



Hinckley & Bosworth
Borough Council

APPENDIX 1

Hinckley and Bosworth Borough Council's Adult Safeguarding Policy and Procedures

Review Date September 2025

Important: Remember it is not up to you to decide if abuse has taken place, that is the role of Social Care Services, the Police or other relevant agency, BUT it is up to you to report ANY concerns to a Designated Safeguarding Officer (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.

Refer to the Safeguarding Guidelines which complement this Safeguarding Policy.

Contents

Hinckley and Bosworth Borough Council's Adult Safeguarding Policy and Procedures – September 2022	1
Guide for dealing with concerns relating to adults at risk of harm	4
Who are the Designated Safeguarding Officers?	5
1.0 Introduction	6
Legislative context	6
1.1 Who is this policy for?	7
1.2 Policy statement	8
1.3 Definitions	9
1.4 Principles	10
1.5 Support for members of staff, elected members or volunteers raising concerns	10
1.6 Additional considerations when concerns relate to an internal employee/member of the council, staff, contractors, volunteers and elected members	11
1.7 Confidentiality and consent	12
2.0 Procedures	13
2.1 Reporting your concerns	13
2.2 Responding to disclosure	14
2.3 Safeguarding incident reporting form	14
2.4 Types of investigation and vulnerable adult risk management process	14
2.5 Support for staff	15
2.6 Domestic Abuse	15
2.7 Prevent	17

2.8	Mental Health Pathway	17
2.9	Adult Exploitation	18
3.0	Systems and structures	20
3.1	Key contacts	20
3.2	Leicestershire structure and key safeguarding roles	21
3.3	What is the role of the Designated Safeguarding Officers?	21
3.4	What is the role of the Lead Designated Officer?	22
3.5	What is the role of the Senior Lead Officer?	22
Appendix 1- HBBC Guidelines for the protection of adults with care and support needs		23
1.	Recognising abuse	23
2.	Safeguarding Adults Board procedures and guidance	23
3.	Standards of Practice	23
3.1	Promoting good practice	23
3.2	Practice that is not acceptable	24
3.3	Responding to a disclosure of abuse	24
4	First Aid and Treatment of Injuries	25
5	Transporting Adults	26
6	Use of Contractors	26
7	Photographic and video consent guidelines	27
8	Recruitment, employment and deployment	27
Appendix 2- HBBC Mental Health Pathway		28
Appendix 3- PREVENT duty protocol		30

Guide for dealing with concerns relating to adults at risk

If a member of staff, elected member or volunteer has concerns about an adult at risk of harm (this could be something you have heard, seen, or been told, see section 1 for safeguarding definitions) or if an adult or their carer has disclosed information relating to safeguarding to you:

- Stay calm
- If the adult is present reassure them
- Do not make promises of confidentiality or outcome
- Keep questions to a minimum, avoid 'leading' questions

Is the adult in question in need of the emergency services?

- If no, complete internal Safeguarding Incident Reporting Form ([Safeguarding - Safeguarding incident](#)) recording all details given, following the reporting procedure. Contact your Designated Safeguarding Officer (DSO) (See pg.5 for list of DSOs).
- **If yes, call the emergency services on 999 and inform the call handler that the concern relates to safeguarding of an adult at risk.** Complete Safeguarding Incident Reporting Form ([Safeguarding - Safeguarding incident](#)) recording all details given, following the reporting procedure, including actions taken and incident number given by emergency service.

Designated Safeguarding Officer to decide and action:

- Is the report relating to safeguarding?
- Is the report relating to a concern for welfare?

Out of Hours Contacts:

- Leicestershire County Council Adult Social Care: 0116 305 0004 or 0116 255 1606 (out of hours duty)
- Leicestershire Police: 101 if you think a crime has been committed but there is no immediate danger or 999 if a crime is being committed or if an adult is in immediate danger.
- Emergency Services including Ambulance: telephone 999 in the event of a medical emergency.
- Mental Health Advice & Support: NHS 111
- Central Access Point (Urgent Mental Health Support 24/7) on 0808 800 3302

Who are the Designated Safeguarding Officers?

If you would like to talk any concerns through or need any support in filling in the safeguarding incident form, you can contact any of the Designated Safeguarding Officers (DSOs). It may be easier for you to email safeguarding@hinckley-bosworth.gov.uk to request the duty DSO to contact you.

- **Rachel Burgess**, Community Safety and Safeguarding Manager, 01455 255746
- **Jodine Legg**, Senior Safeguarding Officer, 01455 255674, 07866 812746
- **Lindsay Orton**, Wellbeing Development Manager, 01455 255805 or 07779 717812
- **Madeline Shellard**, Head of Housing, 01455 255746 or 07946196028
- **Amie Carroll**, ASB and Tenancy Manager, 01455 255 665
- **Laura Blain**, Customer Services Manager, 01455 255987, 07966 236823
- **Denise Courtney**, Deputy Customer Services Manager, 01455 255921
- **Jonathan Jesson**, Health Improvement Officer, 01455 255875, 07884 312231
- **Samantha Wright**, Technical Officer- Pollution, 01455 255658, 07976 828319
- **Steve Reeves**, Housing Repairs Helpdesk Team Leader, 07787 009456, 01455 255927
- **Giles Rawdon**, Environmental Health Officer (Pollution), 01455 255684, 07966 200851
- **Sharon Stacey**, Director (Community Services), 01455 255636 or 07966 200692

If all DSOs are unavailable or out of hours ask for advice from:

Adult Social Care: 0116 305 0004 or 0116 255 1606 (out of hours)

Police: 101

Speak to one of the directors:

- Julie Kenny, Director (Corporate Services) on 01455 255985 or 07966 131272
- Sharon Stacey, Director (Community Services), 01455 255636 or 07966 200692

Always follow the reporting procedure back to the Designated Safeguarding Officers keeping them informed of any actions or updates.

If you feel that there is an immediate risk, always contact the emergency services on 999.

1.0 Introduction

Legislative context

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

Care Act 2014

The Care Act 2014 came into effect on 1st April 2015 and unites a number of different acts into one single legislative framework for adults with care and support needs. 'Care and Support Statutory Guidance' is published by the Department of Health and Social Care, and Chapter 14 provides guidance on safeguarding. It requires any organisation which comes into contact with adults at risk to have adult safeguarding policies and procedures.

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 specific cases with other local authorities and their relevant partners.

Duty to make enquires

Under Section 42 of the Care Act, a local authority (Leicestershire County Council) 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.

The local authority has a duty to cooperate with each of their relevant partners (including district councils); those partners must also cooperate with the local authority in the exercise of their functions relevant to care and support including those to protect adults.

Throughout this policy the term 'adults with care and support needs' is used. This is in order to reflect the language embedded within the Care Act 2014. A care and support need could be a person:

- With learning disabilities
- With physical disabilities
- With sensory disabilities
- With mental ill health
- Who are frail due to their age
- With dementia
- With brain injuries
- With substance misuse issues

A care and support need is valid whether or not this need is currently being met. It includes things such as getting out of bed, washing, dressing, cooking, emotional support, seeing friends or being part of the community.

Whether an adult has care and support needs can determine whether a concern is safeguarding or a concern for welfare. Staff and elected members do not need to determine whether an adult has care and support needs or whether abuse is taking place; the DSO's or Adult Social Care will deal with this.

1.1 Who is this policy for?

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

It is important to be aware that Hinckley and Bosworth Borough Council has both a moral and legal obligation to ensure the duty of care for adults across its services. Staff may come across cases of suspected abuse, or have concerns for welfare, either through direct contact with an adult, for example, staff visiting homes as part of their day-to-day work, or through indirect referrals or via other information. We are committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in services provided by the council.

What does this policy cover?

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

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

well as allegations brought to the attention of the council by a member of the public/community.

This policy outlines that your primary concern is to ensure that you **record relevant information and pass it on to a Designated Safeguarding Officer (DSO) without delay**, so that they can discuss any action or referral to the relevant authority. Remember to contact the emergency services if necessary.

This policy has been developed in accordance with the Care Act 2014 and The Department of Health and Social Care 'Care and Support Statutory Guidance'. Hinckley and Bosworth Borough Council is a partner of the Leicestershire and Rutland Safeguarding Adult Board (SAB). This policy document is based on SAB guidance. For more information go to <http://lrsb.org.uk/adults>

1.2 Policy statement

Hinckley and Bosworth Borough Council accepts responsibility, as a local provider of community services, to implement a policy that provides clearly defined procedures for alerting, reporting, and referring of concerns in relation to the protection of adults with care and support needs, in order to safeguard their wellbeing and protect them from abuse when they are engaged in services organised and provided by the council.

We aim to do this by:

- Respecting and promoting the rights, wishes and feelings of adults with care and support needs
- Raising the awareness of the duty of care responsibilities relating to adults with care and support needs throughout the council
- Responding to concerns for the welfare of an adult
- Promoting and implementing appropriate procedures to safeguard the well-being of adults with care and support needs to protect them from harm
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur
- Recruiting, training, supporting and supervising staff, elected members and volunteers to adopt best practice to safeguard and protect adults with care and support needs from abuse, and minimise risk to themselves
- Responding to any allegations of misconduct or abuse of adults with care and support needs in line with this policy and Leicester, Leicestershire and Rutland Multi-agency Policy and Procedures as well as implementing, where appropriate, the relevant disciplinary and appeals procedures
- Requiring staff, elected members and volunteers to adopt and abide by the council's Adults Safeguarding Policy and Procedures
- Formally reviewing this Policy and Procedures document every 3 years, but refreshing this Policy on an annual basis to ensure accuracy.

1.3 Definitions

Safeguarding duties apply to an adult who:

- Is 18 years old and over
- Has needs for care and support (whether or not the local authority is meeting any of those needs) and;
- Is experiencing, or at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

What constitutes abuse:

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

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

Abuse may be:

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

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

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

Safeguarding Adults Boards (SABs) have an important role in monitoring the effectiveness of partner agencies and are key to improving multi-agency working as well as supporting and enabling partner organisations to adapt their practice and become more effective in safeguarding adults. The Leicestershire and Rutland Safeguarding Adults Board maintain a raft of policies, procedures and guidance, all partner agencies are signed up to these and they are regularly updated. Procedures and guidance relating to process and assessing need and thresholds for intervention are available on the Safeguarding Adults Board website <https://www.lradultsafeguarding.co.uk/contents/>

SABs also conduct and publish Serious Adult Reviews (SARs) and associated findings/recommendations after an adult has been seriously harmed or died. Collectively, this is the practice guidance that informs the actions of DSOs.

Concern for welfare:

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

1.4 Principles

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

- All adults with care and support needs have the right to live their lives free from abuse of any description
- All agencies and individuals that have contact with adults with care and support needs have a duty to protect them from abuse
- Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures
- The welfare of adults with care and support needs is the primary concern
- All adults with care and support needs, irrespective of their age, culture, disability, gender, gender identity, language, racial origin, socio-economic status, religious belief, marital status, pregnancy or maternity and/ or sexual orientation have the right to protection from abuse
- It is everyone's responsibility to report any concerns about abuse
- All incidents of alleged poor practice, misconduct and abuse will be taken seriously and responded to swiftly and appropriately
- All personal data will be processed in accordance with the requirements of the Data Protection Act 1998 and the General Data Protection Regulation (GDPR)
- The terms staff, elected members and volunteers is used to refer to employees, district councillors, volunteers and anyone working on behalf of, delivering a service for, or representing the council.

1.5 Support for members of staff, elected members or volunteers raising concerns

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

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

- The procedures are followed appropriately in consultation with Adult Social Care Services and SAB procedures
- The officer raising concerns has informed other agencies and staff members where appropriate
- Information is recorded and stored in line with procedure & GDPR & Data Protection (2018) legislation & policy.
- Staff involved who indicate that they need support are aware of support available in line with the council's employee wellbeing policies. This includes access to a confidential counselling service

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

It can be very worrying to have concerns about an adult's safety or welfare that relate to the conduct of a colleague. The Local Authority recognises that this can involve additional stress for those reporting concerns. Full support will be given in line with the local authority Whistleblowing Policy which ensures that mechanisms are in place to make certain that staff are confident that concerns will be dealt with appropriately. These include confidentiality guidelines and access to counselling services. Contact HR for more information and a copy of the Whistleblowing Policy.

Where you have concerns about a colleague, the reporting procedures should be followed in exactly the same manner as outlined elsewhere in this policy. You may need to have regard to which Designated Safeguarding Officer (and manager if you wish) it is appropriate to report your concerns to.

You can report to:

- Your line manager
- Human Resources

You must report to:

- A Designated Safeguarding Officer

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

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

Hinckley & Bosworth Borough Council recognises that when safeguarding concerns relate to a colleague's conduct that this can involve additional stress to reporters. We will fully support and protect all staff/members who, in good faith (without malicious intent),

report his or her concern about a colleague's practice or the possibility that an adult in need of safeguarding may be being abused.

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

Any allegation or concern regarding a member of staff, officer or volunteer involving conduct towards an adult should be referred to the Designated Safeguarding Officer who will then engage Human Resources and the People in Position of Trust (PiPoT) process will be followed. Full guidance on managing allegations against [People in Positions of Trust](#) (PiPoT) is available on the LLR Adults Safeguarding Board Website or via hyperlink.

1.7 Confidentiality and consent

Every effort should be made to ensure that confidentiality is maintained for all concerned in the protection of adults with care and support needs. Information should be handled and disseminated on a need to know basis only. The Designated Safeguarding Officer will guide you as to who needs to know information about the case.

Where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion. The person should be informed that the member of staff will at the very least, have to disclose the conversation to a Designated Safeguarding Officer and depending on the severity of the information may be disclosed to Leicestershire County Council Adult Social Care and/or the Police.

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where to do so would place an adult at increased risk of harm.

Information may be shared with relevant agencies without consent only if a Designated Safeguarding Officer has reason to believe that others may also be at risk of harm or if the person has questionable mental capacity to consent to a referral about the area of their life to which the concern relates. In this case a request for a Mental Capacity Assessment will need to be made to Adult Social Care.

In instances where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. There may be occasions where an adult in need of safeguarding expresses a wish for concerns not to be pursued. It is important, however, that concerns are shared appropriately within the organisation in order to ensure the safety of the person and others at possible risk of harm. This means talking to your manager and/ or a Designated Safeguarding Officer within the Borough Council as appropriate.

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

- Confidentiality must not be confused with secrecy
- Staff that witness abuse, have abuse disclosed to them or identify a concern for welfare should do their utmost to obtain informed consent to report this to an external agency by the adult/s but, if this is not possible and other adults are at risk of abuse or neglect, it may be necessary to override the requirement
- 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 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.

2.0 Procedures

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

2.1 Reporting your concerns

You are not expected to investigate suspicions or concerns relating to abuse further than your professional role would require, other agencies are trained to do this.

If you have a concern about the safety or welfare of an adult:

- Note the concerns and your reasons for being concerned using the safeguarding incident reporting form ([Safeguarding - Safeguarding incident](#)), this can also be found under 'top tasks' on the HBBC intranet.
- Report to an appropriate Designated Safeguarding Officer via safeguarding@hinckley-bosworth.gov.uk
- If the Designated Safeguarding Officer decides to alert an external agency they may require you to do or support them with this
- Maintain confidentiality

Ask questions appropriate to your role and/or an open question to attempt to clarify whether there is a plausible explanation that lowers your concern level ('Oh dear, that

looks sore what's happened here?') but do not undertake further investigations. **Be curious.**

When there are ongoing concerns regarding a family member or carer in relation to the alleged abuse of an adult, the family member or carer should not be contacted about the allegation of abuse. Adult Social Care and/or the Police will do this at an appropriate time. You must, however, ensure that the environment for the adults with care and support needs, and any other adults that may become a risk, are made safe by contacting the most appropriate agency or a DSO.

2.2 Responding to disclosure

Abused adults are more likely to disclose details of abuse to someone they trust and with whom they feel safe. By listening and taking seriously what the adult is saying you are already helping the situation. It is key that you reassure the person that they were right to tell and to not make promises to keep secrets. The guidelines accompanying this policy contain a more detailed guide to help you respond appropriately.

Remember the 5 R's- Recognise, Respond, Report, Record & Refer.

2.3 Safeguarding incident reporting form

You need to fill in a Safeguarding Incident Report Form ([Safeguarding - Safeguarding incident](#)) for all concerns, suspicions and disclosures relating to the protection of an adult in need of safeguarding. This needs to be done as soon as is practical to ensure all the facts are recorded accurately and services can be implemented.

If you have reason to fill in a form, please include all relevant facts about you, about the incident and about the people involved. Please talk to a Designated Safeguarding Officer for advice and guidance if necessary, via safeguarding@hinckley-bosworth.gov.uk.

2.4 Types of investigation and vulnerable adult risk management process

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

Another process where you may be required to remain involved in the process of putting support in place for the adult at risk is the Vulnerable Adult Risk Management process (VARM). The VARM process is a useful tool which can be used to facilitate working with adults who are at risk of significant harm or death as a result of self-neglect and the adult is refusing to engage with services. It provides a coordinated 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.

Full VARM guidance is available on the LLR Safeguarding Adults Board Multi-Agency Policy and Procedures website [VARM guidance](#), or you can speak to a Designated Safeguarding Officer.

2.5 Support for staff

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

For other support please see the [wellbeing support pages](#) on the intranet or Health Assured our employee assistance programme to provide health and wellbeing support to all HBBC staff and immediate family* 24 hours a day, 7 days a week, 365 days a year contact **0800 028 0199**.

2.6 Domestic Abuse

What is Domestic Abuse?

Domestic abuse is a form of abuse which impacts adults and can be complex. It can consist of any of the following: physical or sexual abuse, violent or threatening behaviour, controlling or coercive behaviour; economic abuse, psychological or emotional abuse.

Some of this complexity has been recognised within the new Domestic Abuse Act 2021. The Domestic Abuse Act 2021 aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who bring about domestic violence. The new 2021 statutory definition of domestic abuse is 'the behaviour of one person towards another where: both people are aged 16 or over and are personally connected to each other and the behaviour is abusive'.

Under the Act local authorities have a new duty to provide support to victims of domestic abuse and their children in refuges and other safe accommodation. In addition, all eligible homeless victims of domestic abuse automatically have 'priority need' for homelessness assistance.

It is important for staff to be familiar with signs of domestic abuse, and to know how to respond to disclosures or concerns appropriately. The council has an e-learning module on domestic abuse which is mandatory for all staff to complete.

Domestic Abuse & Safeguarding

When reporting incidents of domestic abuse, you should follow the council's safeguarding procedures.

Please consider that for employee's we have a separate [Domestic Abuse Workplace Policy](#).

If you become aware of any incidents of domestic abuse, you should follow the internal HBBC Safeguarding Process. If there is an immediate risk to someone's safety, you should call the Police without delay. If not an emergency, it is important that a [SafeLives CAADA \(DASH\) risk](#) assessment is completed by a trained member of staff. This process is referred to in this document as a DASH risk assessment. Adult, children and young people safeguarding procedures must also be followed. Do not make promises regarding confidentiality. Do not ask questions about domestic abuse in front of any partner, third party or family member as this may put the victim at increased risk.

Domestic Abuse Support Services

➤ Hinckley & Bosworth Domestic Abuse Outreach Service:

Online referral form: [Domestic abuse | Hinckley & Bosworth Borough Council \(hinckley-bosworth.gov.uk\)](#)

The Hinckley & Bosworth Domestic Abuse Outreach Service now have an online referral form that can be completed by survivors or by a professional working with a survivor that requires support.

Hinckley and Bosworth Borough Council Domestic Abuse Outreach Service offers free confidential advice, help, emotional/practical support and/or advocacy to women who have or are experiencing Domestic Abuse in the Hinckley and Bosworth area.

If you would like any further information or to discuss a situation, please contact the HBBC Domestic Abuse Service on: 07966 202181 or via the main switchboard number on 01455 238141 asking for the Domestic Abuse Outreach Service.

Email: DomesticAbuseOutreachService@hinckley-bosworth.gov.uk

Alternatively, the County Domestic Abuse Service is via [FREEVA](#): 0808 802 0028

Or [Refuge](tel:08082000247): 0808 2000 247

2.7 Prevent

What is the Prevent Duty?

Prevent is a statutory duty for specified agencies, including the council, NHS Trusts, schools and the police; it is aimed at combating extremism and creating a safe and secure County. The programme is managed by the council's Prevent lead alongside the Safeguarding Team & pathway and has been developed in response to the Counter Terrorism and Security Act (2015), and the Government's Prevent Strategy - a national counter extremism programme aimed at stopping people from becoming violent extremists or supporting extremism, both violent and non-violent.

Leicestershire and Rutland's Prevent Strategy is aimed at preventing violent and non-violent extremism but is also very much about protecting our communities and supporting people who may be targeted by extremists trying to recruit or radicalise them. There is no single profile of a person who may be vulnerable to grooming by extremists, and the Prevent programme relies on community support and information to identify and safeguard people.

Advice and Support

Concerned about a young person or adult?

If you are concerned that someone you know, or have come across, is at risk of being exploited for extremist purposes, you should fill in an online Safeguarding Incident Reporting Form ([Safeguarding - Safeguarding incident](#)) via the HBBC intranet outlining your concerns.

Please see Appendix 3 for more information.

2.8 Mental Health Pathway

When considering concerns around adults & their mental health, it is important for the safeguarding process to be followed should you believe that the person could be at risk.

Hinckley & Bosworth Borough Council Safeguarding Team has created a Mental Health Pathway for officers to follow. (Please see Appendix 2 for further information)

2.9 Adult Exploitation

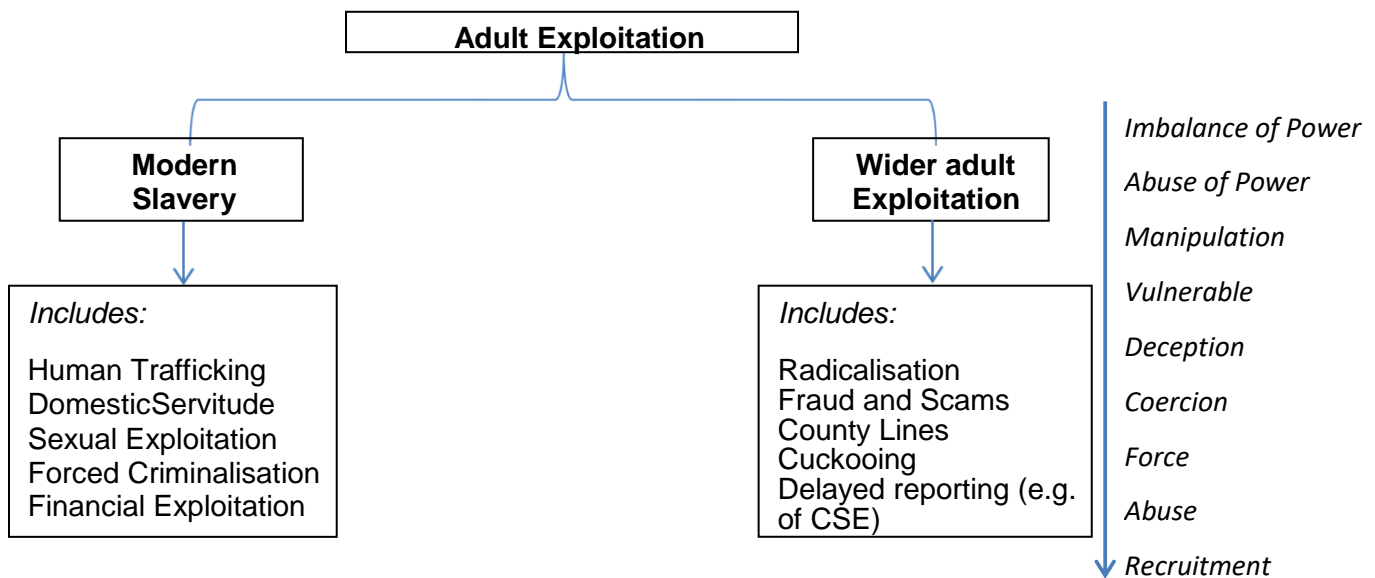
What is Adult Exploitation & how should we safeguard?

- (i) *The action or fact of treating someone unfairly in order to benefit from their work.*
- (ii) *The fact of making use of a situation to gain unfair advantage for oneself*
[*\(Oxford Dictionary\)*](#)

When considering incidents or reports of adult exploitation you should follow the council's safeguarding procedures.

If you become aware of any incidents of adult exploitation, you should follow the internal HBBC Safeguarding Process. If there is an immediate risk to someone's safety, you should call the Police without delay.

Examples of Adult Exploitation:



Modern Slavery: Is an umbrella term for activities that involve one person keeping another person in compelled service (Home Office 2016). The Modern Slavery Act (2015) includes: forced labour, forced criminality, sexual exploitation, forced marriage and domestic servitude.

Someone is in slavery if they are:

- Forced to work through mental or physical threat
- Owned or controlled by an “employer”, usually through mental or physical abuse or the threat of abuse.
- Dehumanised, treated like a commodity or bought and sold as “property”.
- Physically constrained or have restrictions placed on his/her freedom.

Human Trafficking/Labour Exploitation: Human trafficking involves recruitment, harbouring or transporting people into a situation of exploitation through the use of violence, deception or coercion and forced to work against their will.

Domestic Servitude: Can involve adults (or child) victims being forced to work in private households performing tasks such as childcare and housekeeping for little or no pay and/or abusive conditions.

Sexual Exploitation: This includes adults trafficked as part of the sex trade.

Forced Criminalisation: Involves adult (or child) victims, who are forced to commit a range of crimes, including counterfeit DVD selling, bag snatching, ATM theft, pick-pocketing, forced begging and cannabis growing.

Financial Exploitation: Refers to illegal or improper use of a person's funds, property, or assets by a trusted person. This frequently occurs without the explicit knowledge or consent of a senior or disabled adult. Assets are commonly taken via forms of deception, coercion, harassment, duress, and threats.

Forced Marriage: Where one or both parties do not wish to get married but are forced to by others. People forced into marriage may be tricked into going abroad, physically threatened and/or emotionally blackmailed.

Radicalisation: The 'grooming' or 'recruitment' process by which a person comes to support terrorism and forms of extremism leading to terrorism. (Further information found in 2.7- Prevent)

Fraud and Scams: Predominantly involves money or transactions that involve financial loss to the victim performed by a dishonest individual, group, or company.

County Lines: Involves drug lines operated by a telephone line, sending dealers to sell in smaller towns, rural and coastal areas. Many gangs form a secure base in people's homes and force assistance by using violence or exploiting an addiction to drugs.

Cuckooing: Involves a drug dealer or other criminal befriending an individual who lives on their own. Like a cuckoo, the offender moves in, takes over the property, and turns it into a drug den or other criminal base.

Delayed Reporting (e.g. of CSE): Children and young people who are sexually abused or exploited often find it difficult to report their ordeal at the time the incident occurred (for example due to a fear of not being believed). Some allegations of sexual abuse and/or exploitation are reported a considerable period of time after the abuse took place.

3.0 Systems and structures

Districts and Boroughs in Leicestershire have developed systems and structures to report, refer and record safeguarding concerns for internal use and in line with the Safeguarding Adult Board procedures for multi-agency working which can be found at <http://www.lradultsafeguarding.co.uk/>

For more information contact the Lead Professional Officer (see 3.2).

3.1 Key contacts

A full list of Designated Safeguarding Officers can be found on the safeguarding site of the Hinckley and Bosworth Borough Council [Safeguarding](#) intranet page or on page 5 of this Policy.

External Agencies

Remember, if you make a report to an external agency; speak to a HBBC Designated Safeguarding Officer (safeguarding@hinckley-bosworth.gov.uk) at the first opportunity.

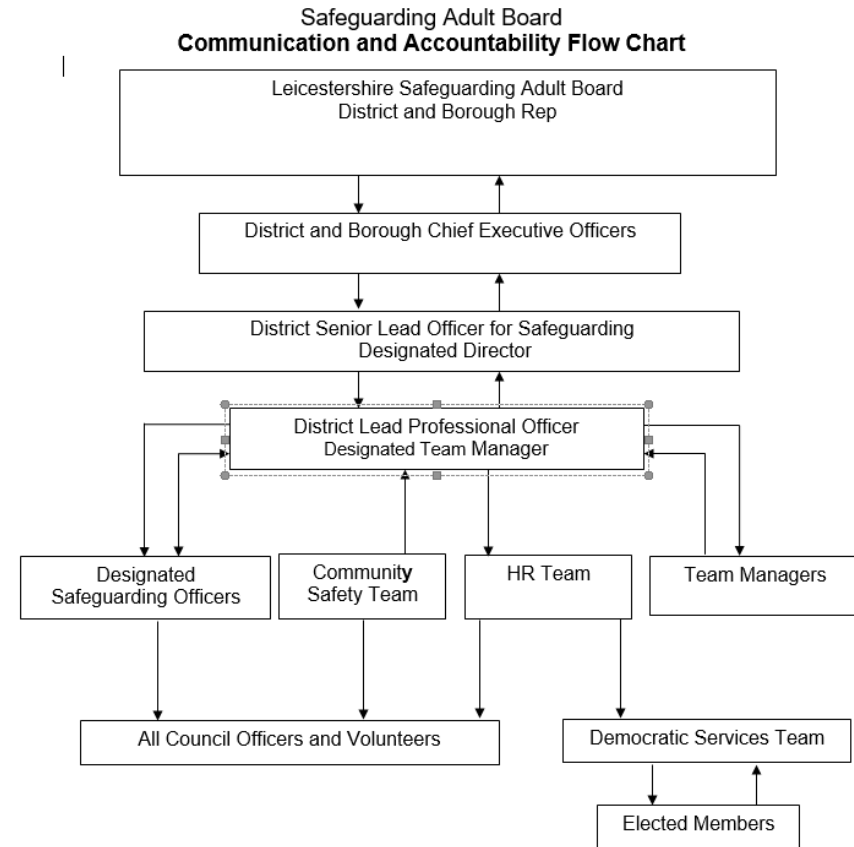
Keep all updates for DSO case file to be kept centrally for our internal records.

- Leicestershire County Council Adult Social Care: 0116 305 0004 or 0116 255 1606 (out of hours duty)
- Leicestershire Police: 101 if you think a crime has been committed but there is no immediate danger or 999 if a crime is being committed or if an adult at risk is in immediate danger.
- Emergency Services including Ambulance: telephone 999 in the event of a medical emergency.
- Mental Health Advice & Support: NHS 111
- [Central Access Point](#) (Urgent Mental Health Support) on 0808 800 3302
- [First Contact Plus](#) Tel: 0116 305 4286, Email: firstcontact@leics.gov.uk
- The Allegations Against Professionals at Leicestershire County Council - <https://www.lradultsafeguarding.co.uk/managing-allegations-against-people-in-positions-of-trust-pipot>.
- Leicestershire County Domestic Abuse Service is via [FREEVA](#): 0808 802 00284

- [Refuge](#): 0808 2000 247

3.2 Leicestershire structure and key safeguarding roles

Local Safeguarding Adults Board communication and accountability structure



3.3 What is the role of the Designated Safeguarding Officers?

All safeguarding suspicions, concerns and disclosures must be reported immediately to a Designated Safeguarding Officer (DSO). A full list of Designated Safeguarding Officers can be found [here](#) or on page 5 of this policy.

They have the responsibility to:

- Receive information from staff, volunteers and others who have concerns, and record them, using appropriate forms and procedures
- Ensure that the procedures for reporting concerns are followed appropriately in consultation with Social Care services and in line with SAB procedures
- Ensure that the appropriate agencies are informed

- Ensuring that HR are alerted and included in any issues that may result in staff being reported to the Independent Safeguarding Authority
- Ensure that information is recorded and stored appropriately
- Provide information to staff reporting concerns about support available to them when they ask for it
- Receive the appropriate training

3.4 What is the role of the Lead Designated Officer?

To:

- Ensure that Incident Report Forms and copies of the policy and procedures are available
- Ensure that arrangements are made to identify staff that require training in safeguarding issues within the organisation
- Map training needs
- Ensure that all staff have access to relevant level training
- Develop and review policies
- Manage incident forms
- Retain an overview of all incidents reported
- Report to senior lead officer
- Support staff in the organisation when support is requested
- Ensure partnerships are in place
- Embed LSCB and SAB competency framework
- Co-ordinate relevant LSCB responsibilities

3.5 What is the role of the Senior Lead Officer?

To:

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

Appendix 1- HBBC Guidelines for the protection of adults with care and support needs

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

1. Recognising abuse

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

2. Safeguarding Adults Board procedures and guidance

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

3. Standards of Practice

3.1 Promoting good practice

You will be better placed to avoid any misinterpretation of your actions and ensure the welfare of adults in your care if you always engage in the following good practice. Failure to adhere to these could be perceived as poor practice and become a disciplinary issue.

- Always put the welfare of the adult before any other agenda, i.e. finishing a project, deadlines etc
- Provide a good role model of behaviour
- Treat all adults equally with respect and dignity using positive constructive encouragement
- Stay vigilant for the safety of all adults with care and support needs around you, not just the ones immediately in your care
- If you have to physically touch an adult in need of safeguarding i.e. for restraint, assisting in and out of vehicles etc, then do so with consideration, never touch intimate areas and always tell the person what you are going to do
- Always wear appropriate clothing when working with an adult. E.g. dress according to the duties to be undertaken in a manner befitting the responsible care. If you have a uniform this must be worn as part of your contracted condition of employment. Name badges must be worn where provided and/or identification that you are representing the council must be worn at all times

- Always have a register of adults in your charge, for example on outings from sheltered schemes
- Ensure a code of behaviour is established at the start of each session so that everyone knows what is expected of them and what is acceptable. If you have to challenge unacceptable behaviour with an adult then do so in a positive constructive manner making sure that the client knows it is the behaviour and not the adult that is not welcome
- Use appropriate language and explanations. (it is not always what is said but how it is said that can be of concern and of great importance)

3.2 Practice that is not acceptable

- Allowing inappropriate language of all parties to go unchallenged
- Transporting an adult with care and support needs on your own should be avoided. However if this required you must ensure you are accompanied by another member of staff and/or contact appropriate emergency service
- If an adult is upset or needs first aid then take them to one side but do not enclose yourself in a room
- Making sexually suggestive comments
- Engaging in rough physical or sexually provocative play
- Allowing or engaging in inappropriate touching
- Inviting or allowing an adult with care and support needs to stay in your home
- Performing personal care for someone which they can do themselves or that you are not trained to or authorised to undertake
- Sharing a room with an adult with care and support needs in residential based activities
- Allowing allegations made by adult to go unchallenged, unrecorded or un-acted upon
- Giving home or mobile number to an adult with care or support needs or obtaining their mobile phone number unless this is an agreed part of the service/ activity being delivered

In addition - It is against the law (Sexual Offences Act 2003) to form inappropriate relationships with an adult in need of safeguarding in your care. E.g. abusing your position of trust.

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

3.3 Responding to a disclosure of abuse

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

What to do if a person discloses information to you:

- React calmly
- Take what the person says seriously
- Do clarify your understanding of what the person has said but avoid asking detailed or leading questions
- Reassure the person that they were right to tell and do not make promises of secrecy
- Be open and honest, explain to them that you will have to share your concerns with the Designated Safeguarding Officer
- Ask for the adult's consent to share the concerns with professionals outside of your own agency. Explain why this is important in the situation i.e. for their safety and/ or for the safety of others, so that you can get the guidance you need to respond appropriately. Remember that with adults, consent is needed to disclose concerns outside of our organisation and the action that the Designated Safeguarding Officers can take may be limited without it
- Immediately record all details in writing, using the person's own words
- As soon as possible fill out the Safeguarding Incident Reporting Form, available on the intranet under top tasks again including all the details that you are aware of and what was said using the person's own words. Attach your original notes to the Incident Reporting Form and give these to an appropriate Designated Safeguarding Officer

The person receiving the disclosure should not:

- Dismiss the concern
- Panic
- Allow their shock to show
- Probe for more information than is comfortably offered or is within the remit of your professional role – do not overpressure for a response
- Speculate or make assumptions
- Make negative comments about the alleged abuser
- Make promises or agree to keep secrets
- Say what might happen as a result of the disclosure

4 First Aid and Treatment of Injuries

If the adult requires first aid or any form of medical attention whilst in your care, then the following good practice should be followed:

- Be aware of any pre-existing medical conditions, medicines being taken by participants or existing injuries and treatment required
- Keep a written record of any injury that occurs, along with the details of any treatment given
- Where possible, ensure access to medical advice and/or assistance is available
- Only those with a current, recognised First Aid qualification should respond to any injuries
- Where possible any course of action should be discussed with the adult, in language that they understand, and their permission sought before any action is taken.

- In more serious cases, assistance must be obtained from a medically qualified professional as soon as possible
- The adult's carers/parents must be informed of any injury and any action taken as soon as possible where it is appropriate and safe to do so.
- A notification of Accident Form must be completed and signed and passed to the Health and Safety Officer

5 Transporting Adults

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

- Staff are not specifically required to transport people in their own vehicles unless it is part of their job description, or they have indicated that they are willing to do so. The use of a competent, professional driver should always be considered as a preferred option, where reasonable and practical
- You should only transport an adult with care and support needs where there are two members of staff/adults present in the selected mode of transport
- Ensure where possible, a male and female accompany mixed groups of children or adults. These adults should be familiar with and agree to abide by the council's Safeguarding Policy and Procedures
- In addition to this, where practical, request written parental/carer consent
- Members of staff should discuss any proposals for transporting people in their own vehicles with their manager and agree appropriate arrangements. For some journeys, for example, over 20 miles or in circumstances where the person is unfamiliar with the vehicle, driver or accompanying staff and potential risks have been identified, a risk assessment should be produced.
- Ensure that the vehicle used to transport people is legal and roadworthy and complies with the council's requirements that those using a vehicle for work purposes have a valid driving license and up to date car tax, MOT and insurance

6 Use of Contractors

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

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

Three key distinctions have been made of contracted provisions in terms of safeguarding requirements. The Lead Officer procuring in consultation with the Service Manager procuring is responsible for ensuring that any contract makes proper provision for the safeguarding of adults and children.

- Tier 1: Involves direct contact with children, young people or adults
- Tier 2: The work to be contracted take place in, or overlooks, an area which children, young people or adults regularly use
- Tier 3: The work involves access to data about children, young people and adults

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

7 Photographic and video consent guidelines

HBBC Photographic Consent Guidelines for images and video to be used in marketing, social media and the media have been developed by the Communications Team and can be found on the HR Policies intranet site.

8 Recruitment, employment and deployment

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

Appendix 2- HBBC Mental Health Pathway

HBBC poor mental health process & suicide prevention pathway

Responding to a direct threat of suicide

Recognise the direct threat as a cry for help. Threatening suicide and having intention can be a way of voicing hopeless feelings and the desire on the part of the person to end the pain they are feeling. Respond with urgency to help.

1- Find out where the person is if you are not actually with the person when they make the threat. Establish their exact location. Please note down their contact number and any other details.

2- Explain to the person that you are duty-bound to report the threat to the police who will then take the appropriate action to ensure they are safe.

3- Contact Leicestershire Police and report the suicide threat. To do this call 101. IF YOU FEEL THE PERSON IS AT IMMEDIATE RISK OF HARM RING 999.

4- If appropriate, stay with (or on the phone with) the person until the Police arrive.

5- Complete a safeguarding form: Safeguarding - Safeguarding incident

6- It's preferable to undertake the previous actions at the earliest opportunity and to capture these actions when completing a safeguarding referral form.

7- Inform your line manager. Should you feel you need to talk to someone about this incident your line manager can arrange this in conjunction with Human Resources.

8- Update your own department case files about this incident.

Indirect threats, self harm and poor mental health

1- If someone mentions poor mental health concerns, thoughts of suicide without direct intended action (i.e. "If you don't do what I want I might as well kill myself") or current self-harming actions, please enquire if the resident is in touch with their GP- if they are please ask when the last time they had contact with their GP was and if they would consider calling their GP Practice again and informing them of their current feelings or situation.

2- If the person cannot do this, please ask if we could do this on their behalf with their consent and gain GP details including location & telephone number if they know it.

3- It is also good practice to offer the Central Access Point number- 0116 295 3060 for urgent mental health/crisis support, there are further resources/services below.

4- In emergency situations where the person is at risk of serious or imminent harm, please try to take as many details as possible and call emergency services (999).

5- Once you have gathered this information, please submit a safeguarding form and detail all actions above you have taken to mitigate the risk for the person.

HBBC Signposting for Mental Health Support

Struggling with mental health and need help?

If you or someone you know is struggling, or you want to talk about mental health, please reach out. You're not alone and support is available.

Urgent help:

Call 999 or go to A&E if:	someone's life is at risk or you do not feel able to keep yourself, or somebody else safe
Call NHS 111 or ask for an urgent GP appointment if:	you need help urgently for your mental health, but its not an emergency or you are struggling to cope
Call Central Access Point on 0808 800 3302	for urgent NHS mental health support

Hinckley & Bosworth
Borough Council

Listening and support services:

- Turning Point Crisis House - call 0808 800 3302 - wellbeing.turning-point.co.uk/Leicestershire
- Samaritans - call 116 123
- Vita Minds - call 0330 094 5595 - www.vitahealthgroup.co.uk
- SANEline - call 0300 304 7000 - www.sane.org.uk
- Life Links - call 0800 0234 575 - www.rflifelinks.co.uk
- LAMP (Leicestershire Action for Mental Health Project) - call 0116 255 6286 - www.lampadvocacy.co.uk
- The Tomorrow Project - call 07784 389 802 - www.tomorrowproject.org.uk
- POPYRUS - call 0800 068 4141 - papyrus-uk.org/
- Turning Point Substance Misuse Service - call 0330 303 6000
- CALM (Campaign Against living miserably) - call 0800 58 58 58 - www.thecalmzone.net
- Switch Board - call 0300 330 0630 - switchboard.lgbt
- The Mix - call 0808 808 4994 - www.themix.org.uk
- Silver Line - call 0800 4 70 80 90
- NHS Veterans' Mental Health Transition, intervention & liaison service - call 0300 323 0137

Appendix 3- PREVENT duty protocol

Legislation

Section 29 of the Counter-Terrorism and Security Act 2015 places a statutory duty on specified authorities including County and District/Borough Councils, the Police, Health, and Schools to have “due regard to the need to prevent people from being drawn into terrorism”. We call this process Radicalisation.

What is Radicalisation?

Radicalisation is the process of being drawn into extremism which may lead to terrorist activities.

This can be recognised by seeing either vocal or active opposition to the fundamental British values of democracy, the rule of law, individual liberty, mutual respect and tolerance of those with different faiths and beliefs. We also include the calls for the death of members of our armed forces.

Spotting Radicalisation?

Radicalisation indicators vary significantly but may include more than one of the following factors:

- **Low self esteem**
- **Increased amount of time online**
- **Withdrawn**
- **Change in clothing style (military)**
- **Anger**
- **Verbal expressions that indicate extremist views**
- **May have recently returned from a conflict zone**
- **Accessing extremist materials**
- **Visually showing logos or text that relate to extremist groups**
- **Unhealthy interest in previous terror attacks**

Your Responsibility

If you suspect or become aware that someone may be developing extremist views or being radicalised, you should follow either our adult or children and young people’s safeguarding procedures and complete a safeguarding referral form **without delay**. Do not make promises regarding confidentiality. The form will be sent to a HBBC Designated Safeguarding Officer who will take appropriate action. If you feel that an attack is imminent, please call 999 before making your referral.

Further information

Please refer to the Leicestershire & Rutland Safeguarding Adults Board guidelines: [Radicalisation – LLR Policies & Procedures](#)