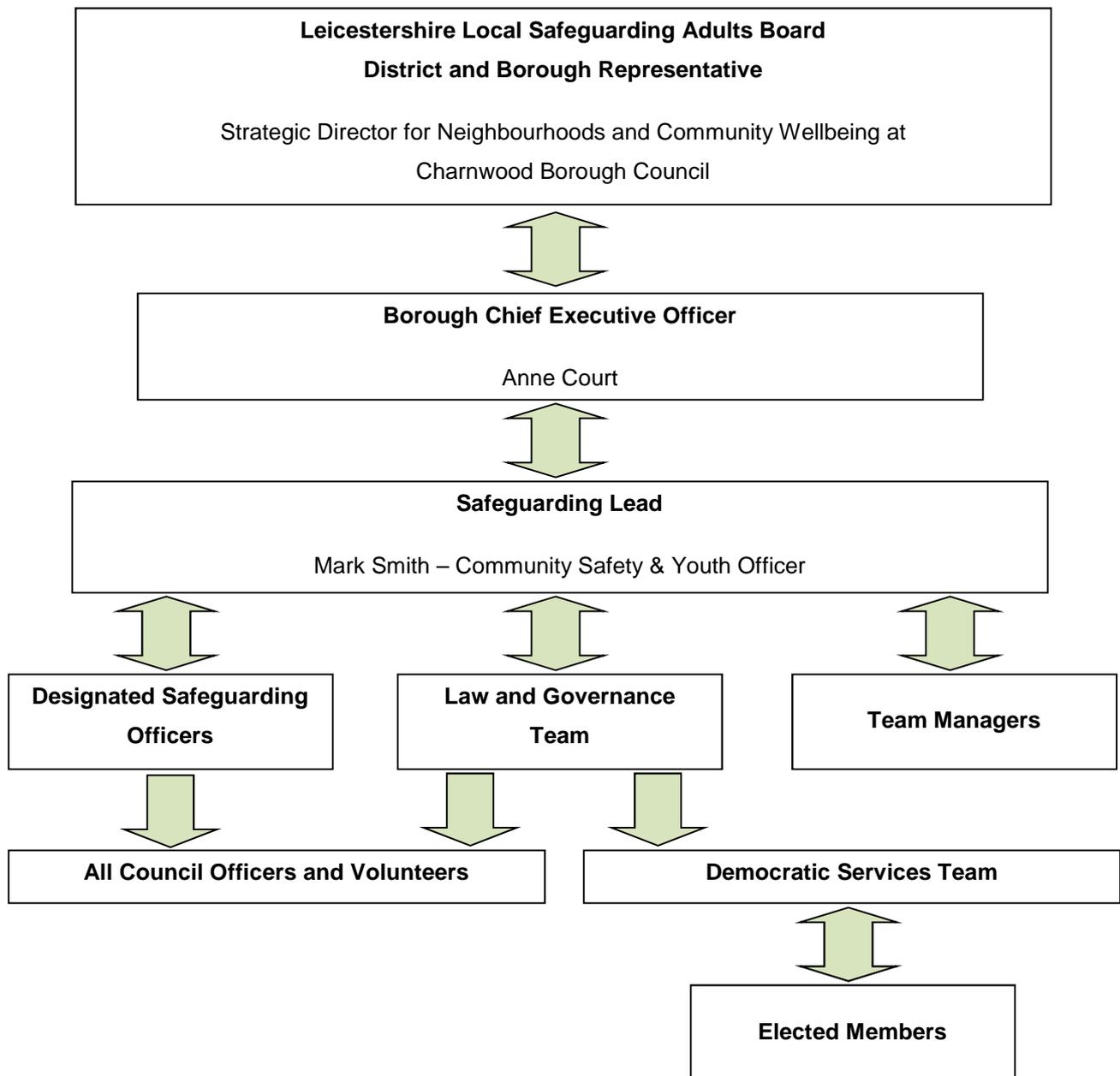
**Always follow the reporting procedure back to the DSOs.**

**999!**

**If you feel there is an immediate risk always contact the Emergency Services.**

**You must then inform a DSO at the earliest opportunity.**

# FLOWCHART C – COMMUNICATION AND ACCOUNTABILITY STRUCTURE



## 1.0 INTRODUCTION

### ***Every Adult with Care and Support Needs has the right to live their life free from abuse.***

#### 1.0(a) WHAT DOES 'SAFEGUARDING' MEAN?

The Government's *Care and Support Statutory Guidance* (2016), issued by the Department of Health in support of the *Care Act* (2014), defines Safeguarding as;

- Protecting an adult's right to live in safety, free from abuse and neglect,
- Preventing and stopping both the risks and experience of abuse or neglect,
- Promoting the wellbeing of the individual including, where appropriate, having regard to their views, wishes, feelings and beliefs, and
- Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

#### 1.0(b) WHO IS THIS POLICY FOR?

This policy is for you if you are a member of Oadby & Wigston 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 Oadby & Wigston Borough Council has both a moral and legal obligation to fulfill the duty of care for adults across all of its services. Council staff may come across cases of suspected abuse either through direct contact with adults with care and support needs, e.g. running a community event, or as a peripatetic staff visiting homes as part of their day to day duties.

Oadby & Wigston Borough Council is committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in services organised by the Council.

#### 1.0(c) WHAT DOES THIS POLICY COVER?

This policy equips you with the information you need regarding what actions to take if you suspect or are told about abuse and what will happen next. This may be the tool that helps you save the life of an adult with care and support needs.

While 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 adults with care and support needs. This duty extends to the identification of abuse, poor practice by members of Council staff and elected members, as well as allegations brought to the attention of the Council by members of the public or community.

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

## 1.0(d) SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS

The legal obligation concerning adults with care and support needs is underpinned by *Sections 42-46* of the *Care Act*. Further information is available from the *Care and Support Statutory Guidance* document.

Oadby & Wigston Borough Council is a statutory partner of the Leicestershire and Rutland Safeguarding Adults Board (SAB) as defined in *Section 43* of the *Care Act*. As such employees, elected members and volunteers should follow SAB guidance, on which this policy document is based, which can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk).

## 1.1 LEGAL FRAMEWORK

This policy has been drawn up on the basis of law and guidance that seeks to protect adults with care and support needs, namely;

- *Human Rights Act* (1998),
- *Public Interest Disclosure Act* (1998),
- *No Secrets* (2000),
- *Sexual Offences Act* (2003),
- *Mental Capacity Act* (2005),
- *Health and Social Care Act* (2008),
- *Protection of Freedoms Act* (2012),
- *Care Act* (2014),
- *Preventing Violent Extremism [“Prevent”] Strategy* (2015),
- *Care and Support Statutory Guidance* (2016),
- *Data Protection Act* (2018),
- *General Data Protection Regulations* (2018), and
- Relevant Government guidance on safeguarding adults with care and support needs.

*Section 7.5* of the Department of Health guidance document *No Secrets* (2000), issued under *Section 7* of the *Local Authority Social Services Act* (1970) and amended in 2010, states that;

“Provider agencies will produce for their staff a set of internal guidelines which relate clearly to the multi-agency policy and which set out the responsibilities of all staff to operate within it. These will include guidance on;

- Identifying those who are particularly at risk,
- Recognising risk from different sources and in different situations and recognising abusive behaviour from other service users, colleagues and family members,
- Routes for making a referral and channels of communication within and beyond the agency,
- Assurances of protection for whistleblowers,
- Working within best practice as specified in contracts,
- Working within and co-operating with regulatory mechanisms, and
- Working within agreed operational guidelines to maintain best practice in relation to;
  - Challenging Behaviour,
  - Personal and Intimate Care,

- Control and Restraint,
- Sexuality,
- Medication,
- Handling of User's Money, and
- Risk Assessment and Risk Management.”

In addition to the above *Section 7.6* of the same document states that “internal guidelines should also cover the rights of staff and how employers will respond where abuse is alleged against them within either a criminal or disciplinary context”.

The guidance also clearly defines who is considered to be an adult with care and support needs.

To support the multi-agency approach Oadby & Wigston Borough Council has produced a safeguarding policy in order to acknowledge its duty to protect adults with care and support needs as part of delivering services to the local, and wider, community.

The *Care Act* (2014) was adopted in May 2014; the guidance for the act was then implemented in April 2015 resulting in the repealing of *No Secrets*. The *Care Act* places the safeguarding of adults on a statutory footing and introduces new safeguarding duties for local authorities including;

- Leading a multi-agency local adult safeguarding system,
- Making or causing enquiries to be made where there is a safeguarding concern,
- Hosting safeguarding adult boards,
- Carrying out safeguarding adults reviews, and
- Arranging for the provision of independent advocates.

The responsibilities for partners included in the *Care Act* 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 relevant partners such as other local councils, the NHS and the Police, and
- Co-operating in relation to specific cases with other local authorities and their relevant partners.

These responsibilities are underpinned by the six principles of Empowerment, Prevention, Proportionality, Protection, Partnership, and Accountability.

As part of this policy Oadby & Wigston Borough Council has included guidance from the Government's *Preventing Violent Extremism* [*“Prevent”*] *Strategy* (2015). The Government intends that the *Prevent Strategy*;

- Responds to the ideological challenge we face from terrorism and aspects of extremism, and the threat we face from those who promote these views,
- Provides practical help to prevent people from being drawn into terrorism and ensure they are given appropriate advice and support, and
- Works with a wide range of sectors (including education, criminal justice, faith, charities, online, and health) where there are risks of radicalisation that we need to deal with.

The *Prevent Strategy* covers all forms of terrorism including far-right extremism and some aspects of non-violent extremism. Details on Oadby & Wigston Borough Council's adopted guidance on the *Prevent Strategy* can be found in 'Appendix B'.

## 1.2 POLICY STATEMENT

Oadby and Wigston 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 concerns in relation to the protection of adults with care and support needs. This is in order to safeguard their 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 the awareness of the duty of care responsibilities relating to adults with care and support needs throughout the Council,
- 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 minimize 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 *Policy and Procedure for the Protection of Adults with Care and Support Needs*, and
- Reviewing and evaluating this policies and procedures document on an annual basis.

## 1.3 DEFINITIONS

This policy, and the procedures found herein, is based on the following definitions;

- Safeguarding duties apply to an adult over the age of 18 years who;
  - Has needs for care and support (whether or not the Council is meeting any of those needs),
  - Is experiencing, or is at risk of, abuse or neglect, and
  - As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
- The terms 'Staff', 'Elected Members' and 'Volunteers' are used to refer to employees of the Council, borough councillors, volunteers and anyone working on behalf of, delivering a service for or representing the Council including commissioned services.

Throughout this policy the term “adults with care and support needs” is used; this is in order to reflect the language used in the *Care Act (2014)*. Under *Section 42* of the *Care Act* 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, or
- 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 a safeguarding one 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; this is the role of the Designated Safeguarding Officers and Leicestershire’s Social Care Services.

### **1.3(a) WHAT CONSTITUTES ABUSE?**

Abuse is a violation of an individual’s human and civil rights by any other person or persons, or the abuse of power or control one person may have over another.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which they have not consented, or cannot consent.

Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subjected to it.

Abuse may be perpetrated as the result of deliberate intent, negligence, or ignorance. Where there is a dependency, there is the possibility of abuse or neglect unless adequate safeguards are put into 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.

### **1.3(b) WHAT CONSTITUTES SIGNIFICANT HARM?**

Significant harm should be taken to include;

- Ill treatment including sexual abuse and forms of ill treatment which are not physical,
- The impairment of, or an avoidable deterioration in, physical or mental health, and
- The impairment of physical, intellectual, emotional, social, or behavioural development.

See *Sections 1-2* of the *Care and Support Statutory Guidance (2016)* document for more information.

### 1.3(c) CONCERNS FOR WELFARE

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

## 1.4 PRINCIPLES

- The welfare of adults with care and support needs is the primary concern,
- No adults with care or support needs must be treated any less favourably than others in being able to access services which meet their particular needs,
- All adults with care and support needs, irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief and/or sexual orientation, 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,
- It is everyone's responsibility to report any concerns about 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,
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately, and
- All personal data will be processed in accordance with the requirements of the *Data Protection Act (2018)* and *General Data Protection Regulations (2018)*.

## 2.0 REPORTING AND MANAGING INCIDENTS AND CONCERNS

This policy and its procedures inform all staff, elected members, and volunteers of what response actions they should take if they have concerns or encounter a case of alleged, or suspected, abuse of an adult with care and support needs.

Council staff may come across cases of suspected abuse either through direct contact with adults with care and support needs, e.g. through running a community event, or as peripatetic staff visiting homes as part of their day to day duties. It is not your responsibility to decide whether or not an adult has been abused; it is, however, your responsibility to report your concerns.

Your primary concern is to ensure that any relevant information is passed on to the DSOs who will then discuss any action or referral to the relevant agency, e.g. Police or social care services, without delay.

The process on how to respond to concerns is detailed in the '*Flowchart A*'.

## 2.1 RESPONDING TO SUSPICIONS

You are not expected to investigate suspicions or concerns. Other agencies are trained to do this.

Most suspicions arise because a member of staff notes a pattern of occurrences or a significant incident happens.

If you have a concern about the safety or welfare of an adult with care and support needs you should;

- Note the concerns and your reasons for them using the Safeguarding Incident Reporting Form,
- Report to a DSO, and
- Maintain confidentiality in line with *Section 2.4* of this policy.
- **Do not undertake further investigations yourself.**

You may choose to discuss a referral with your line manager who will support you in reporting your concerns to a DSO.

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult the family member or carer should not be contacted about the allegation of abuse; Social Care Services and/or the Police will do this at an appropriate time. You must, however, ensure that the environment for the adult with care and support needs, and any other adults that may become at risk, is 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 is being said you are already helping the situation.

The following points are a guide to help you respond appropriately.

### 2.2(a) WHAT TO DO IF AN ADULT DISCLOSES INFORMATION TO YOU;

- React calmly,
- Take what is being said seriously, recognising the difficulties inherent in interpreting what is being said by an adult who has a speech impediment or differences in language,
- Do clarify your understanding of what the adult has said but avoid asking detailed or leading questions. They may subsequently be formally interviewed by the Police or social care services and they should not have to repeat their account on several occasions,
- Reassure the adult that they were right to tell but **do not** make promises of confidentiality or potential outcomes,
- Be open and honest; explain to them that you will have to share your concerns with a DSO who has the authority to act,
- Immediately record all details in writing using the adult's own words,
- As soon as possible fill out the incident reporting form again including all of the details that you are aware of and what was said, again using the adult's own words, and
- Attach your original notes to the incident reporting form and give these to a DSO.

The process on how to respond to concerns is detailed in '*Flowchart A*'.

## 2.2(b) ACTIONS TO AVOID

The person receiving the disclosure should not;

- Dismiss the concern,
- Panic,
- Allow their shock or distaste to show,
- Attempt to investigate the disclosure themselves,
- Probe for more information than is comfortably offered (do not overpressure for a response). Inappropriate and excessive questioning at an early stage may impede the conduct of a subsequent criminal investigation,
- Speculate or make assumptions,
- Make negative comments about the alleged abuser,
- Make promises or agree to keep secrets,
- Discourage anyone from reporting concerns,
- Suggest any actions and/or consequences that may be undertaken in response to the disclosure, or
- Leave a message of their concerns/the disclosure on voicemail.

**Remember:** Listen. Write it down. Report it.

## 2.3 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING EXTERNAL CONCERNS

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

When a member of staff, an elected member, or a volunteer raises a concern with a DSO that officer will ensure that;

- The procedures are followed appropriately in consultation with the relevant social care services,
- The appropriate agencies, staff members, and parents are informed,
- Information is recorded and stored appropriately, and
- Staff involved are supported as required in line with the Council's employee well-being policies. This includes access to a confidential counselling service.

The Council recognises that when concerns relate to a colleague's conduct reporters could be under additional stress. The Council will fully support and protect all staff and elected members who, in good faith (without malicious intent), report their concern about a colleague's practice or the possibility that an adult with care and support needs may be being abused (See *Section 3.0* of this policy).

## 2.4 CONFIDENTIALITY

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

- Additional DSOs,
- Social care services,
- The Police,
- The carers (where applicable) or family of the adult who is alleged to have been abused,
- The person making the allegation,
- Legal advisors,
- Head of Service / Head of Law and Governance / Senior Management where appropriate, and
- The alleged abuser (and parents if the abuser is a child or young person).<sup>1</sup>

The responsible DSO will;

- Where concerns are raised, ensure that the family or carers of the adult are dealt with in a sensitive way, and in consultation with social care services and the Police. It is important that the timing of this does not prejudice the investigation.
- Any individual under supervision has the right to be notified about the cause for concern. This should be done via a DSO in joint consultation with social care services and the Police, and may include a Head of Service, or Head of Law and Governance, as appropriate. It is important the timing of this does not prejudice the investigation.
- Recorded information should be stored in a secure place with limited access, e.g. only accessible to the DSOs, and in line with the *Data Protection Act (2018)* e.g. that information is accurate, regularly updated, relevant and secure.
- If enquires arise from the public, including family, or any branch of the media it is vital that all staff and elected members are briefed so that they do not make any comments regarding the situation.
- Staff and elected members should be informed who the relevant designated Council spokesperson will be and all enquiries directed through them. Staff and elected members should reply “no comment” to all questions or enquires.

It is extremely important that allegations or concerns are not discussed unnecessarily as any breach of confidentiality could be damaging to the adult, their family, or any investigations that may follow.

There may be occasions where an adult with care and support needs expresses a wish for concerns not to be pursued. Decisions about whether to respect the person’s wishes must have regard to the level of risk to the individual and/or others, their capacity to understand the decision in question, and to make decisions relating to it. In some circumstances the person’s wishes may be overridden in favour of consideration of safety for the person or other individuals. Where possible this decision will be the product of discussions between the line manager and DSOs.

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<sup>1</sup> Where there is any possibility that a criminal act may have been committed care should be taken not to take any action that may jeopardise any subsequent criminal investigation. This includes contacting the alleged perpetrator. Advice **should first** be sought from the Council’s Law and Governance Team, the Police and/or social care services; delay should not occur.

Where a member of staff is approached regarding an allegation issues of confidentiality should be clarified early in the discussion. The reporter should be informed that the member of staff will, at the very least, have to disclose the conversation to a DSO and, depending on the severity of the information, may need to refer the report on to the Police or social care services.

## 2.5 SHARING CONCERNS WITH FAMILY OR CARERS

Whilst delivering our services to adults with care and support needs there is a commitment to work in partnership with their family or carers, and share concerns about the adult. Therefore, in most circumstances, it would be important to talk to the family or carers to clarify any concerns (but not the alleged abuser). For example if an adult with care or support needs seems withdrawn there may be a reasonable explanation which the family or a carer can provide. In most cases this decision will be taken and followed up by social care services as the professional body on protection issues.

### 2.5(a) WHEN IT IS INAPPROPRIATE TO SHARE CONCERNS WITH THE FAMILY OR CARER

There are circumstances when adults with care and support needs can be placed at greater risk by sharing concerns with their family or carers e.g. where the family or carer is the one who may be responsible for the abuse. In these circumstances, or where concerns still exist despite an explanation from the family or carers, any suspicion, allegation, or incident of abuse must be reported to a DSO immediately and recorded.

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

## 2.6 SAFEGUARDING INCIDENT REPORTING FORM

You need to complete an incident reporting form for all concerns, suspicions, and disclosures relating to the safeguarding of adults with care and support needs. This needs to be completed as soon as is practical to ensure that all the facts are recorded. Editable copies of the incident reporting form can be found on the Council's Intranet, under 'Useful Docs' (<http://staffintranet.owbc.net/useful-docs/>), or from a DSO. The same form is used for all disclosures, allegations and suspicions.

**Remember:** If you have to ask someone other than a DSO for help in order to find this form do not discuss your safeguarding concern with them.

Do not worry if all of the sections do not apply to your situation; they are purely to help you to remember as much relevant information as possible.

You then need to email it to a DSO (see '*Flowchart B*'). Remember, it is your responsibility to check that a DSO has received the form and can action it within an appropriate timescale. It is highly recommended that you verbally discuss the referral with a DSO before submitting to them in order to ensure they are in the office to receive it, and that the referral can be actioned within the required timescale.

The incident reporting form is an important tool for DSOs to keep track of concerns, to ensure that the necessary action is being taken, and to help to draw out the relevant information.

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

### **3.0 ALLEGATIONS AGAINST MEMBERS OF STAFF, ELECTED MEMBERS, OR VOLUNTEERS**

It can be very worrying to have concerns about an adult with care and support needs' safety or welfare that relate to the conduct of a colleague. The Council recognises that this can involve additional stress for those reporting concerns.

Full support will be given in line with the Council's *Confidential Reporting ["Whistleblowing"] Policy* which ensures that mechanisms are in place to ensure that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. The Head of Law and Governance should be contacted for more information on the *Whistleblowing Policy*.

When you have concerns about a colleague the reporting procedures should be followed in exactly the same manner as outlined above. You may need to give regard to which DSO (and line manager if you wish) it is appropriate to report your concerns to.

#### **You can report to**

- Your Line Manager
- The Head of Law and Governance

#### **You must report to**

- A DSO

**Remember: The safety of the adult with care and support needs is paramount.**

There may be circumstances where allegations are about poor practice rather than abuse; this should always be communicated to a DSO for guidance and appropriate action. Managers wishing to seek further advice can refer to *Section 4.5* of the Leicestershire and Rutland Safeguarding Adults Board procedures available from <http://www.lradultsafeguarding.co.uk/abuse/>.

Where an allegation is made against an elected member this should be referred to a DSO who will then engage with the Head of Law and Governance who has responsibility to address member code of conduct related issues.

Any allegation or concern regarding a member of staff, officer, or volunteer involving conduct towards an adult with care and support needs should be referred to a DSO. The DSO will then engage with Corporate Resources who have the responsibility to refer to the Local Authority Designated Officer ("LADO") Team. The LADO Team will then;

- Provide advice and guidance to employers and voluntary organisations,
- Liaise with the police, and
- Monitor the progress of all cases to ensure that they are dealt with quickly and consistently.

Contact details for the LADO Team can be found in *Section 4.1* of this policy.

In the case of an allegation being made about a DSO this should be brought to the attention of the Safeguarding Lead for further action.

### **3.1 SUPPORT FOR STAFF, ELECTED MEMBERS, OR VOLUNTEERS RAISING INTERNAL CONCERNS**

Strong feelings may be generated by the discovery that a member of staff or an elected member may be abusing an adult with care and support needs. This can raise concerns amongst other members of staff or elected members and create difficulties in reporting such matters.

The Council will fully support, and protect, any members of staff or elected members who, in good faith (without malicious intent), report their concern about a colleagues practice, or the possibility that an adult with care and support needs may be being abused.

If an allegation is made towards another member of staff or elected member full support will be given in line with the Council's *Whistleblowing Policy*. Contact the Head of Law and Governance for more information and/or a copy of the Policy.

### **3.2 TYPES OF INVESTIGATION**

Where there are allegations of abuse or concerns about poor practice of an employee or elected member there may be three strands of investigation;

1. Adult with Care and Support Needs Safeguarding Investigation (externally led by social care services),
2. Criminal Investigation (externally led by the Police), or
3. A Disciplinary or Misconduct Investigation (internally led).

In the first two instances the Council will not be involved in any form of the investigation unless requested to be by the social care services or the Police. Feedback on the outcomes of any investigation will not usually be fed back to the DSO involved unless there are outstanding misconduct issues to address.

In the third instance the Council will assess each individual allegation against an employee or elected member on its own, taking into account the findings of any criminal investigation, and respond to the outcome of the investigation in line with Council policy and procedures. Depending on the outcome of the investigation the Council will assess the appropriateness of the individual returning to work in their previous environment.

A decision to withdraw permission for the individual to work with vulnerable groups may lead to the Council having a legal duty to report the individual to the Disclosure and Barring Service (formally the Independent Safeguarding Authority). This also applies in instances where the Council would have withdrawn permission for the individual to engage in regulated or controlled activity had that individual not resigned, retired, been made redundant, or been transferred to a position that is not a regulated or controlled activity.

## 4.0 SYSTEMS AND STRUCTURES

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Leicestershire and Rutland Safeguarding Adults Board procedures for multi-agency working; these can be found at [www.lrsb.org.uk](http://www.lrsb.org.uk). For more information contact the Safeguarding Lead.

### 4.1 KEY CONTACTS

If you have a concern, **during normal working hours**, about anything you have seen or heard you should contact one of the **DSOs** (See '*Flowchart B*').

If a DSO is unavailable you can contact the **Adult Social Care Customer Service Centre** at Leicestershire County Council on **0116 305 0004**. This service is available between 8:30am and 5pm, Monday to Thursday, and between 8:30am and 4:30pm on Friday's only.

If you require immediate advice or have an immediate concern **out of normal working hours** you should contact the **Adult & Communities Emergency Duty Team** on **0116 255 1606**. If there is an immediate risk to life, or a crime has been committed, call the **Police or relevant Emergency Service** on **999**. A DSO must be informed of these actions at the earliest opportunity available.

If you are unsure if you should ring for advice or to raise a concern, **RING ANYWAY!** Your information could be more important than you think.

#### 4.1(a) OTHER KEY CONTACTS

- **Police Comprehensive Referral Desk (24 Hours)** - 0116 248 5311
- **Local Authority Designated Officer (LADO) Team** - 0116 305 7597 or 0116 305 4532
- **First Contact Plus** - 0116 305 4286

### 4.2 WHAT IS THE ROLE OF THE DSO?

All suspicions, concerns and disclosures have to be reported immediately to a DSO (See '*Flowchart B*' for a list of DSOs).

The DSOs have the responsibility to;

- Ensure that arrangements are made to identify staff that require training in protection issues relating to adults with care and support needs within their responsive area,
- Receive the appropriate training,
- Ensure that Incident Report Forms and copies of the policy and procedures are available across the Council,
- Receive information from staff, volunteers, and others who have concerns and record them using the identified forms and procedures,
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with social care services,
- Ensure that the appropriate agencies are informed,

- Ensure that information is recorded and stored appropriately,
- Provide information to staff reporting concerns about the support available to them, and
- Represent the Council on formal investigations into allegations of abuse led by social care services.

Where a matter appears urgent and a DSO is not available delay should be avoided; at such times contact should be made with the appropriate service directly as per 'Flowchart A' and 'Flowchart B'.

### 4.3 WHAT IS THE ROLE OF THE SAFEGUARDING LEAD

The Safeguarding Lead has the responsibility to;

- Ensure that arrangements are made to identify staff that require training in adult with care and support needs protection issues,
- Support staff in the organisation,
- Map training needs,
- Ensure that all staff have access to relevant level training,
- Develop and review policies,
- Manage safeguarding incident reporting forms,
- Retain an overview of all incidents reported,
- Ensure partnerships are in place,
- Represent the Council on formal investigations into allegations of abuse led by social care services,
- Check and challenge structures,
- Drive safeguarding agenda to Team Managers and the Chief Executive,
- Ensure communication strands are strong, and
- Ensure elected members are appropriately informed.

### 4.4 ESCALATION OF REFERRALS

In situations where a DSO has concerns that advice from First Response or social care services **not to refer** a case to them, or where a social care decision of “**No Action**” has been taken, and the DSO believes this is not the correct course of action **based on their own awareness and understanding of a case**, they should do the following;

- Contact the Safeguarding Lead to discuss the concerns and the rationale for an escalation of the case to social care services.
- Safeguarding Lead, in conjunction with the DSO raising the concern, to contact the relevant social care agency with referral information and an explanation of the reason for escalation of case.
- If it is felt that there is still a failure to respond appropriately to the concern raised the Safeguarding Lead is to raise concern with the Chief Executive to arrange a highest level organisational complaint.
- All actions are to be recorded internally using the established procedures.

## APPENDIX A – 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.

Oadby & Wigston Borough Council staff who respond to a threat of suicide or self-harm from a customer are not expected to counsel the customer.

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, usually to the Police, and
- 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.**

<p><b>Take the threat of suicide or self-harm seriously.</b></p>	<ul style="list-style-type: none"> <li>▪ Stop what you are doing and give the customer your full attention.</li> <li>▪ Remain calm, listen carefully, and if you need to, clarify to ensure you understand what has been said.</li> <li>▪ The aim is to identify whether there is a real risk or threat; what do they intend to do?</li> </ul>
<p><b>Summon support from a colleague calmly but immediately.</b></p>	<ul style="list-style-type: none"> <li>▪ If customer is on the phone – do not put them on hold.</li> <li>▪ Summon support from a colleague who will act as your ‘support partner’. You can call on any one available including your Line Manager.</li> <li>▪ Your support partner is there for two reasons; <ul style="list-style-type: none"> <li><input type="checkbox"/> To assist you as you help the customer, and</li> <li><input type="checkbox"/> 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.</li> </ul> </li> <li>▪ Staff located at the Council’s Customer Service Centre on Bell Street, Wigston should follow their own procedures for alerting a Team Leader, or a colleague, if a situation is developing in person.</li> </ul>

<p><b>Gather key information about their identity, location, and any plans they have so that you can pass this on.</b></p>	<ul style="list-style-type: none"> <li>▪ Talk to the customer to gather information.</li> <li>▪ Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide.</li> <li>▪ Let the customer talk about their plans to self-harm or commit suicide.</li> <li>▪ Gather and record key information; their identity, address, current location, and any plans they have for going elsewhere to harm themselves. <b>This will be important as you are highly likely to need to inform other services.</b> <ul style="list-style-type: none"> <li><input type="checkbox"/> Who?</li> <li><input type="checkbox"/> What?</li> <li><input type="checkbox"/> Why?</li> <li><input type="checkbox"/> When?</li> <li><input type="checkbox"/> How?</li> </ul> </li> <li>▪ Explain to the person that you are duty bound to report the threat to the Police who will then take the appropriate action. This will most likely involve a personal visit from the Police.</li> <li>▪ If the customer has made specific threats about what they intend to do; <ul style="list-style-type: none"> <li><input type="checkbox"/> Find out specifically what is planned; <ul style="list-style-type: none"> <li>▫ When it is planned for?</li> <li>▫ Whether the customer has the means to hand?</li> </ul> </li> <li><input type="checkbox"/> Find out if action has already been taken; <ul style="list-style-type: none"> <li>▫ For example, have tablets or something else been taken? If so, find out what and when.</li> <li>▫ Have they tried to harm themselves before? If so, find out when and how.</li> <li>▫ Have they received treatment, or are they currently receiving treatment?</li> </ul> </li> </ul> </li> </ul>
<p><b>Suggest sources of support.</b></p>	<ul style="list-style-type: none"> <li>▪ Encourage the customer to speak to someone who can help them such as: <ul style="list-style-type: none"> <li><input type="checkbox"/> Their GP,</li> <li><input type="checkbox"/> The Samaritans, through their free 24 hour helpline, via <b>116 123</b></li> <li><input type="checkbox"/> MIND information helpline, 9am to 6pm, Monday to Friday (except Bank Holidays), via <b>0300 123 3393</b></li> </ul> </li> </ul>
<p><b>Report to the Police on 101, or summon emergency help using 999.</b></p>	<ul style="list-style-type: none"> <li>▪ Contact Leicestershire Police and report the suicide or self-harm threat. To do this call 101, unless the customer is distressed and is in immediate danger in which case summon emergency help using 999. <b>Do not delay in contacting the emergency services if you think this is appropriate.</b></li> <li>▪ Let the emergency services know the customers identity, address, current</li> </ul>

	<p>location, and any other relevant details you have uncovered.</p> <ul style="list-style-type: none"> <li>▪ If appropriate or applicable, stay with the customer until the police arrive.</li> <li>▪ 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. <b>You are duty bound to report the threat to the Police who will then take the appropriate action.</b> This will most likely involve a personal visit from the Police.</li> </ul>
<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>	<ul style="list-style-type: none"> <li>▪ 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. <b>Do not place yourself at risk by following the customer if they presented in person.</b></li> <li>▪ Consider if calling the customer back is the best option. Will doing so agitate them further?</li> </ul>
<p><b>Record the incident.</b></p>	<ul style="list-style-type: none"> <li>▪ A Safeguarding Incident Reporting Form should be completed as soon as is practically possible, as a priority, by both the member of staff dealing with the customer, and their support partner. This form should be passed to a DSO as soon as it has been completed.</li> <li>▪ If the threat of suicide or self-harm is directly linked to a complaint about their living environment, and/or a service they are receiving, where Oadby &amp; Wigston Borough Council are directly responsible, the relevant department should be made aware of the incident as soon as is practically possible. This is so that the relevant department can follow their normal procedures, complaints procedures, accordingly with appropriate sensitivity to the customer.</li> </ul>
<p><b>De-brief and review</b></p>	<ul style="list-style-type: none"> <li>▪ 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.</li> <li>▪ 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.</li> </ul>

## APPENDIX B – PREVENTING VIOLENT EXTREMISM (“PREVENT”) STRATEGY GUIDANCE

The overall aim of Prevent is to stop people becoming terrorists or supporting violent extremism by raising awareness of the issues and supporting people who may be vulnerable.

The Prevent Strategy has three main objectives;

- **Ideology:** To respond to the ideological challenge of terrorism and of those extremist views conducive to it,
- **Individuals:** To prevent vulnerable people from being drawn into terrorism by developing and expanding programmes to identify who they are, and then to provide them with community-based support, and
- **Institutions:** To work within the wide range of sectors and institutions where the ideology, the ideologues and vulnerable people come together and where there are either risks of radicalisation or opportunities to prevent it, or both. That means education, health, faith, charities, prisons and probation, and the internet.

Prevent is not about catching terrorists; it is about identifying people who may be at risk of radicalisation and supporting them to change direction in a way that will help them.

It is not ‘spying on communities’. Those suspected of being engaged in illegal activity will be managed through the criminal justice system in accordance with normal criminal justice processes. Prevent is about working with communities to help them support vulnerable people and build resilience to groups or individuals who seek to create divisions and cause harm.

There are only a very small number of people who support terrorist activity, or are likely to. The vast majority of people, in all communities, want to see terrorism prevented and want to play their part as good citizens in helping to make that happen.

Prevent work covers all forms of potential terrorism such as Al Qaeda inspired, the far right, Irish republican, animal rights and others. There is a growing concern about the risk of far right violence, especially since the killings in Norway in 2010, and ‘neo Nazi’ activity elsewhere in Europe.

One of the main elements of Prevent work is a programme called ‘Channel’ whereby people who are assessed as being vulnerable to supporting violent extremism are provided with multi-agency support. Channel covers all forms of extremism. The support that is offered is tailored for each case and could consist of help with family problems, mental health support, mentoring, religious support and others. People who are referred to Channel are not criminals but may be at risk of committing an offence if not supported.

Any agency or member of the public can make a referral to Channel. Potential referrals from Oadby & Wigston Borough Council should be made via the Safeguarding Incident Reporting Form (See ‘Appendix E’) and followed up with the Safeguarding Lead. The Safeguarding Lead, or another DSO in the event of the Lead being unavailable, will then refer your concern on to the Police’s Prevent Team directly via the 101 number; this is in line with directions adopted in February 2016.

For generic Prevent or Channel advice the Leicestershire County Council Community Safety Team can be contacted via **0116 305 6056**.

Further information and resources on Prevent can be found at <http://lrsb.org.uk/prevent>.

## APPENDIX C – FIRST CONTACT PLUS

First Contact Plus is an online tool which helps adults and professionals in Leicestershire find information about a range of services all in one place. This is particularly useful when a vulnerable adult is encountered whose situation does not meet a safeguarding threshold, but the individual would benefit from additional support around one or a number of issues.

Information and resources on housing, health, living independently, money advice, work, security, and other topics that assist the County's residents can be found on the First Contact Plus website.

First Contact Plus is delivered by Leicestershire County Council in partnership with GPs, the Police, health organisations, voluntary groups, social care departments, and District & Borough Councils who are helping adults across the County by working together to make access to services much easier.

To explore the resources available to Leicestershire residents visit the areas covered on the First Contact Plus website via <http://www.firstcontactplus.org.uk>.

The First Contact Plus referral form can be downloaded via <http://www.firstcontactplus.org.uk/partner-resources/referral-form>.

For additional information relating to First Contact Plus please contact **0116 305 4286**.

## APPENDIX D – SAFEGUARDING PROVISION IN CONTRACT AND GRANT ARRANGEMENTS

Any service engaged by the Council should be provided on the basis of agreed terms or a contract. Safeguarding compliance should be included in all arrangements.

*Section 8.14 (Safeguarding Children)* of the Council's 'Contract Procedure Rules' document states;

“All services commissioned by the Council must operate within the requirements of the Council's Safeguarding Policy and meet the relevant legislative standards. Where appropriate, procuring officers will need to ensure that contractors demonstrate that they meet these requirements. As an indicator, contractors/agencies must have in place the following:

- Senior Management Commitment to Safeguarding,
- A clear, accessible Statement of Responsibility (including Safeguarding Policy, Complaints, Equal Opportunities and Incident Monitoring Procedures),
- Clear mechanisms for identification and investigation/action regarding safeguarding concerns,
- A clear Line of Accountability for Reporting Safeguarding Concerns,
- A Child and Family conscious service planning and delivery,
- A Staff Training programme for Safeguarding,
- A Safer Recruitment Policy, and
- An Information Sharing procedure.”

It is expected that the lead officer on any commissioning project be responsible for ensuring that any contract includes proper provision for the safeguarding of children, young people, and adults with care and support needs; this also includes making reasonable requests for evidence from contractors/providers that the above requirements, where applicable, are in place or ready to be implemented.

Where there is any confusion about the need for the inclusion of safeguarding in a contract arrangement clarification and/or advice should be sought from the Safeguarding Lead. This should particularly take place if any contracted work meets the following distinctions;

1. Involves direct contact with children, young people, or adults with care and support needs,
2. Takes place in, or overlooks, an area which children, young people, or adults with care and support needs regularly use, or
3. Includes access to data concerning children, young people, or adults with care and support needs.

In any of these circumstances safeguarding measures should be detailed within either the Request for Quotation, or Invitation to Tender, that require the contractor/provider to make appropriate and proportionate provision regarding the protection of children, young people, or adults with care and support needs.

The three tiers of contracted work are outlined overleaf with the respective Council expected standards detailed.

**TIER ONE: CONTRACTORS/PROVIDERS HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, AND ADULTS WITH CARE AND SUPPORT NEEDS.**

Expected Standards:

- A. Contractor/Provider has their own safeguarding policy and procedures as declared in any tendering process.
- B. If the Contractor/Provider does not have their own safeguarding policy and procedures: Written evidence presented to show compliance with, and promotion of, the principles shown in the Council's safeguarding policy and procedure documents ('*Children & Young People*' and/or '*Adults with Care and Support Needs*') pending development of their own safeguarding policy and procedures.
- C. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER TWO: WORK TO BE CONTRACTED TAKES PLACE IN, OR OVERLOOKS, AN AREA WHICH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS REGULARLY USE.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with either their own safeguarding requirements or the Council's policy and procedures.
- B. There are complaints and disciplinary procedures in place to manage concerns about the behaviour and conduct of staff.

**TIER THREE: CONTRACTORS/PROVIDERS DO NOT HAVE DIRECT CONTACT WITH CHILDREN, YOUNG PEOPLE, OR ADULTS WITH CARE AND SUPPORT NEEDS NOR DOES THE WORK TAKE PLACE IN, OR OVERLOOK, AN AREA REGULARLY USED BY ANY OF THESE GROUPS BUT DOES INVOLVE ACCESSING DATA ABOUT THEM.**

Expected Standards:

- A. Contractor/Provider has provided written evidence to show how they comply with confidentiality requirements.
- B. The recruitment process includes appropriate checks where staff are engaged in works where there could be access to information regarding safeguarding concerns.

**EVALUATION PROCEDURE FOR COMPLIANCE**

- **During the Creation of the Request for Quotation (RFQ) / Invitation to Tender (ITT)**  
The lead officer for the RFQ or ITT is responsible for ensuring that safeguarding standards are detailed within the it that require the contractor or provider to make appropriate, and proportionate, provision regarding the protection of children, young people, or adults with care and support needs.
- **During Evaluation**  
When evaluating tendered bids these standards should be scored appropriately.

- **At Contract Award Stage and Throughout the Contract**

It is the responsibility of the lead officer for the contract to verify that policies, procedures and practices confirm to the required standards. The 'Safeguarding Checklist' relevant to the tier identified (found on the following pages of this appendix) must be completed by the lead officer; a DSO must then sign off the checks undertaken. All criteria must be in place and a copy of the safeguarding checklist completed, signed, and filed with the rest of the contract documents.

Assistance to the lead officer for the contract is available from any DSO, or the Safeguarding Lead, throughout the process.





their role in providing the activity?			
<b>6. Review and Monitoring</b>			
<ul style="list-style-type: none"> <li>▪ Is it clear when, and by whom, the policy was formally adopted on behalf of the organisation?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> <li>▪ Is it clear how, by whom and when the policy and its implementation will be monitored and reviewed?</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:**

**Signed:**

**Position:**

**Date:**

**Assisting Designated Safeguarding Officer**

**Name:**

**Signed:**

**Position:**

**Date:**

**SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST**

**TIER TWO**

**Work to be contracted takes place in, or overlooks, an area which Children, Young People, or Adults with Care and Support Needs regularly use.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

<b>Organisation/Company Name:</b>			
<b>Criteria</b>	<b>Please tick as appropriate</b>		
	<b>Yes</b>	<b>No</b>	<b>Planned Date</b>
▪ Has the contractor provided written evidence to show how they comply with safeguarding requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there an identified individual to whom concerns are reported (which may be the Safeguarding Lead at the Council if no other can be identified) who knows what action may or should be taken when concerns are raised?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Is there evidence of staff awareness of responsibilities to report concerns through supervision/training/induction materials?	<input type="checkbox"/>	<input type="checkbox"/>	
▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assisting Designated Safeguarding Officer**

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST**

**TIER THREE**

**Contractors/Providers do not have direct contact with Children, Young People, or Adults with Care and Support Needs, nor does the work take place in, or overlook, an area regularly used by any of these groups but does involve accessing data about them.**

This Safeguarding Checklist must be completed by the Oadby & Wigston Borough Council officer with responsibility for the contract. A Designated Safeguarding Officer should sign off the checks undertaken. All criteria must be in place and a copy of this checklist completed, signed, and filed with the contract documents.

Organisation/Company Name:				
	Criteria	Please tick as appropriate		
Yes		No	Planned Date	
	▪ Has the contractor provided written evidence to show how they comply with confidentiality requirements?	<input type="checkbox"/>	<input type="checkbox"/>	
	▪ Does the recruitment process include appropriate checks where staff are engaged in works where there are safeguarding considerations?	<input type="checkbox"/>	<input type="checkbox"/>	

As the Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Assisting Designated Safeguarding Officer**

**Name:** \_\_\_\_\_ **Signed:** \_\_\_\_\_

**Position:** \_\_\_\_\_ **Date:** \_\_\_\_\_

## APPENDIX E – SAFEGUARDING INCIDENT REPORTING FORM

This section for Designated Safeguarding Officer use only:	
<b>OWBC Report Reference No. Allocated</b> DDMMYY-SURNAME-INITIAL	Click here to enter text.

This form is used for reporting both suspicions and disclosures of possible abuse of children, young people and adults, and causes of concern including Prevent related issues therefore not all sections may be appropriate. Please complete this form with as much information as possible using verbatim reports from all people involved.

The information contained in this form will be treated in the strictest confidence however it may, where required, be shared with the appropriate agencies.

This Reporting Form relates to:			
<b>Child or Young Person(s)</b> <input type="checkbox"/>	<b>Adult(s)</b> <input type="checkbox"/>	<b>Family</b> <input type="checkbox"/>	

About the Subject(s) of the Reporting Form:	
<b>Name, Gender, Date of Birth of Subject(s)</b>	Click here to enter text.
<b>Current Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.
<b>Is this a Council owned property?</b>	<b>Yes</b> <input type="checkbox"/> <span style="margin-left: 100px;"><b>No</b> <input type="checkbox"/></span>
<b>Telephone Number(s)</b>	Click here to enter text.
<b>Ethnicity of Subject(s)</b>	Click here to enter text.
<b>Religion of Subject(s)</b>	Click here to enter text.
<b>Does anyone included have a disability?</b>  If 'Yes' please give details.	<b>Yes</b> <input type="checkbox"/> <span style="margin-left: 100px;"><b>No</b> <input type="checkbox"/></span>  Click here to enter text.

<p><b>Are there any Communication Barriers that need to be considered?</b></p> <p>If 'Yes', or 'Unsure', please give details.</p>	<p><b>Yes</b>      <input type="checkbox"/>      <b>No</b>      <input type="checkbox"/>      <b>Unsure</b>      <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>What is your reason for contact with the Subject(s)?</b></p> <p>E.g. Environmental Health investigation, ASB dispute, Customer Services contact, Housing/Support visit etc.</p>	<p>Click here to enter text.</p>
<p><b>Details of most recent contact with the Subject(s)?</b></p> <p>Please give Name and Role of Officers Present, Date, Time, Location, who the subject(s) was accompanied by and any actions/interventions taken.</p>	<p>Click here to enter text.</p>
<p><b>Will you have further contact with the Subject(s)?</b></p>	<p><b>Yes</b>      <input type="checkbox"/>      <b>No</b>      <input type="checkbox"/></p>
<p><b>What is your concern leading to this referral?</b></p> <p>Please give as much factual information as possible including specifics such as;</p> <ul style="list-style-type: none"> <li>▪ Date,</li> <li>▪ Time,</li> <li>▪ What Happened, and</li> <li>▪ Who was Involved.</li> </ul> <p>Please include any information that you have from colleagues or partner agencies.</p>	<p>Click here to enter text.</p>

About the Alleged Abuser:	
<b>Name</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.

Is the Subject(s) of the Reporting Form:	
<p><b>Already known to Social Care?</b></p> <p>If 'Yes' please give details including if they are on a Child Protection Plan or have been, or are, a looked after child in local authority care.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>Known to Early Help or External Services?</b></p> <p>If 'Yes' please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<p><b>Aware of this Referral?</b></p> <p>If 'Yes' please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>

Parental Responsibility:	
<p><b>Is the person with Parental Responsibility aware of this referral?</b></p> <p>Please give details.</p>	<p><b>Yes</b> <input type="checkbox"/>      <b>No</b> <input type="checkbox"/>      <b>Unsure</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>

<p><b>Has the person with Parental Responsibility given consent for other agencies to be contacted?</b></p> <p>If 'Yes' please state agencies consented to and how consent was obtained.</p>	<p><b>Yes</b>      <input type="checkbox"/>      <b>No</b>      <input type="checkbox"/>      <b>Unsure</b>      <input type="checkbox"/></p> <p>Click here to enter text.</p>
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Are you aware of any of the following in the Household?						
<b>Domestic Abuse</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Substance Misuse</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Disabilities</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Learning Difficulties</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Mental Illness</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Sexual Exploitation</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Anti-Social Behaviour</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Radicalisation / Radicalised Behaviour</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<b>Other</b>	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>	<b>Unsure</b>	<input type="checkbox"/>
<p>If 'Yes' please add details.</p>	Click here to enter text.					

Significant others in Subject's Life including Family:			
<b>Name</b>	Click here to enter text.	<b>Name</b>	Click here to enter text.
<b>Date of Birth</b>	Click here to enter text.	<b>Date of Birth</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.	<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.

<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.
<b>Name</b>	Click here to enter text.	<b>Name</b>	Click here to enter text.
<b>Date of Birth</b>	Click here to enter text.	<b>Date of Birth</b>	Click here to enter text.
<b>Relationship to Subject(s)</b>	Click here to enter text.	<b>Relationship to Subject(s)</b>	Click here to enter text.
<b>Occupation/School</b>	Click here to enter text.	<b>Occupation/School</b>	Click here to enter text.
<b>Address</b>	Click here to enter text.	<b>Address</b>	Click here to enter text.
<b>Postcode</b>	Click here to enter text.	<b>Postcode</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.	<b>Telephone Number</b>	Click here to enter text.

<b>Key Agencies Involved with Subject(s)</b>		
<b>GP</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Health Visitor</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School Nurse</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.

<b>Midwife</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Social Care</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>School/College/Nursery</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Police</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.
<b>Other (Please Specify)</b>	<b>Name</b>	Click here to enter text.
	<b>Base</b>	Click here to enter text.
	<b>Telephone Number</b>	Click here to enter text.

<b>About You, the Reporter:</b>	
<b>Name</b>	Click here to enter text.
<b>Job Title</b>	Click here to enter text.
<b>Telephone Number</b>	Click here to enter text.
<b>Email Address</b>	Click here to enter text.
<b>Date you are completing this form</b>	Click here to enter text.
<b>Are you reporting these concerns on behalf of someone else?</b>	<p><b>Yes</b> <input type="checkbox"/> <b>No</b> <input type="checkbox"/></p> <p>Click here to enter text.</p>
<b>If 'Yes' what is their Name and Position?</b>	

**This section for Designated Safeguarding Officer use only:**

<b>Designated Safeguarding Officer Name</b>	Click here to enter text.						
<b>Job Title</b>	Click here to enter text.						
<b>Telephone Number</b>	Click here to enter text.						
<b>Email Address</b>	Click here to enter text.						
<b>When was this form received?</b>	Click here to enter text.						
<b>Any Previous Information on file?</b> If any ticked, provide OWBC Report Reference No's.	<table border="0"> <tr> <td><b>Same Address</b></td> <td><input type="checkbox"/></td> <td><b>Same Family Name</b></td> <td><input type="checkbox"/></td> <td><b>Same Child/Adult Involved</b></td> <td><input type="checkbox"/></td> </tr> </table> Click here to enter text.	<b>Same Address</b>	<input type="checkbox"/>	<b>Same Family Name</b>	<input type="checkbox"/>	<b>Same Child/Adult Involved</b>	<input type="checkbox"/>
<b>Same Address</b>	<input type="checkbox"/>	<b>Same Family Name</b>	<input type="checkbox"/>	<b>Same Child/Adult Involved</b>	<input type="checkbox"/>		
<b>Date Onward Referral Made, if applicable, and to which Service</b>	Click here to enter text.						
<b>Method of Referral Used</b>	Click here to enter text.						
<b>Social Care Reference No. Received</b> If received, write the Reference No. here.	<table border="0"> <tr> <td><b>Yes</b></td> <td><input type="checkbox"/></td> <td><b>No</b></td> <td><input type="checkbox"/></td> </tr> </table> Click here to enter text.	<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>		
<b>Yes</b>	<input type="checkbox"/>	<b>No</b>	<input type="checkbox"/>				
<b>Actions Taken</b>	Click here to enter text.						
<b>Date Case Reviewed</b>	Click here to enter text.						
<b>Date Case Closed</b>	Click here to enter text.						