



**Melton
Borough
Council**

Helping people | Shaping places

Safeguarding – Adults and Children Policy

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1.0	28 June 2019	Aysha Rahman	Full review of policy
1.1	6 September 2019	Aysha Rahman	Inclusion of Bi-Annual informal review following Cabinet recommendation
1.2	15 February 2023	Laura Swift	Amendments to contacts and contact details

Approvals

Name	Title	Date of Approval	Version No
Cabinet	Cabinet	4 September 2019	1.0

Distribution

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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 your Designated Safeguarding Officer (DSO).

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

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Policy Information

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External Consultation	None
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Abbreviations

ASC	Adult Social Care
CSE	Child Sexual Exploitation
DBS	Disclosure and Barring Service
DSO(s)	Designated Safeguarding Officer(s)
FGM	Female Genital Mutilation
HBA	Honour Based Abuse
ISA	Information Sharing Agreement
ITT	Invitation to Tender
LADO	Local Authority Designated Officer
LCC	Leicestershire County Council
LRSAB	Leicestershire and Rutland Safeguarding Adults Boards
LRSB	Leicestershire and Rutland Safeguarding Boards
LRSCB	Leicestershire and Rutland Safeguarding Children's Board
MBC	Melton Borough Council
RFQ	Request for Quotation
VARM	Vulnerable Adult Risk Management

1.0 Executive Summary

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

Nothing is more important than children's welfare.

Melton Borough Council (MBC) is fully committed to its duties and responsibilities to safeguard and promote the welfare of children and adults at risk of abuse, neglect and exploitation. This safeguarding policy reinforces that commitment and provides reassurance that the council will act in the best interests of the local community.

Safeguarding cannot be achieved by one agency alone and the role we play, alongside our partners to effectively deliver this commitment across the Melton Borough is paramount.

All children and adults have the right to participate and be safe receiving the services provided for them regardless of age, race, disability, culture, gender or any other protected characteristics. This includes a right to protection from abuse, neglect and any form of exploitation.

This safeguarding policy aims to ensure that a consistent approach to safeguarding exists across all council services. It outlines key roles and responsibilities of individual officers to embed safeguarding policies, practices and procedures into the council's everyday business.

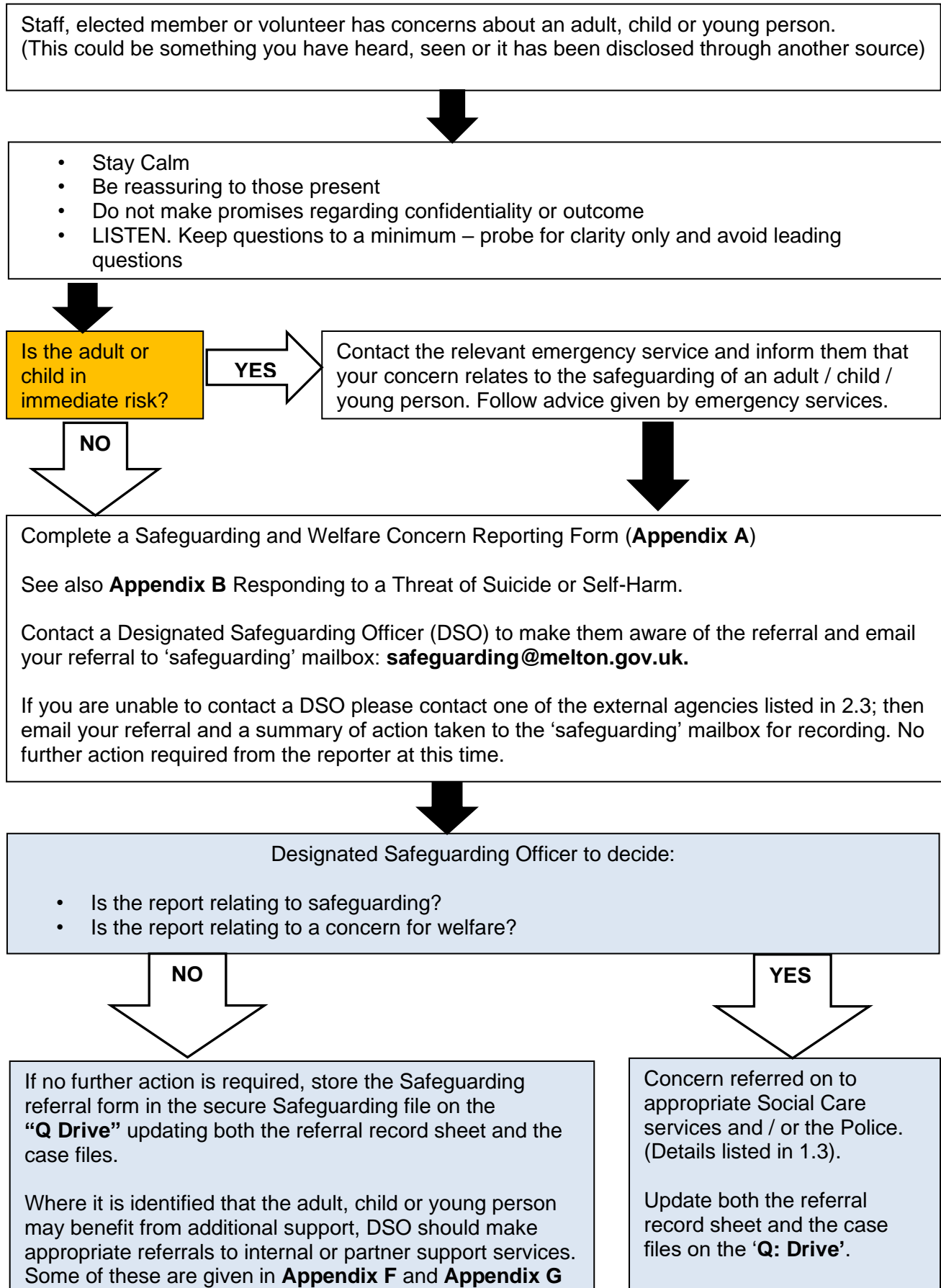
The council offers support to those working with children, young people and adults at risk by providing training, guidance and procedures, enabling them to protect themselves and others when dealing with residents who are at risk of abuse, neglect and exploitation.

2.0 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 Children Board procedures for multi-agency working; these can be found at www.lrsb.org.uk

Internal Systems, Structures and Key Contacts are covered in this section.

2.1 Flowchart for Managing Concerns Relating to Safeguarding



2.2 Designated Safeguarding Officer (DSO)'s & Key Contacts (Internal)

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

In the first instance, report to one of MBC's Designated Safeguarding Officers:
safeguarding@melton.gov.uk

Name	Position	Phone number	Email
Aysha Rahman	Lead DSO	07890 534836	arahman@melton.gov.uk
Laura Swift	Lead DSO	07966 867118	lswift@melton.gov.uk
Amelia Bailey	DSO	07342062818	abailey@melton.gov.uk
Chris Flannery	DSO	01664 502502	cflannery@melton.gov.uk
Chris Millward	DSO	01664 502502	cmillward@melton.gov.uk
David Walker	DSO	07876574942	dwalker@melton.gov.uk
Donna Painter	DSO	07896856254	dpainter@melton.gov.uk
Nicky Lambert	DSO	01664 502502	nlambert@melton.gov.uk
Rachel Chubb	DSO	07966867118	rchubb@melton.gov.uk
Sarah Jane O'Connor	DSO	07500 973802	sjoconnor@melton.gov.uk
Stef Petrouis	DSO	07792610884	spetrouis@melton.gov.uk
Steph Newman	DSO	07342 062640	snewman@melton.gov.uk
Tracie Waldron	DSO	07500 993790	twaldron@melton.gov.uk

2.3 DSO's and Key Contacts (External)

In the event that you are unable to contact a Designated Safeguarding Officer or if it is out of hours contact one of the following, as appropriate:

(A copy of the paperwork/ incident report form must be sent to one of the DSO's at the earliest opportunity)

Adult Social Care (Office Hours) 0116 305 0004 Leics Police Adult Referral Desk (8am-4pm) 0116 248 5486	Adult & Communities Emergency Duty Team (24 hours) 0116 255 1606
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Social Care Services First Response / Local Children's Duty Access Team
(24hours) **0116 305 0005**

NSPCC Action Helpline **0808 800 5000** or text **88858**
www.nspcc.org.uk
NSPCC Childline **0800 1111**
www.childline.org.uk

Child Abuse Investigation Unit (CAIU) or Leics Police Child Referral Team **0116 248 5500**
childreferralteam@leicestershire.pnn.police.uk

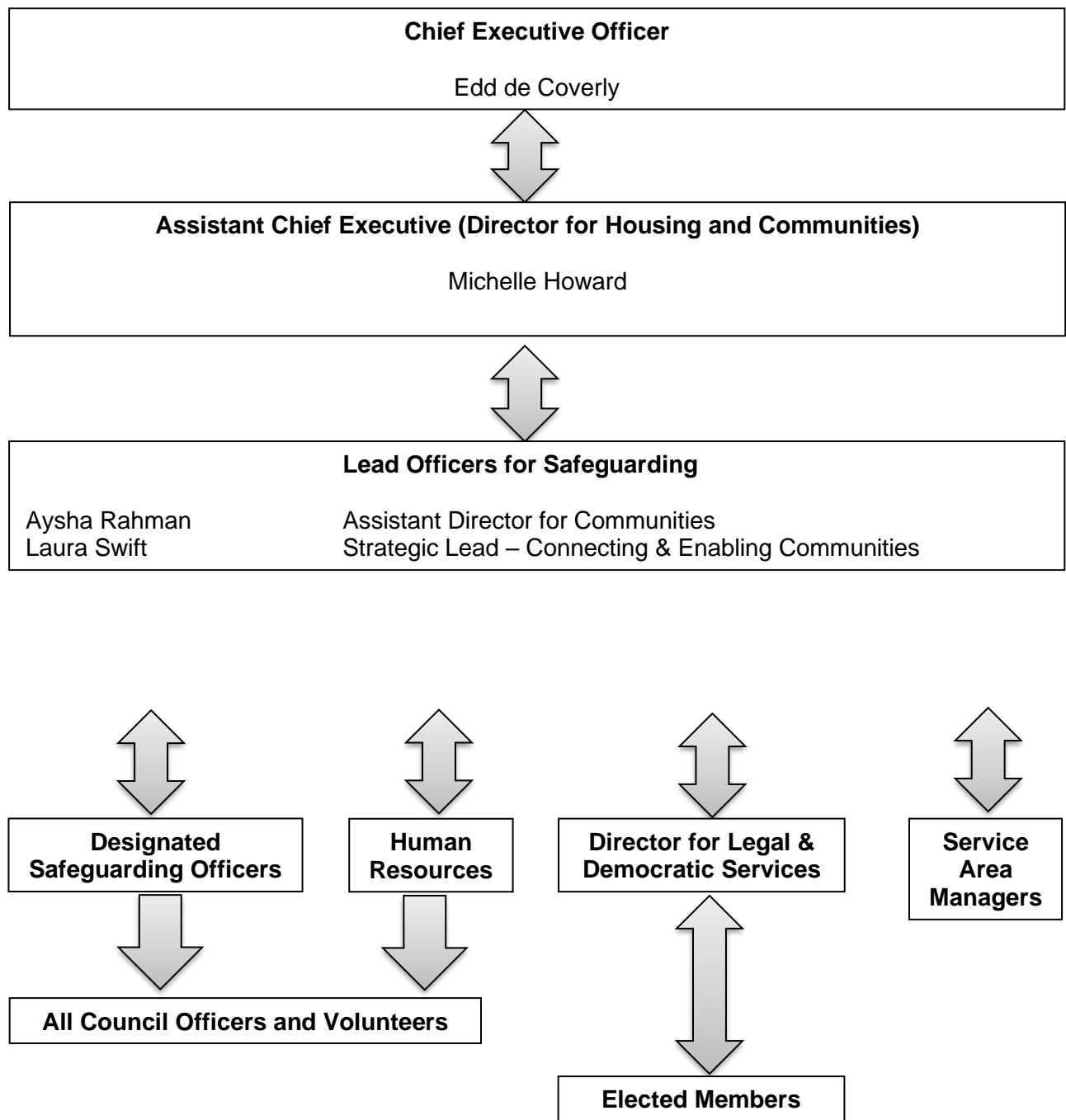
Local Authority Designated Officer (LADO) Team **0116 305 7597** or **0116 305 4532**
<http://lrsb.org.uk/lado-local-authority-designated>
First Contact Plus **0116 305 4286**

2.4 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.

2.5 Communication and Accountability Structure



Melton Borough Council Roles and Responsibilities

Safeguarding is the responsibility of everybody, and officers at every level across the organisation have a responsibility to ensure the effectiveness of its safeguarding arrangements, respond to safeguarding concerns and comply with the Council's duties through its own service delivery and provision to promote the welfare of children, young people and adults at risk.

This responsibility also extends to raising concerns or making complaints about the behaviour of staff or volunteers working with children, young people or adults at risk within the organisation through the Council's Whistleblowing Procedure.

Roles	Responsibilities
Chief Executive Officer	The Chief Executive Officer is the senior accountable officer for all aspects of safeguarding across the organisation, including ensuring that there is a clear structure of line management accountability for safeguarding in place.
Assistant Chief Executive (Director for Housing and Communities)	<ul style="list-style-type: none"> • Senior Strategic Lead for the Council • Raise the profile and embed safeguarding processes, support the policy and promote the development of services to ensure the protection of children and adults at risk. • Allocate resources to enable responsibilities to be met • Resolve escalated professional disagreements. • Representative at multi agency safeguarding meetings.
Lead Officers for Safeguarding	<ul style="list-style-type: none"> • Development of policies and strategies, promoting good practice and making policy recommendations to Senior Leadership Team • Ensure safeguarding training is available to meet requirements and the needs of staff. • Submit reports to Senior Leadership Team and relevant Committee(s) to ensure that child and adult protection policy requirements are met. • Representative at multi agency safeguarding meetings. • Work with key officers to deliver relevant safeguarding responsibilities. • Co-ordinate requests for information regarding Serious Adult Reviews, Child Safeguarding Practice Reviews, Partnership Learning Reviews, Section 47 and Section 17 enquiries. • Co-ordinate and deliver safeguarding training • Support the development of policies and strategies. • Issue operational guidance and support the delivery of day to day safeguarding requirements. • Representative at multi agency safeguarding meetings
Designated Safeguarding Officers	<ul style="list-style-type: none"> • Support with the co-ordination and delivery of safeguarding training, as required. • Engage, co-operate and participate with audit / policy requirements. • Provide advice and guidance to staff regarding safeguarding concerns. • Offer advice and assistance to elected members and support members to make safeguarding referrals as appropriate.
Human Resources	<ul style="list-style-type: none"> • Manage the Disclosure and Barring Service (DBS) process in conjunction with recruiting managers.

Roles	Responsibilities
	<ul style="list-style-type: none"> • Make a referral to the Local Authority Designated Officer (LADO) when a member of staff has acted in a way which may have harmed a child or adult at risk, in liaison with the Senior Lead Officers for Safeguarding. • Ensure delivery of corporate training.
Service Area Managers	<ul style="list-style-type: none"> • Support staff to recognise and understand their roles and responsibilities. • Provide suitable supervision to staff dealing with safeguarding concerns. • Consider safeguarding implications when developing policies and procedures, procuring services on behalf of the Council and in their decision making processes. • Ensure staff are appropriately trained and aware of their responsibilities. • Identify training needs of staff to support them to undertake their duties • Ensure contractors have the appropriate safeguarding policies in place. • Ensure volunteers working on behalf of the Council are aware of their safeguarding responsibilities. • Ensure reference to the <i>DBS Guide to Eligibility</i> to assess whether a role requires a disclosure.
All Council Staff and Volunteers	<ul style="list-style-type: none"> • Ensure safeguarding training is undertaken to an appropriate level. • Comply with the Safeguarding Policy and Procedures. • Report any concerns through the appropriate referral process. • Report allegations against a member of staff or volunteer through the Council's Whistleblowing Procedure.
Elected Members	<ul style="list-style-type: none"> • All Members of the Council have a strategic role in relation to social services issues and need to satisfy themselves that the Council as a whole is discharging its statutory responsibilities and demonstrates good practice wherever possible. • Ensure that child protection services are prioritised and adequately resourced • As the eyes and ears in the community, ward surgeries and local ward networks enable Members to be alerted to early signs of safeguarding concerns, whether general patterns of behaviour or concerns about a particular child or adult at risk. • Report any concerns through the appropriate referral process.
Consultants, Contractors and Agency Staff	<ul style="list-style-type: none"> • Compliance with the Council's Safeguarding Policy and Procedures. • Reporting of any concerns through the appropriate referral process. • Reporting of allegations against a member of staff through the Council's Whistleblowing Procedure. • Please also see Appendix C for Safeguarding Provision in Contract and Grant Arrangements

3.0 Introduction

3.1 What does 'SAFEGUARDING' mean?

3.1(a) Children and Young People

The government guidance on *Working Together to Safeguard Children* (2018), defines safeguarding children and promoting their welfare as:

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring that children grow up in circumstances consistent with the provision of safe and effective care
- Taking action to enable all children to have the best outcomes

3.1(b) Adults

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
- Recognising that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.

3.2 Who is this policy for?

This policy is for you if you are 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 DSO, without delay, if they have concerns or suspicions relating to an adult, child or young person at risk.

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 MBC has both a moral and legal obligation to ensure the duty of care for children, young people and vulnerable adults across its services. Staff may come across cases of suspected abuse, or have concerns for welfare, either through direct contact, e.g. events or home visits, as part of their day to day work, or through indirect referrals or via other forms of disclosure.

MBC is committed to ensuring that all children, young people and adults at risk are protected and kept safe from harm whilst engaged in services provided by the Council.

3.3 What does this policy cover?

This policy equips you with the information you need regarding what actions to take if you have a cause for concern or if you suspect or are told about abuse, and what will happen next. This may be the tool that helps you to save the life of a child, young person or vulnerable adult.

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 a child, young person or adult and to co-operate in any multi-agency investigations as appropriate. This expectation extends to the identification of abuse, poor practice by internal members/staff of the Council, as well as allegations brought to the attention of the Council by a member of the public/community.

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

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.

The legal obligations concerning children and young people are underpinned by Section 11 of the Children Act (2004). Further guidance is available from Working Together to Safeguard Children.

MBC is a statutory partner of the Leicestershire and Rutland Safeguarding Boards (LRSB). As such employees, elected members and volunteers should follow LRSB guidance, on which this policy document is based, which can be found at www.lrsb.org.uk

During the life of this policy the LRSCB is due to transition to an amended structure and leadership as outlined in Working Together 2018. Locally this will be called the Leicestershire and Rutland Safeguarding Children Partnership and the website address is likely to remain as above. MBC will continue to comply with the requirements of this agency and follow associated guidance

3.4 Legal Framework

In the UK, the law relating to safeguarding children, young people and adults has been influenced by cases where things went wrong and children, young people and vulnerable adults were not protected and this resulted in tragic and unnecessary deaths.

There are a number of laws designed to protect the welfare of children, young people and adults. It is important to remember that **all** children need safeguarding **all** of the time. **Some** adults need safeguarding **some** of the time.

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

3.4(a) For Children, Young People and Adults:

- *Data Protection Act (2018)*
- *General Data Protection Regulations (2018)*
- *Preventing Violent Extremism ["Prevent"] Strategy (2015)*
- *Protection of Freedoms Act (2012)*
- *Sexual Offences Act (2003)*

Prevent

As part of this policy the 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 the Council's adopted guidance on the Prevent Strategy can be found in [Appendix D](#).

3.4(b) Additionally for Adults with Care and Support Needs:

- *Human Rights Act* (1998)
- *Public Interest Disclosure Act* (1998)
- *No Secrets* (2000)
- *Mental Capacity Act* (2005)
- *Health and Social Care Act* (2008)
- *Care Act* (2014)
- *Care and Support Statutory Guidance* (2016)
- *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, MBC has produced this Safeguarding Policy in order to acknowledge its duty to protect adults with care and support needs (see below) as part of delivering services to the local and wider community.

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

The responsibilities for partners highlighted in the Care Act 2014 are:

- Promoting individual wellbeing
- Preventing people’s care and support needs from becoming more serious
- Promoting integration of care and support with health services
- Providing information and advice
- Promoting diversity and equality in the provision of services
- Co-operating generally with its relevant partners such as other local councils, the NHS and Police
- Co-operating in relation to specific cases with other Local Authorities and their relevant partners.

Duty to make Enquires

Under Section 42 of the Care Act, a local authority (responsible for Social Care Services) has a duty to make enquiries itself or cause others to make enquiries in cases where it has reasonable cause to suspect that an adult:

- Has needs for care and support (whether or not the local authority is meeting any of those needs) and
- Is experiencing, or at risk of, abuse or neglect, and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect

Throughout this policy the term “adults with care and support needs” is used in relation to adult safeguarding. This is in order to reflect the language embedded within 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 difficulties
- With physical disabilities
- With sensory disabilities
- With mental ill health
- Who are frail due to their age
- With dementia
- With brain injuries
- With drug or alcohol problems

A care and support need is valid whether or not this need is currently being met.

Whether an adult has care and support needs can determine whether a concern is 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 DSO or Adult Social Care (ASC).

3.4(c) Additionally for Children and Young People

- *Adoption and Children Act (2002),*
- *Children Act (2004),*
- *United Convention of the Rights of the Child (1991),*
- *Working Together to Safeguard Children (2018),*
- *Relevant Government guidance on safeguarding children and young people*

The legal obligations concerning children and young people are underpinned by the *Children Act (2004)* including as amended by the *Children and Social Work Act (2017)*. Further guidance is available from *Working Together to Safeguard Children (2018)*.

Child Sexual Exploitation

As children and young people are vulnerable to exploitation, particularly Child Sexual Exploitation (CSE), the Council has adopted a set of CSE guidelines for our staff; these are included at [Appendix E](#)

Children and young people are also at significant risk from Domestic Abuse in the home. Alongside mental health and substance misuse the presence of Domestic Abuse is frequently a key aggravating factor when a child has been killed or seriously injured in the home.

The Adoption and Children Act (2002) extended the definition of 'harm' as stated in the now superseded *Children Act (1989)*, to include "impairment suffered from seeing or hearing the ill treatment of another". Children suffer harm from Domestic Abuse whether or not they are present they are in the room when an incident occurs.

3.5 Policy Statement

MBC is committed to working in partnership with others to safeguard children, young people and adults at risk from all forms of abuse, neglect or exploitation. The Council will raise awareness of safeguarding issues to ensure that the needs and interests of children, young people and adults at risk are incumbent in decision making processes and through service provision.

This policy aims to ensure that an overarching approach to safeguarding is embedded within all council services and that employees, members, those delivering contracts on behalf of the council and volunteers understand their role and responsibilities in supporting all residents to live a life free from abuse exploitation and intimidation.

We will create an environment where staff are trained to an appropriate level and encouraged to think of safeguarding as being their responsibility, understanding the need for them to play a full and active part in the delivery of the council's response.

We will also create an organisational culture where the reporting of abuse and exploitation is encouraged and staff, members and contractors feel supported to do so.

The Council believes that all individuals, regardless of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation, should have the greatest possible control over their lives. They should be able to make informed decisions, or be supported to make these decisions if unable to do so themselves, without fear of harm or abuse from others.

The Council will ensure that it complies with all relevant safeguarding legislation, data protection legislation and government guidance.

3.6 Definitions

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

- 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.

Additionally:

3.6(a) Children and Young People

- The term 'Child' or 'Young Person' is used to refer to anyone under the age of 18 years
- The term 'Parent' is used as a generic term to represent parents, carers, and guardians
- The understanding that children and young people are vulnerable to abuse from adults and from other children and young people

3.6(b) Adult

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
- 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.

3.7 Types of 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.

3.7(a) Children and Young People

There are four broad types of abuse of children:

1. Physical Abuse – Physical Harm or Injury.
2. Sexual Abuse – Forcing or enticing participation in sexual activities (regardless of whether or not the child or young person is aware of what is happening)
3. Neglect – Persistent failure to meet basic physical and/or psychological needs likely to result in serious impairment of health or development.
4. Emotional Abuse – Persistent emotional maltreatment to cause severe and persistent adverse effects on emotional development.

Full definitions of these can be found in the LRSCB procedures available via:

<http://lrsb.org.uk/advice-and-information-on-types>.

LRSCB has an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working, as well as supporting and enabling partner organisations to adopt their practice and become more effective in safeguarding children. The LRSCB maintain a portfolio of 7 policies, procedures, and guidance documents. All partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to assessing need and safeguarding in specific circumstances, e.g. CSE and Safeguarding Children with Disabilities are all provided on the LSCB website:

<http://lrsb.proceduresonline.com/chapters/contents.html>

LRSCBs also conduct and publish Serious Case Reviews with associated findings and recommendations after a child has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

3.7(b) Adult

The main types of abuse of adults are:

- Physical abuse – non accidental infliction of physical force that results, or could result in bodily injury, pain or impairment
- Sexual abuse – involvement either direct or indirect, in sexual activity without consent. It could also be the inability to consent, pressured or induced to consent or take part.
- Emotional or psychological abuse – Acts or behavior which impinge on the emotional health or, which causes distress or anguish.
- Financial or material abuse – Unauthorised, fraudulent obtaining and/or improper use of funds, property or any resources.
- Neglect, willful neglect and acts of omission – ignoring or withholding physical or medical care needs.
- Discriminatory abuse – Values, beliefs or culture result in a misuse of power that denies mainstream opportunities. It includes discrimination on the basis of race, gender, sexuality disability or religion, or any of the other protected characteristics.
- Institutional or Organisational abuse – An organization imposing rigid and insensitive routines; poor practices embedded in systems; unskilled intrusive or invasive interventions, or an environment allowing inadequate privacy or physical discomfort.
- Self-neglect – A wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

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.

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 DSO who will work to pass on the information to the appropriate agency as a 'Concern for Welfare'.

3.7(c) Other Forms of Abuse

Domestic Abuse

Domestic Abuse is defined as "any incident or pattern of incidents of controlling, coercive, threatening behavior, violence or abuse between those aged 16 or over who are, or have been, intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional.

Honour Based Abuse, including Female Genital Mutilation and Forced Marriage

Honour Based Abuse (HBA) is violence and abuse in the name of honour, covering a variety of behaviours (including crimes), mainly but not exclusively against females, where the person is being punished by their family and/or community for a perceived transgression against the 'honour' of the family or community; or is required to undergo certain activities or procedures in 'honour' of the family. This can also include harmful cultural practices such as breast ironing.

HBA is not a crime itself, however the practices used to punish individuals are criminal acts i.e. abduction, forced marriage, assault and murder; and includes physical abuse, sexual abuse, emotional and/or psychological abuse, financial abuse, forced marriage and Female Genital Mutilation (FGM).

FGM is a collective term for illegal procedures which include the removal of part/all external female genitalia for cultural or other non-therapeutic reasons. The practice is not required by any religion. It is painful, medically unnecessary and has serious health consequences at the time it is carried out and in later life. The procedure is typically performed on girls of any age, but is also performed on new-born girls and on young women before marriage/pregnancy. A number of girls die as a direct result of the procedure, from blood loss or infection. FGM may be practiced illegally by doctors or traditional health workers in the UK, or girls may be taken abroad for the operation.

A Forced Marriage is "a marriage conducted without the valid consent of both parties, where duress is a factor". (*'A Choice by Right'* HM Government, 2000). It is illegal under the *Anti-Social Behaviour, Crime and Policing Act (2014)* to:

- a) Use violence, threats or any other form of coercion for the purposes of causing another person to enter into a marriage; and
- b) Believe, or ought reasonably believe, that the conduct may cause the other person to enter into the marriage without free and full consent.

Duress can involve physical, psychological, sexual, financial and/or emotional pressure.

The legislation also applies to a person deceiving someone into going abroad for the specific purpose of forcing them to marry and is committed whether or not the forced marriage goes ahead.

Modern Slavery (and Human Trafficking)

Modern Slavery (and Human Trafficking) involves the recruitment, transportation, transfer, harbouring or receipt of people who, with the threat or use of force, coercion, abduction, abuse of power or deception are exploited for the purposes of prostitution, forced labour, slavery, forced criminality or other similar practices. Victims are trafficked all over the world, including in and around the UK, and even throughout the borough.

Under the *Modern Slavery Act* (2015), the Council has a duty to notify the National Referral Mechanism (a Home Office Body) of potential victims of Modern Slavery and Human Trafficking.

E-Safety

Children, young people and adults with care and support needs can be easy targets for online grooming with a view to exploiting them, sometimes even without their knowledge. The Council takes very seriously the potential for online abuse and exploitation and the potential to defraud vulnerable people online, and works with partner agencies to raise awareness of e-safety within its workforce and the community.

The Trilogy of Risk

1. Alcohol/Drug Misuse
2. Domestic Abuse
3. Mental ill-health

Evidence shows that alcohol / substance misuse problems, domestic abuse and mental health difficulties affect a significant proportion of the adult population. The 3 Risk factors above can of course be very harmful when found alone but when two or more of these issues come together in the home, the risks can increase significantly. Living in homes where these issues are present can be harmful to the health and wellbeing of those who are already vulnerable particularly children.

Many of these people are parents or are living with others who may be vulnerable. It is important to stress that the impact of these factors on parenting or their caring capacity varies. The presence of protective factors (such as the active involvement of other family or wider support networks in care and protection) is critical in helping to reduce risk and to offset the potential for negative impact.

The Leicester, Leicestershire and Rutland Safeguarding Children and Safeguarding Adults Boards have undertaken case reviews after the death or serious harm to a child or adult and the learning from these reviews has highlighted how we need to understand that risk is increased when these issues are found together and strengthen working practice to tackle this more effectively.

This is a complex area of work and in order to raise the awareness of all workers who may come across individuals who are struggling with one or more of these issues, the Boards have published a range of resources to prompt thinking about the potential for increased risk – whether you work primarily with children or adults. These are:

1. Trilogy of Risk Poster
2. Trilogy of Risk Leaflet
3. Powerpoint / Introductory Video

The resources can be found on the LRSB website: <http://lrsb.org.uk/trilogy-of-risk>

3.8 Principles

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

- The welfare of children, young people and adults with care and support needs is the primary concern
- No children, young people and 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
- It is everyone's responsibility to report any concerns about abuse,
- Professionals working in universal services have a responsibility to identify the symptoms and triggers of abuse and neglect, to share that information, and to work together to provide children, young people and adults with care and support needs with the help they need
- 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
- All personal data will be processed in accordance with the requirements of the *Data Protection Act (2018)* and *General Data Protection Regulations (2018)*.

Additionally:

3.8(a) Children and Young People

- All children and young people without exception have the equal right to protection from harm and abuse regardless of their age, culture, disability, gender, language, racial origin, socio-economic status, religious belief, and/or sexual orientation
- Some children and young people are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs, or other issues
- Local agencies, including those in universal services and those providing services to adults with children, should understand their role in identifying emerging problems and sharing information with other professionals to support early identification and assessment
- Working in partnership with children, young people, their parents, carers, guardians, and other agencies is essential in promoting the welfare of children and young people

3.8(b) Adults with Care and Support 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

4.0 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 a child, young person or adult with care and support needs.

Council staff may come across cases of suspected abuse either through direct contact with children, young people or adults with care and support needs. It is not your responsibility to decide whether or not a child, young person or adult has been or is being 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 [4.2](#).

4.1 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 a child, young person or 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
- Maintain confidentiality in line with Section [4.4](#) and [4.5](#) 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 parent in relation to the alleged abuse of a child or young person; or
- A family member or carer in relation to the alleged abuse of an adult

The parent, 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.

4.2 Responding to Disclosure

Abused children, young people and adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking what is being said seriously, you are already helping the situation. The following points are a guide to help you respond appropriately.

4.2(a) What to do if a child or young person discloses information to you:

- React calmly so as not to frighten the child or young person
- Take what the child or young person says seriously, recognising the difficulties inherent in interpreting what is being said by a child or young person who has a speech impediment or differences in language.
- Do clarify your understanding of what the child or young person 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 child or young person that they were right to tell but do not make promises of secrecy 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 child or young person'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 child or young person's own words, and
- Attach your original notes to the incident reporting form and give these to a DSO.

4.2(b) 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
- Attach your original notes to the incident reporting form and give these to a DSO.

Actions to Avoid – Children, Young People and Adults:

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
- Leave a message of their concerns/the disclosure on voicemail.

The process on how to respond to concerns is detailed in the [Flowchart](#) at [1.2](#).

Remember: Listen – write it down – report it

4.3 Support for Staff, Elected Members or Volunteers Raising External Concerns

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
- 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 a child, young person or adult may be being abused (See Section [5.0](#) of this policy)

4.4 Confidentiality, Consent and Information Sharing

Every effort should be made to ensure that confidentiality is maintained for all concerned in the safeguarding of children, young people and vulnerable adults. 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.

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where to do so would place a child or adult at increased risk of harm. Information may be shared with relevant agencies without consent only if a DSO has reason to believe that there is good reason to do so, others may also be at risk of harm and that the sharing of that information will enhance the safeguarding of a child or adult in a timely manner.

In the case of an adult, if the person has not got mental capacity to consent to a referral about the area of their life to which the concern relates, a request for a Mental Capacity Assessment will need to be made to Adult Social Care.

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

Where a member of staff is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. The person should be informed that the member

of staff will, at the very least, have to disclose the conversation to a DSO and, depending on the severity of the information, may be disclosed to the Police or Social Care Services.

4.4(a) For Children and Young People

When it comes to safeguarding concerns – however they arise, the General Data Protection Regulation and Data Protection Act 2018 do not prevent, or limit, the sharing of information for the purposes of keeping children and young people safe. It allows DSOs to share information without consent if it is not possible to gain consent, it cannot be reasonably expected that a practitioner gains consent or if to gain consent would place a child at risk.

MBC is signed up to the LSCB Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding children. It is anticipated that this ISA will be updated with the transition of the LSCB to the Leicestershire and Rutland Safeguarding Children Partnership. The ISA is intended to help with the sharing of information across agencies, especially in relation to safeguarding children by:

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

Remember - The Welfare of the Child is Paramount

4.4(b) For Adults

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

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

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

Consent is the voluntary and continuing permission of the person to the intervention based on an adequate knowledge of the purpose, nature, likely effects and risks of that intervention, including the likelihood of its success and any alternatives to it.

Mental capacity is the ability to make a decision. Capacity can vary over time and by the decision to be made. The inability to make a decision could be caused by a variety of permanent or temporary conditions. The Mental Capacity Act 2005 requires an assumption that an adult (aged 16 or over) has full legal capacity to make decisions unless it can be shown that they lack capacity to make a decision for themselves at the time the decision needs to be made. Unwise decisions do not necessarily indicate lack of capacity. If you suspect that an adult may not have capacity to make a decision about an area of their life and may therefore not be able to make an informed decision, you should inform the DSO of this so that they can ask Adult Social Care to undertake a Capacity

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

If an adult is deemed to have mental capacity, they have the right to refuse support. However, if the staff member considers that the adult is putting him/herself at serious risk of harm or death, a Vulnerable Adult Risk Management (VARM) process can be raised to manage this.

The VARM process is a useful tool which can be used to facilitate working with adults who are at risk of significant harm or death as a result of self-neglect and the adult is refusing to engage with services. It provides a co-ordinated multi-agency response to protect those most at risk and ensure significant issues are appropriately addressed. Any agency can instigate a VARM.

The following factors must ALL be present:

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

Self-neglect can be any of the following:

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

Use of the VARM may also be considered where a person has experienced abuse by a third party but has refused to engage in a safeguarding enquiry.

Further information and guidance on VARM is available at:

[LLR Adult Safeguarding VARM Guidance](#)

4.6 Sharing Concerns with Parents, Family or Carers

Whilst delivering our services to children, young people and adults, there is a commitment to work in partnership with their parents, family or carers, and share concerns about the child, young person or adult. Therefore, in most circumstances, it would be important to talk to the parents, family or carers to clarify any concerns (but not the alleged abuser). For example if the child, young person or vulnerable adult seems withdrawn there may be a reasonable explanation which the parents, family or 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.

When it is Inappropriate to Share Concerns with the Parents, Family or Carers

There are circumstances when children, young people and vulnerable adults can be placed at greater risk by sharing concerns with their family or carers e.g. where the parent, 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 parent, family or carer in relation to the alleged abuse of a child, young person or vulnerable adult, the parent, 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.

4.7 Safeguarding and Welfare Concern Reporting Form

You need to complete a safeguarding and welfare concern reporting form for all concerns, suspicions, and disclosures relating to the safeguarding of children, young people and adults. This needs to be completed as soon as is practical to ensure that all the facts are recorded. Editable copies of the form can be found on the Council's Intranet, under 'MBC Forms' and in the Safeguarding Folder on the ['Q' Drive](#). 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 safeguarding@melton.gov.uk (See [flowchart](#) at [2.1](#)). 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 DSOs are in the office to receive it, and that the referral can be actioned within the required timescale.

The 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.

When filling in the form, please include all relevant facts about you, about the concern, and about the victim. Please talk to a DSO for advice and guidance.

5.0 Allegations Against Members of Staff, Elected Members or Volunteers

It can be very worrying to have concerns about a child, young person or adult's 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 Director for Legal and Democratic Services 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 Director for Legal and Democratic Services

You **must** report to:

- A DSO

Remember: The safety of the child, young person or adult 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:

Adults – Section 4.5 of the Leicestershire and Rutland Safeguarding Adults Board procedures available from <http://www.lradultsafeguarding.co.uk/abuse/>.

Children – Section 3.9 of the Leicestershire and Rutland Safeguarding Children Board procedures available from <http://lrsccb.proceduresonline.com/chapters/contents.html>.

Where an allegation is made against an elected member this should be referred to a DSO who will then engage with the Director for Legal and Democratic Services 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 a child, young person or vulnerable adult should be referred to a DSO. The DSO will then engage with the HR Manager 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 [2.3](#) of this policy.

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

5.1 Support for Staff, Elected Members or Volunteers Raising Internal Concerns [Whistleblowing]

Strong feelings may be generated by the discovery that a member of staff or an elected member may be abusing a child, young person or vulnerable adult. 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 colleague’s practice, or the possibility that a child, young person or vulnerable adult 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 Director for Legal and Governance for more information and/or a copy of the Policy.

Staff support can also be accessed through MBC’s Employee Assistance Programme (EAP). Details can be found on MIKE.

5.1(a) NSPCC Whistleblowing Advice Line

In response to the failures to protect children from sexual exploitation in Rotherham the NSPCC has launched a ‘whistleblowing advice line’, commissioned by the Home Office, providing free advice and support to professionals wanting to anonymously and confidentially raise concerns as to how children and young person protection issues are being handled in their own, and other,

organisations. The advice line was born from the Government's *Tackling Child Sexual Exploitation* (2015) report.

Anyone can call the whistleblowing advice line if they have a concern about a child or young person and how that concern is being handled. Professionals are encouraged to contact the whistleblowing advice line as soon as they believe:

- Their own, or another, employer will cover it up
- Their employer will treat them unfairly for complaining, or
- Their concern hasn't been sorted out and they have already told their employer about it.

The advice line provides free help and advice to people who suspect their organisation might be putting children at risk even if they're not certain that this is the case. The advice line can be called regarding an incident that happened in the past, is happening now, or that you believe might happen in the near future.

Callers making a disclosure to the NSPCC, as a whistleblowing body, relating to any children and young people protection concerns are protected in England by law if their concern meets either of the following categories:

- The health or safety of any individual has been, is being or is likely to be endangered, or
- A criminal offence has been committed, is being committed or is likely to be committed.

The whistleblowing advice line is not intended to replace any current practices or responsibilities of organisations working with children and young people. Professionals are still encouraged to raise any concerns about a child or young person with their employer in the first instance.

The whistleblowing advice line can be contacted by calling 0800 028 0285. During your call a trained practitioner will discuss:

- Details of the case, and
- The possible protection available to you where relevant.

If a child or young person is in immediate danger the helpline practitioner will take action such as referring the case on to the appropriate statutory bodies.

5.2 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. Children, Young Person or 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 (DBS). 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.

6.0 Appendices

Appendix A – Melton Borough Council Safeguarding/Welfare Concern Reporting Form



Available via MIKE and at Q:\1 Adult Care Services\1_07 Supporting Adults\Safeguarding\Safeguarding Referral Form\2019_06 Safeguarding and Welfare Concern Reporting Form.docx

This form can be used for reporting disclosures, or suspicions, of abuse or cause for concern. Not all sections of the form are applicable in all situations. Please complete as much of the form as you can, with as much factual information as possible. Information will be treated in the strictest confidence; however, please be aware that we are duty bound to share it with appropriate agencies, if necessary, to protect a person from harm.

If you need help completing this form, please contact a Designated Safeguarding Officer or Manager for advice.

Item	Details
Name of person completing form:	
Department:	
Contact number:	
E-mail:	
Date form completed:	
Time form completed:	

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

Who the concern relates to:	Yes/No	
Adult(s)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Child or young person(s)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Family	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Subject(s) Details

Item	Details
Name, gender, date of birth of subject(s)	
Current Address	
Postcode	

Item	Details
Home telephone number and/or mobile number	
Has the subject(s) got a disability or health condition? If yes please give details	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Are there any communication barriers to be considered? If yes please give details	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>
Preferred language	
What is your reason for contact with the subject? (e.g., environmental health investigation, ASB dispute, customer services contact, housing/support visit etc.)	
Details of your most recent contact (please give details of date, time, location, who subject was with, actions /interventions taken etc.)	
Are you likely to have further contact with the subject(s)? If yes please give details	Yes <input type="checkbox"/> No <input type="checkbox"/>
Describe what concerns you? (Please give as much factual information as possible) Please include specifics e.g.: <ul style="list-style-type: none"> • Date • Time • What Happened • Who was involved Please include any information that you have from colleagues or partner agencies	
Do you know if the subject is already known to Social Care Services?	Yes <input type="checkbox"/> No <input type="checkbox"/> Don't know <input type="checkbox"/>

Item	Details
(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)	

Item	Yes/No
<p>Is the subject (or in the case of a child the parent/carer) aware that you are passing on information about your concerns? Have they given consent for this? If yes, provide details of who has given consent and how (in person/on the telephone etc)</p> <p>Remember it is good practice to gain consent, but if you have concerns that someone is at risk of harm you should pass on the information to a Designated Safeguarding Officer regardless.</p>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are you aware of any of the following within the household?	If yes, please add details
Domestic abuse	Yes <input type="checkbox"/> No <input type="checkbox"/>
Substance misuse	Yes <input type="checkbox"/> No <input type="checkbox"/>
Disabilities	Yes <input type="checkbox"/> No <input type="checkbox"/>
Learning difficulties	Yes <input type="checkbox"/> No <input type="checkbox"/>
Mental illness	Yes <input type="checkbox"/> No <input type="checkbox"/>
Sexual exploitation	Yes <input type="checkbox"/> No <input type="checkbox"/>
Anti-Social behaviour	Yes <input type="checkbox"/> No <input type="checkbox"/>
Other	Yes <input type="checkbox"/> No <input type="checkbox"/>

Significant others in subjects life – including family and perpetrator

Person 1	Person 2	Person 3	Person 4
Name	Name	Name	Name
Address	Address	Address	Address
Relationship to subject	Relationship to subject	Relationship to subject	Relationship to subject

Person 1	Person 2	Person 3	Person 4
Contact Number(s)	Contact Number(s)	Contact Number(s)	Contact Number(s)

Key agencies involved with the subject(s)

Please list below any key agencies involved with the subject(s), if known. This could include details of a GP, health visitor, midwife, mental health worker, social care worker, school nurse, offender manager, police etc.

Person 1	Person 2	Person 3	Person 4
Name	Name	Name	Name
Job title	Job title	Job title	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 the details of this report with friends or colleagues not involved with the case.

Once the form is complete, save the form using 'Save As' in the 'Q' drive Safeguarding folder [Q:\1 Adult Care Services\1_07 Supporting Adults\Safeguarding\Safeguarding Referral Form\Staff Saved Forms](#) and advise the Designated Safeguarding Officer (or Manager) that you have done so. They will then refer the concern on as necessary. **Do Not Save In Your Own Drives**

Please note: If you cannot contact a Designated Safeguarding Officer (or Manager) you will need to report the concern to the relevant agency yourself.

After reporting, send an email to the Melton Borough Council Safeguarding Group (safeguarding@melton.gov.uk) email to let them know that you have reported a concern.

For Designated Safeguarding Officer use only

Designated Safeguarding Officer details

Name:
Job title:
Contact Number(s):
If this member of staff is unavailable please contact Melton Borough Council on 01664 502502 and ask to speak to a Designated Safeguarding Officer.

Item	Details
Date Designated Safeguarding Officer received form	
Date onward referral made (if any)	
Please check MBC Safeguarding Referral spreadsheet/case history and give any previous dates and information about concerns recorded about this subject or this address	
Please give any information that is already known about any alleged perpetrator	
Has form been renamed and filed in appropriate folder?	<input type="checkbox"/>
Have you added the subjects name onto the MBC Safeguarding Referral spreadsheet?	<input type="checkbox"/>
Have you sent an e-mail to Safeguarding group advising them you have actioned?	<input type="checkbox"/>
Actions Taken:	
Date reviewed at DSO Monitoring Meeting:	

Appendix B – 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.

Melton 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
- 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.**

No.	Item	Details
1.	Take the threat of suicide or self-harm seriously.	<ul style="list-style-type: none">• Stop what you are doing and give the customer your full attention.• Remain calm, listen carefully, and if you need to, clarify to ensure you understand what has been said.• The aim is to identify whether there is a real risk or threat; what do they intend to do?
2.	Summon support from a colleague calmly but immediately.	<ul style="list-style-type: none">• If customer is on the phone – do not put them on hold.• Summon support from a colleague who will act as your 'support partner'. You can call on any one available including your Line Manager.• Your support partner is there for two reasons<ul style="list-style-type: none">a) To assist you as you help the customerb) 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.

No.	Item	Details
3.	Gather key information about their identity, location, and any plans they have so that you can pass this on.	<ul style="list-style-type: none"> • Talk to the customer to gather information. • Remain calm, express concern, clarify and confirm that the customer has said they intend to self-harm or commit suicide. • Let the customer talk about their plans to self-harm or commit suicide. • Gather and record key information; their identity, address, current location, and any plans they have for going elsewhere to harm themselves. This will be important as you are highly likely to need to inform other services. <ul style="list-style-type: none"> ○ Who? ○ What? ○ Why? ○ When? ○ How? • 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. • If the customer has made specific threats about what they intend to do: <ul style="list-style-type: none"> ○ Find out specifically what is planned ○ When it is planned for? ○ Whether the customer has the means to hand? ○ Find out if action has already been taken; For example, have tablets or something else been taken? If so, find out what and when. • Have they tried to harm themselves before? If so, find out when and how. • Have they received treatment, or are they currently receiving treatment?
4.	Suggest sources of support	<ul style="list-style-type: none"> • Encourage the customer to speak to someone who can help them such as: <ul style="list-style-type: none"> ○ Their GP ○ The Samaritans, through their free 24 hour helpline, via 116 123 ○ MIND information helpline, 9am to 6pm, Monday to Friday (except Bank Holidays), via 0300 123 3393

No.	Item	Details
5.	Report to the Police on 101, or summon emergency help using 999.	<ul style="list-style-type: none"> • 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. Do not delay in contacting the emergency services if you think this is appropriate. • Let the emergency services know the customers identity, address, current location, and any other relevant details you have uncovered. • If appropriate or applicable, stay with the customer until the police arrive. • 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. 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.
6.	In the event that the customer threatens self-harm or suicide and then leaves the premises or puts the phone down.	<ul style="list-style-type: none"> • 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. Do not place yourself at risk by following the customer if they presented in person. • Consider if calling the customer back is the best option. Will doing so agitate them further?
7.	Record the incident	<ul style="list-style-type: none"> • 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. • 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 Melton 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.
8.	De-brief and review	<ul style="list-style-type: none"> • 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. • 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.

Appendix C – 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.

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
- 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 (RFQ), or Invitation to Tender (ITT), 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 here with the respective Council expected standards:

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 RFQ / ITT**
The lead officer for the RFQ or ITT is responsible for ensuring that safeguarding standards are detailed within the ITT 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 Lead DSO throughout the process.

Criteria (Please tick as appropriate)	Yes	No	Planned Date
4. Communication and Partnership <ul style="list-style-type: none"> ○ Have all reasonable steps been taken to ensure that children, young people, and adults with care and support needs are informed about the policy and procedures, and how they can raise concerns? ○ Are there processes for holding and sharing information? 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
5. Education and Training <ul style="list-style-type: none"> ○ Are all those working with children, young people, and adults with care and support needs, and those with responsibility for running activities, appropriately trained in safeguarding and protecting children, young people, and adults with care and support needs? ○ Are coaches, staff and volunteers appropriately skilled and qualified to undertake their role in providing the activity? 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	
6. Review and Monitoring <ul style="list-style-type: none"> ● Is it clear when, and by whom, the policy was formally adopted on behalf of the organisation? ● Is it clear how, by whom and when the policy and its implementation will be monitored and reviewed? 	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/>	

As the Melton 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 C2 – 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 Melton Borough Council officer with responsibility for the contract. A DSO 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
<ul style="list-style-type: none"> Has the contractor provided written evidence to show how they comply with safeguarding requirements? 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> 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"/>	
<ul style="list-style-type: none"> Is there evidence of staff awareness of responsibilities to report concerns through supervision/training/induction materials? 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> 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 Melton 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 C3 – 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 Melton Borough Council officer with responsibility for the contract. A DSO 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
<ul style="list-style-type: none"> Has the contractor provided written evidence to show how they comply with confidentiality requirements? 	<input type="checkbox"/>	<input type="checkbox"/>	
<ul style="list-style-type: none"> 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 Melton 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 D – “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:

1. Ideology: To respond to the ideological challenge of terrorism and of those extremist views conducive to it
2. 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
3. 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 Melton Borough Council should be made via the Safeguarding Incident Reporting Form (See ‘Appendix A’) 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 E – Child Sexual Exploitation Guidance

Child sexual exploitation is completely unacceptable and anyone who has been abused, or is at risk of abuse, should be safeguarded from further harm.

What is Child Sexual Exploitation?

The following definition of child sexual exploitation is taken from the Department for Education's '*Child Sexual Exploitation: Definition and Guide for Practitioners*' (2017) document;

"Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology."

What are the signs of Child Sexual Exploitation?

Signs of sexual abuse vary significantly but can include:

- Being estranged from their family
- Having poor mental health, mood swings or physical injuries
- Regularly missing school
- Regularly going missing from home or returning home late
- Changes in physical appearance or possession of unexplained gifts
- Being in a relationship or associating with an older person,
- Inappropriate sexualised behaviour
- Alcohol or substance misuse
- Repeat sexually transmitted infections, pregnancy or terminations.

Your Responsibility

Melton Borough Council has a duty to ensure that the needs of all children and young people who are involved in, or are at risk of, being sexually exploited, are assessed and that appropriate multi-agency engagement and interventions are undertaken.

Child sexual exploitation is never the victim's fault, even if there is some form of exchange: all children and young people under the age of 18 have a right to be safe and should be protected from harm.

If you suspect or become aware of any incidents of child sexual exploitation or are concerned about a child or young person, you should follow the safeguarding procedures outlined in this policy and complete a Safeguarding Incident Reporting Form without delay. Do not make promises regarding confidentiality. The form should then be sent to a DSO who will take appropriate action.

For further information on child sexual exploitation see the Leicestershire and Rutland Safeguarding Children Board website <http://lrsb.org.uk/cse>

Appendix F – Melton Borough Council Case Management Services and Multi-Agency Approach

At MBC, a major focus is about transforming the way in which support services are provided in Melton, particularly to vulnerable people who face multiple barriers. This will need to be achieved through changing people behaviour and securing better outcomes to enable more people in the Borough to live their lives independently in the future. It involves a co-ordinated approach to develop a seamless triage and case management service for residents who have low to complex issues. Supporting individuals with less complex issues and addressing root causes of dependency is a key preventative factor in terms of the identification of and/or addressing safeguarding issues early on.

MBC have a range of integrated services within the People Directorate around our two People focused Priorities:

1. Working with our Partners to address vulnerability and tackle the root causes of social problems, building safe, happy and healthy communities.
2. Focussing on our priority neighbourhoods, support people to overcome disadvantage and live well independently.

The increased investment in tenancy management, neighbourhood support and case management services enhances the People Directorate as the wider team work together to deliver an effective service to both residents and tenants. This integrated working within the directorate also follows through in other areas such as the Sport and Health team who co-ordinate a wide range of physical activity and wellbeing interventions across a whole life course approach.

Where safeguarding is not appropriate but the individual may benefit from a case-managed intervention, a referral can be made to the Council's internal support services in the first instance using the referrals forms at either **Appendix F1** and **Appendix F2**, as appropriate.

The Adults at Risk forum is a multi-agency, intelligence led and information sharing partnership focussed on identifying and safeguarding vulnerable individuals through a collaborative problem solving approach. Referrals to this forum are made when an individual is identified by an organisation as at risk and/or potential concern for welfare and the issues cannot be dealt with through existing services. Referrals can be made using the referral form at **Appendix F3**.

Appendix F1 – Case Management Team Referral Form

Please refer if further signposting is required for the individual to support them into, Education, Training or Employment or further Social Support.

Information required	Referrer Information
Name of Referrer	
Contact details	
Organisation/Agency	
Address line 1	
Address line 2	
Address line 3	
Date	

Information required*	Referee Details
Name	
Date of Birth	
National Insurance Number of person being referred:	
Family address line 1	
Family address line 2	
Postcode	
Telephone No.	

***All this information must be completed prior to accepting the referral.**

Personal Details

Gender	Ethnicity	Disability Type	Primary Benefit	Lone Parent	MBC Tenant
					Yes/No:

No.	Support issues surrounding the Individual	Yes	No
1.	Recent or long term unemployment within the Family		
2.	Employment Support		
3.	Budgeting Support		
4.	Arrears or debt - including Rent/Council Tax		
5.	Tenancy Support		
6.	Welfare Advice		
7.	Carer		
8.	Domestic Abuse		
9.	Substance Misuse/Addiction		
10.	Digital Support		
11.	Disability - Including mental health		

If you ticked support issue 4. please provide further information below

Arrears at current property?	Any other arrears at previous property/ies?	CTS/HB/UC Housing Element in payment?	DCTS/DHP in payment?
Yes/No	Yes/No	Yes/No	Yes/No
CT:£ Rent:£	CT:£ Rent:£		End date/S

Please use this free space below to state your reason for referring the customer for case management

Do our staff need to be aware of any Health & Safety concerns when seeing this individual? (please note any risk factors or potential trigger situations)

Consent to share information:

The Case Management team work closely with external sources to provide the best possible support for customers accessing services. Melton Borough Council needs to share information with them, and appropriate other organisations, in order to do this and also evaluate the effectiveness of the Case Management team, to make positive adaptations, where necessary, to the service. Sharing your information will help us to support you better by:

- Helping the team give you the best advice about services in your local area
- Helping partners understand how they can improve services to you
- Allowing the team to contact you to provide help and support with any problems you may have or which may worry you (for example debt issues)
- Offering help and support to you by talking about your needs and how our partners can help

To help us do this, we want to share your personal information with each other. The exchange of information will take place, mainly during case conferences attended by representatives of some or all of the partners listed below.

The information we may share is about:

- Your name; date of birth; address, contact telephone number and contact email address
- Benefits received and support to find employment (for example which benefits you received, when these are due for review, support you are being provided to become more ready for work, conditions of your benefit receipt and when these may change)
- Transport issues (access to transport)
- Housing matters (for example tenancy type, rent arrears, fixed abode)

- Family matters (for example your current and former relationships, children and stepchildren, domestic routines and environment)
- Health information (for example any disabilities , illnesses, mental health problems, addictions/dependencies, support you receive)
- Relevant police and probation information (for example any conditions that you are under, previous convictions, police involvement at your address)
- Qualifications, work history and career aims

The other services/partners we will work with are:

- DWP
- Local Authority
- Domestic Abuse Services
- Mental Health Services
- Money Advice Services
- Substance Misuse Services
- Welfare to Work Providers
- Police/offender/Probation Services
- Charity Organisations providing welfare and lifestyle support
- Colleges and Education/Training Providers
- Employers for the purposes of employment support
- Local Medical Practice including GP
- Housing Associations / Landlords / shelters for the purposes of housing/tenancy support
- Fire and Rescue Services
- Courts and Tribunals for the purposes of providing advocacy and support

We will only share your personal information for reasons mentioned above unless the law says we are required to share it for another reason, or, we believe we must share the information to protect you or others. If in this process we obtain information, the knowledge of which may positively benefit you, we may contact you further to provide this information.

Your personal information will be stored securely and retained until the end of the provision or until you withdraw consent.

You may withdraw your consent by contacting the Case Management team via email: CaseManagementTeam@melton.gov.uk, Telephone: 01664502342 or visit the offices at either: Parkside, Station Approach, Burton Street, Melton Mowbray, LE13 1GH or Phoenix House, Nottingham Road, Melton Mowbray, Leicestershire, LE13 0UL.

Information Sharing is governed by the Leicestershire Information Sharing Protocol.

Consent:

I/We give consent for this information to be passed on to the Case Management team and as such give consent for Melton Borough Council to contact other applicable agencies for any further supporting information in relation to this referral.

Signature of participant or on behalf of the participant:

Printed name:

Date:

Name of participant (in full):

Declaration

I authorise Melton Borough Council to share information with relevant partners and funding bodies.

I have read the information above and understand why Melton Borough Council is required to share information with the relevant partners and funding bodies.

I understand that if I am in receipt of any benefits, my entitlement to those benefits will not be affected whether or not I choose to give consent.

Item	Details
Verbal consent?	
Written consent?	
Print Name of person completing the form	
Signed	
Date	

Please forward this form to: CaseManagementTeam@melton.gov.uk

Appendix F2 – Melton Action Group Referral Form

Case Owner:

Date of Referral:

Person Information	Details
Name:	
DOB:	
Gender:	
Address:	
Housing Status:	
Additional Needs:	
Agency/Professional Involvement List of services / professionals you have contacted as a result of this information and or services currently involved. (Police, Mental Health, Social Care)	

Reasons For Referral: Provide available information, including all known safeguarding and vulnerability matters, associated risks and specific reports and incident/case numbers relating to the referral.

--

Appendix F3 – Adults at Risk Referral Form

The following form provides details of an individual/s who have been identified as vulnerable. The referral has been made as it is felt that in order for the issue to be fully resolved will require the needs of the individual/s met from a multi-agency perspective. This form will be assessed by the Melton Adults at Risk Core group.

Please consult the Melton Adults at Risk Guidelines before completing this referral.

Please provide details of why you (the referrer) are requesting support from the Adults at Risk group. Please explain why the issues cannot be dealt with through existing services.

Action or referrals already undertaken

Please provide details of referrals already undertaken and the outcome of these:

Adult Social Care

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Citizens Advice Bureau

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

First Contact

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Local Area Co-ordinators

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Me & My Learning / Case Management Team

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Melton and District Money Advice Centre

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Mental Health Services (Let's Talk Wellbeing; Aspiro; Inclusion Support; etc)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Children and Families Wellbeing Service (Previously SLF and Family Outreach)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Tenancy Support (including from the Council, the Bridge or other)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Turning Point (Drug & Alcohol support)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

20:20 Mentoring

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

UAVA (United Against Violence and Abuse)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Victim Support

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Other (please state)

Referral made Yes No

Outcome of the referral or why a referral was not thought to be appropriate:

Item	Details
Name of the Vulnerable Person	First name: Surname:
Address (including postcode)	
D.O.B	
Gender	
Who was present with the person when you spoke to them?	
Describe the person's physical appearance.	

Item	Details
Describe the person's home or living conditions.	
Based on your training and with reference to the Melton Adults at Risk Guidelines what is your assessment of the persons level of vulnerability	Low Medium High
Is anyone else in the household or with the person's family also vulnerable?	
What support would you suggest for the person named above?	

Referrer Information	Details
Name of Referrer and job role	
Organisation/Agency	
Contact details	
Date	

Referral process –

Please send your completed referral form to adultsatrisk@melton.gov.uk

Feedback (to be completed by the Adults at Risk group Chair/Deputy Chair)

Referral accepted

You are required to attend the next meeting to present the case. You will be required to retain the responsibility of overseeing this case unless a more appropriate lead is identified

Referral not accepted

Reasons why & recommendations for action:

Appendix G – Early Help Services in Leicestershire

Services previously offered via the 'Common Assessment Framework' are now included as part of Leicestershire County Council's (LCC) 'Early Help' offer. Early Help is an umbrella term that describes the work of many universal services/single agencies engaged with children and families (examples include NHS, Education, Housing, Libraries, Leisure and Voluntary Sector Services).

In Leicestershire all of these agencies recognise that prevention and earlier intervention is more cost effective and successful than later, or more formal, interventions. All are engaged in work that seeks to avert problem development, prevents the escalation of difficulties or the deterioration of circumstances which could adversely affect children, young people and families.

Preventative work in this way may be with an individual, with a family or can take a whole population approach. We often refer to 'universal' or 'open access' services which are available to all and can provide advice, guidance and support to families when they need it. There is usually no referral route or detailed collection of outcomes. For the vast majority of families this is the only help they will need.

Examples of universal and open access services include:

- Childcare and Educational Settings
- Parks, Playgrounds, Sports and Leisure Activities
- General Practitioners, School Nurses and Health Visitors
- Police, Fire and Rescue Services
- Housing.

Leicestershire County Council have brought together their existing early help and prevention services into a consolidated 'Early Help and Family Support Service'. The language of the Common Assessment Framework is no longer used and Early Help systems and processes have been developed.

The Early Help and Family Support Service has a two-fold approach:

1. Commitment to proactively working with all partners, including local communities to support them in the shared goal to improve outcomes for children, young people and their families,
2. In addition, the provision of targeted early intervention and support to those children, young people and families who are struggling with a range of additional needs and are more vulnerable to poor outcomes.

Where a child, young person or a family may benefit from an Early Help intervention rather than a safeguarding referral a First Response 'Request for Services' online form should be completed:

<https://www.leicestershire.gov.uk/education-and-children/social-care-and-supporting-families/early-help-for-children-and-young-people>

The key information required on this form is the identification of the circumstances and needs which are causing concern for a child, young person or family and, importantly, what more needs to happen to improve the situation. You must have permission from the family and young person to refer. Existing referral routes remain in place where professionals already know which service is required (for example the Youth Offending Service, Youth Service, local Children Centre team).

Should a safeguarding referral be more appropriate the DSO in receipt of the initial Safeguarding Incident Reporting Form will follow the procedure presented in 'Flowchart 2.1' of this policy document.