



***Melton Borough Council's  
Policy and Procedures for  
Concerns regarding the Welfare of an  
Adult and the  
Protection of Adults in need of  
Safeguarding***

**September 2013  
Review Date June 2014**

**Important Rules**

Remember it is not up to you to decide if abuse has taken place, that is the role of the **lead** agency, **BUT** it is up to you to report **ANY** concerns.

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## Guide for Dealing with Concerns Relating to Safeguarding Adults

Staff, member, volunteer has concerns about an adult  
(This could be something you have heard, seen, been told)

*Call 999 for emergency services if the situation requires urgent police or medical assistance*

- Stay Calm
- If the adult is present, reassure him or her
- Don't make promises regarding confidentiality
- LISTEN - but, do not ask probing questions

Complete Incident Report Form recording all details given

Contact a Designated Safeguarding Officer  
(See Section 4.0 for list)  
Pass on completed Incident Report Form

Designated Safeguarding Officer to decide:

- Is the report relating to Safeguarding
- Is the report relating to a Cause for Concern

NO

YES

If no further action is required, store Incident Report Form in secure Safeguarding file.  
Where the Adult may benefit from further support, officer should make appropriate referrals

Concern referred to Customer Services Centre / Police Services for appropriate action to be taken

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

## Who are the Designated Safeguarding Officers?

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

**In the first instance report to one of Melton Borough Council's Designated Safeguarding Officers;**

Harry Rai	01664 502439	<a href="mailto:hrai@melton.gov.uk">hrai@melton.gov.uk</a>
Ronan Browne	01664 502404	<a href="mailto:rbrowne@melton.gov.uk">rbrowne@melton.gov.uk</a>
Lucie Keeley	01664 502347	<a href="mailto:lkeeley@melton.gov.uk">lkeeley@melton.gov.uk</a>
Sarah Jane O'Connor (HR)	01664 502460	<a href="mailto:sjoconnor@melton.gov.uk">sjoconnor@melton.gov.uk</a>

Angela Tebbutt (Safer Recruitment/ Monitoring Officer)  
01664 502461 [atebbutt@melton.gov.uk](mailto:atebbutt@melton.gov.uk)

Kate Parkinson (Children's Centres)  
01664 502423 [kparkinson@melton.gov.uk](mailto:kparkinson@melton.gov.uk)

In the event that you are unable to contact a Designated Safeguarding Officer or if it is out of hours contact; (A copy of the paperwork/ incident report form must be sent to one of the DSO's at the earliest opportunity)

### **Adult Social Care Customer Services**

Office hours 8:30am-5pm Monday to Thursday or 8:30am to 4:30pm on Fridays  
Phone: 0116 305 0004  
Fax: 0116 305 0010 (office hours only)

### **Social Care Services Emergency Duty Team**

Outside of 8:30am-5pm Mon-Thurs or 8:30am to 4:30pm on Fri or bank holidays  
Emergency Duty team Phone 0116 255 1606

**Police Common Referral Desk:** 0116 248 5311

**Police:** 101

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

## 1.0 Introduction

### **Every adult in need of safeguarding has the right to live their life free from abuse.**

Section 7 of the governments guidance document 'No Secrets' issued by the Department of Health in 2000 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.

Internal guidelines should also cover the rights of staff and how employees will respond where abuse is alleged against them within either a criminal or disciplinary procedure.

The guidance also clearly defines who is considered to be an adult in need of Safeguarding.

No Secrets 2000 has been adopted by Leicestershire and Rutland Safeguarding Boards with the most recent version being updated in 2010.

To support the Multi-Agency approach, Melton Borough Council, has produced this Safeguarding Policy in order to acknowledge its duty to protect adults in need of safeguarding as part of delivering services to the local and wider community .

In addition the following legislation supports the safety and wellbeing of adults in need of safeguarding :

- Human Rights Act 1998,
- The Mental Capacity Act 2005,
- Sexual Offences Act 2003,
- Health and Social Care Act 2008,
- Public Interest Disclosure Act 1998

## Who is this policy for?

**This policy is for you as a member of Melton Borough Council staff, an elected member, a volunteer or anyone working on behalf of, delivering a service for or representing the Council.**

This Policy ensures that all staff and volunteers delivering services to the community understand their duty to alert an appropriate Designated Safeguarding Officer, without delay, if they have concerns or suspicions relating to an adult in need of safeguarding.

As part of the reporting process you must:

- Never prevent or persuade another person from raising concern or suspicions or presenting evidence;
- Record all factual information accurately and clearly on the appropriate report forms

It is important to be aware that Melton 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 in need of safeguarding 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. Read it now and then keep it somewhere safe, this may just be the tool that helps you to save an adults 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 a Designated Safeguarding Officer without delay**, so that they can discuss any action or referral to the relevant authority.

This policy has been developed in accordance with No Secrets 2010. Melton Borough Council is a statutory partner of the Leicestershire and Rutland Safeguarding Adult Board.

## 1.1 Policy Statement

Melton 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 in need of safeguarding 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 in need of safeguarding.
- Raising the awareness of the duty of care responsibilities relating to adults in need of safeguarding throughout the Council.
- Responding to concerns for the welfare of an adult.
- Promoting and implementing appropriate procedures to safeguard the well-being of adults in need of safeguarding 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 in need of safeguarding from abuse, and minimise risk to themselves.
- Responding to any allegations of misconduct or abuse of adults in need of safeguarding 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 in need of Safeguarding Policy and Procedures.
- Reviewing and evaluating this Policy and Procedures document on an annual basis.

## 1.2 Definitions

An adult in need of safeguarding is defined as:

- Over the age of 18 years who
- Is or may be in need of community care services by reason of mental or other disability, age or illness; and
- Is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation

What constitutes abuse:

Abuse is a violation of an individuals human and civil rights by any other person or persons. Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act 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 he or she has not consented. 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.

Significant harm

This 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.

## 1.3 Principles

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

**All adults in need of safeguarding have the right to live their lives free from abuse of any description.**

**All agencies and individuals that have contact with adults in need of safeguarding 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 in need of safeguarding is the primary concern.
- All adults in need of safeguarding, irrespective of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief 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 Data Protection Act 1998.
- 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.

No Secrets 2010

[www.leics.gov.uk/safeguarding\\_no\\_secrets](http://www.leics.gov.uk/safeguarding_no_secrets)

### **Cause for Concern**

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 CAUSE FOR CONCERN.

## 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 Social Care Services
- The officer raising concerns has informed the appropriate agencies and staff members
- Information is recorded and stored appropriately
- Staff involved are supported as required 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 Whistle Blowing 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. Contact HR for more information and a copy of the Whistle Blowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined above. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns 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. Managers wishing to seek further advice can refer to Practice Guidance 9, Page 128 and 129 of No Secrets 2010 on the Leicestershire County Council Website.

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

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 concern involves an elected Member, this should be reported to the Monitoring Officer.

## 1.6 Confidentiality

**Every effort should be made to ensure that confidentiality is maintained for all concerned in the protection of adults in need of safeguarding. 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.**

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. 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 in order to ensure the safety of the person and others at possible risk of harm.

## 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, 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 using the incident reporting form
- Report to an appropriate Designated Safeguarding Officer
- Alert the appropriate agency with support from the Designated Safeguarding Officer
- Maintain confidentiality

#### **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. Social Care Services and/or the Police will do this at an appropriate time. You must however, ensure that the environment for the Adult in need of Safeguarding 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 to what is being said, you are already helping the situation. The following points are a guide to help you respond appropriately.

### **What to do if an adult discloses information to you:**

- Stay calm
- Ensure that no one is in immediate danger
- Reassure the person that they were right to tell **and do not make promises of confidentiality**
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
- Immediately record all details in writing, using the adults own words.
- As soon as possible fill out the Incident Reporting Form (See Appendix 1) again including all the details that you are aware of and what was said using the adult's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer.

### **Actions to Avoid**

The person receiving the disclosure should not:

- Promise to keep secrets
- Dismiss the concern
- Probe for more information than is comfortably offered – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Attempt to investigate yourself
- Discourage anyone from report concerns
- Leave message of your concern on voice mail

**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 possible to ensure all the facts are recorded accurately and services can be implemented.

**Do not delay when reporting concerns as an adults welfare or safety may be imminently at risk.**

Copies of the Incident Report Form are available from:

- MIKE
- Designated Safeguarding Officers
- Q:\2 Children & Family Services\Safeguarding\Incident Reporting Form

The Incident Reporting Form is an important tool for Designated Safeguarding Officers 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 ask someone in order to find this form, do not discuss the situation with him or her. The same form is used for all disclosures and allegations and suspicions. Do not worry if all the sections do not apply to your situation, it is purely to help you to remember as much relevant information as possible. It is the responsibility of the Designated Safeguarding Officer to work with you to report them to Adult Services, the Police or another appropriate service.

## 2.4 Types of Investigation

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

## 2.5 Support for Staff

If an allegation is made towards another member of staff, full support will be given in line with the local authority whistle blowing policy. Contact HR for more information and a copy of the policy.

Staff support can also be accessed through Melton Borough Council's Employee Assistance Programme (EAP). The Helpline number is 0800 116 4368 or it can be accessed through the website [www.mbcreward.co.uk](http://www.mbcreward.co.uk)

(Please note that employees wanting to access the site should contact HR for a registration number if they are visiting the site for the first time)

## 2.6 Dealing with Victims

Please be aware that there are agencies that are trained and funded to help victims of abuse or possible abuse and signpost where appropriate:

### **Victim Support**

A national charity that gives free and confidential advice to victims of crime. They are not part of the police force and crimes do not have to have been reported in order for a victim to access the support.

0116 249 3324

### **Leicester Samaritans**

Telephone: 0116 2700 007 (24hrs)

## 3.0 Systems and Structures

Districts and Boroughs in Leicestershire have developed systems and structures for internal use and in line with the Safeguarding Adult Board procedures for multi-agency working.

## 3.1 Key Contacts

The Designated Safeguarding Officers for Melton Borough Council are:

Harry Rai	01664 502439	<a href="mailto:hrai@melton.gov.uk">hrai@melton.gov.uk</a>
Ronan Browne	01664 502404	<a href="mailto:rbrowne@melton.gov.uk">rbrowne@melton.gov.uk</a>
Lucie Keeley	01664 502347	<a href="mailto:lkeeley@melton.gov.uk">lkeeley@melton.gov.uk</a>
Sarah Jane O'Connor (HR)	01664 502460	<a href="mailto:sjoconnor@melton.gov.uk">sjoconnor@melton.gov.uk</a>

Angela Tebbutt (Safer Recruitment/ Monitoring Officer) 01664 502461  
[atebbutt@melton.gov.uk](mailto:atebbutt@melton.gov.uk)

Kate Parkinson (Children's Centres) 01664 502423 [kparkinson@melton.gov.uk](mailto:kparkinson@melton.gov.uk)

### External Agencies

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

**Social Care Services** (office hours)

Tel: 0116 305 0004 Fax: 0116 305 0010

Email - [AdultsandcommunitiesCSC@leics.gov.uk](mailto:AdultsandcommunitiesCSC@leics.gov.uk)

**Social Care Services Adult's emergency out of hours service**

Phone 0116 255 1606 (not office hours) Fax 0116 256 8269 (office hours only)

**Leicestershire Police**

Emergencies 999

Other contact 101

**Leicestershire Police Common Referral Desk**

0116 248 5311

**Victim Support**

0116 249 3324

This service is open 8.30 am until 4.30 pm Monday to Friday. A confidential answer service is available at all other times.

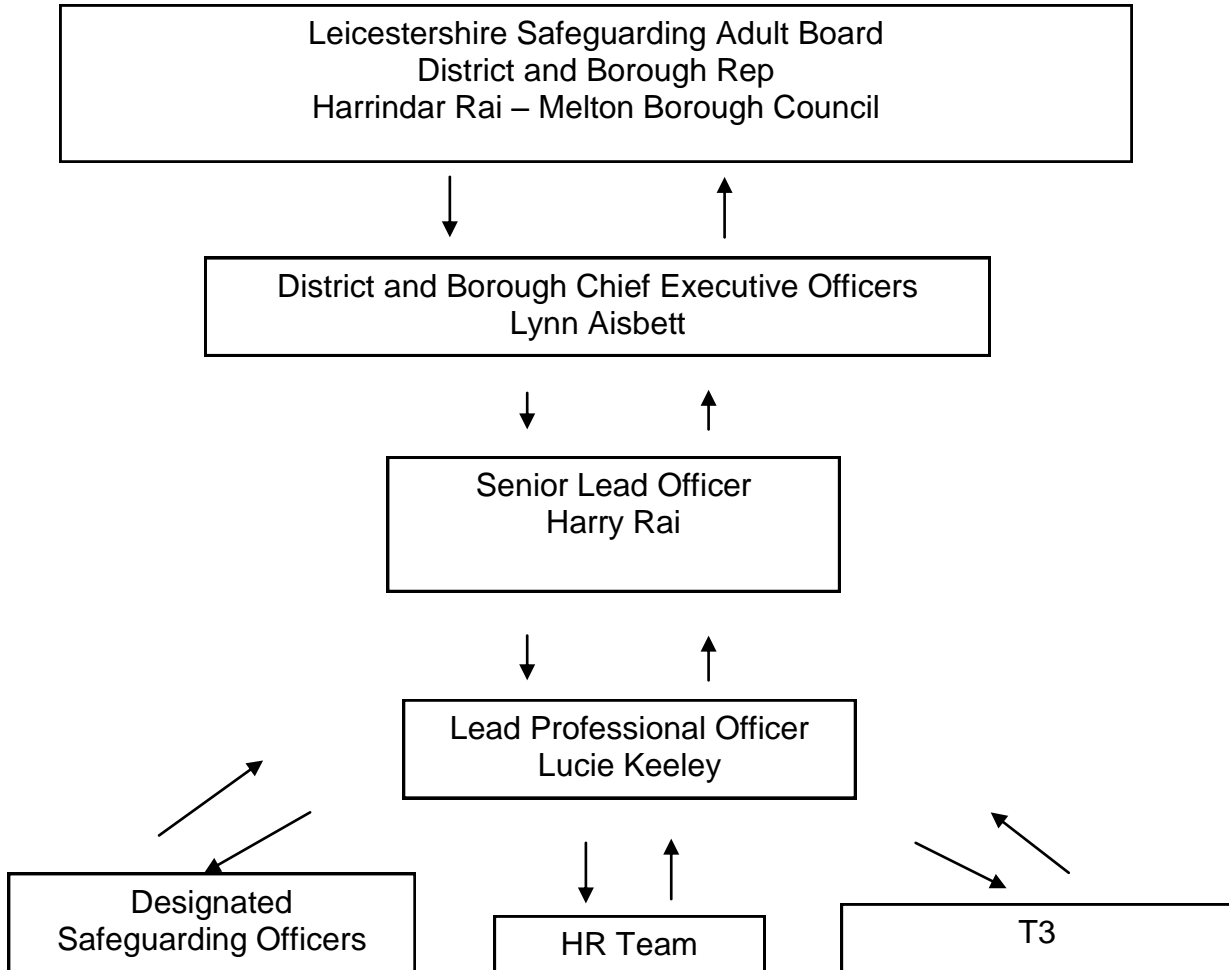
**First Contact**

0116 305 8240

[firstcontact@leics.gov.uk](mailto:firstcontact@leics.gov.uk)

## 3.2 Leicestershire Structure and Contacts

### Safeguarding Adult Board Communication and Accountability Flow Chart



### **3.3 What is the role of the Designated Safeguarding Officers?**

All suspicions, concerns and disclosures have to be reported immediately to a Designated Safeguarding Officer. (See pages 4 & 5 and Section 4.0 for the list of Designated Safeguarding Officers)

They have the responsibility to;

- Ensure that Incident Report Forms and copies of the policy and procedures are available in their respective service areas
- Receive information from staff, volunteers and others who have concerns, and record them, using appropriate forms and procedures identified
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services
- 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
- Receive the appropriate training

### **3.4 What is the role of the Lead Professional**

- Ensure that arrangements are made to identify staff that require training in child protection issues within their responsive area
- Support staff in 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
- Ensure partnerships are in place

### **3.5 What is the role of the Senior Lead Officer**

- 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 team and chief exec
- Ensure communication strands are strong
- Ensure members are appropriately informed

## Safeguarding / Cause for Concern Reporting Form

This form is used for reporting both suspicions and disclosures of possible abuse or causes of concern; therefore not all sections may be appropriate. Please complete with as much information as possible. This information will be treated in the strictest confidence, however, the information contained within this form maybe shared with appropriate agencies.

**This Safeguarding / Cause for Concern relates to (please tick ✓):**

1. **Adult(s)**
2. **Child or young person(s)**
3. **Family**

### Subject(s) Details

Name, gender of Date(s) of Birth of Subject(s)	
Current Address	
Postcode	
Telephone number Mobile number	
Does anybody concerned about have a disability  If yes, please give details	Delete as appropriate:  Yes      No
Families First language	
Any communication barriers that need to be considered?  If yes, please give details	Delete as appropriate  Yes      No





<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>

<p>Are you aware of any of the following within the household ?</p>	
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"/>
ASB	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
<p>If yes to any of above, please give details</p>	

### Significant others in Subjects life – including family and perpetrator

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

Name Job title	Name Job title	Name Job title	Name Job title
Address, email contact	Address/email contact	Address/email contact	Address/email contact
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

**Remember; do not discuss this with friends or colleagues. Arrange to see your Designated Safeguarding Officer urgently, they will initiate appropriate action.**