

Adult Safeguarding Policy and Procedures

IMPORTANT

Remember it is **not** up to you to decide if abuse has taken place, that is the role of Social Care, the Police, or other relevant agency, **but** it is up to you to report **any** concerns to a Designated Safeguarding Officer.

We have a legal responsibility to respond to any safeguarding concerns, even if they do not involve our staff or services.

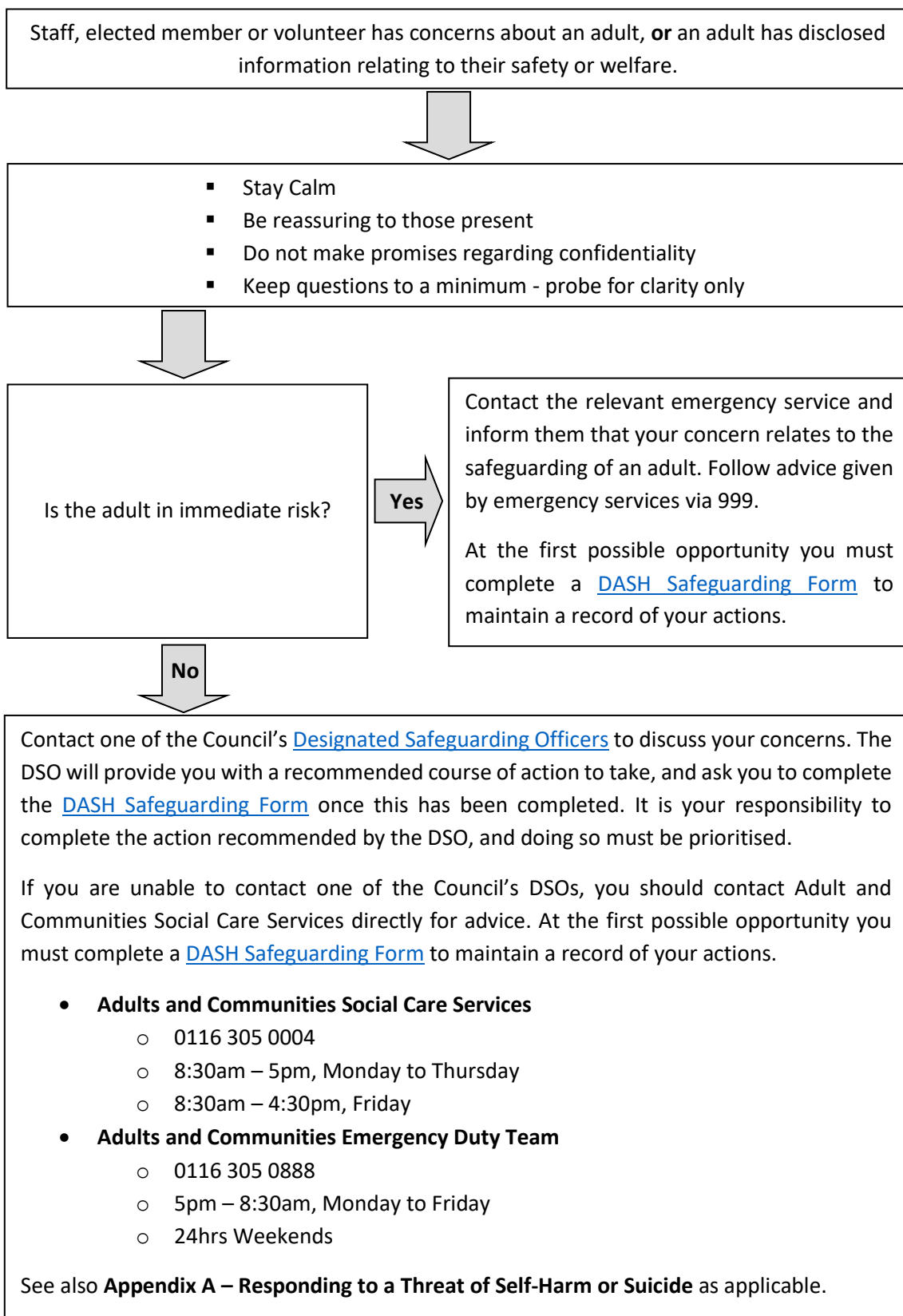
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Flowchart A – Guide for Managing Concerns Related to Safeguarding Adults



Introduction

The Care Act 2014

The *Care Act 2014* (“Care Act”) classifies adult safeguarding as a statutory responsibility for any organisation who has contact with adults with care and support needs, such as Oadby & Wigston Borough Council (“OWBC” / “The Council”). The Department of Health and Social Care has issued *Care and Support Statutory Guidance 2016* to support the *Care Act*; this requires any organisation that comes into contact with adults with care and support needs to have adult safeguarding policies and procedures in place.

Our statutory responsibilities highlighted within the *Care Act* are to:

- Promote individual wellbeing;
- Prevent people’s care and support needs from becoming more serious;
- Promote integration of care and support with health services;
- Provide information and advice;
- Promote diversity and equality in the provision of services;
- Cooperate with relevant partners such as other councils, the NHS, and police; and
- Cooperate in relation to specific cases with other local authorities and relevant partners.

Duty to Make Enquiries

Under *Section 42* of the *Care Act* a local authority (Leicestershire County Council) has a duty to make enquiries themselves or cause other to make enquiries in cases where it has reasonable cause to suspect that an adult (anyone aged 18 years and over):

- Has needs for care and support (whether or not the local authority is meeting any of those needs);
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those care and support needs are 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 and borough 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*. A need for care and support can reflect a range of needs including people:

- With learning disabilities;
- With physical disabilities;

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- With sensory disabilities;
- With mental ill health;
- Who are frail due to their age;
- With dementia;
- With brain injuries; or
- 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 Council's Designated Safeguarding Officers ("DSOs"), Adults and Communities Social Care Services, the police, or other relevant agency will deal with this.

Who is this Policy for?

This policy is for you as a member of OWBC 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 the Council has both a moral and legal obligation to fulfil the duty of care for adults across all of its services. Council staff may come across cases of suspected abuse, or concerns for welfare, either through direct contact with an adult, e.g. visiting homes as part of their day-to-day work, or through indirect referrals or via other information. The Council is committed to ensuring that all adults with care and support needs are protected and kept safe from harm whilst engaged in the services we provide.

What does this Policy cover?

This policy tells you what actions to take if you have a cause for concern, or if you suspect or are told about abuse. This may be the tool that helps you to save an adult's life.

Whilst it is not our job to establish whether or not abuse is taking place, it is our responsibility to report any concerns we have over the welfare of an adult, and to cooperate 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.

Your primary duty is to recognise concerns, ensure that you record relevant information accurately, and then pass them on to a Designated Safeguarding Officer to assess required actions, and make a referral to relevant authorities as necessary.

If the situation requires it contact emergency services or the relevant agency yourself, without delay.

This policy has been developed in accordance with the *Care Act* and the *Care and Support Statutory Guidance*. OWBC is a partner of the Leicestershire and Rutland Safeguarding Adult Board (“LRSAB”), and this policy is based upon their guidance. For more information visit www.lrsb.org.uk/adults.

Policy Statement

OWBC accepts responsibility, as a local provider of community services, to implement a policy that provides clearly defined procedures for alerting, reporting, and referring concerns in relation to the protection of adults with care and support needs, 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 wellbeing of adults with care and support needs to protect them from harm;
- Creating a safe and healthy environment within all our services, avoiding situations where abuse or allegations of abuse may occur;
- Ensuring all staff receive safeguarding training at a relevant level as outlined by the LRSAB;
- 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 *Adult Safeguarding Policy and Procedures*; and
- Reviewing and evaluating this policy and procedures document on an annual basis.

Definitions

What Constitutes Abuse?

For the purpose of this policy the term 'Abuse' is defined as:

- A violation of an individual's human and civil rights by any other person, or person, 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; or
- Multiple acts (i.e. 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 several broad types of adult abuse:

- **Physical Abuse** – non-accidental infliction of physical force that results, or could result, in bodily injury, pain, or impairment;
- **Sexual Abuse** – involvement either directly or indirectly in sexual activity without consent. It could also be the inability to consent to, being pressured to, or being induced to consent or participate;
- **Psychological Abuse** – Acts or behaviour which impinge upon the emotional health or causes distress or anguish;
- **Financial or Material Abuse** – Unauthorised, fraudulent obtaining and / or improper use of funds, property, or any resources;
- **Neglect, Wilful Neglect, and Acts of Omission** – Ignoring or withholding physical or medical care needs;
- **Self-Neglect** – A wide range of behaviour neglecting to care for one's personal hygiene, health, or surroundings and includes behaviours such as hoarding. This is the sole exception to the definition of abuse whereby it is perpetrated by another person or persons;
- **Discriminatory Abuse** – Values, beliefs, or culture result in a misuse of power that denies mainstream opportunities. It includes discrimination based on race, gender, sexuality, disability, or religion, or any of the other protected characteristics defined in the *Equality Act 2010*; and

- **Institutional or Organisational Abuse** – An organisation imposing rigid and insensitive routines, poor practices embedded in systems, unskilled intrusive or invasive interventions, or an environment allowing inadequate privacy or physical discomfort.

Definitions of these can be found on the Leicester, Leicestershire and Rutland SAB Procedures website via <https://www.llradultsafeguarding.co.uk/abuse/>.

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; or
- 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.

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, or if there are concerns around self-harming, substance misuse or mental health.

These concerns 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.

Domestic Abuse

The *Domestic Abuse Act 2021*, which aims to protect those persons who experience domestic abuse and to strengthen measures to deal with those who bring about the abuse, defines domestic abuse as:

The behaviour of one person towards another where both people are aged 16 or over, are personally connected to each other, and the behaviour is abusive.

Under the Act OWBC, as a local authority, has a duty to provide support to victims of domestic abuse and any children they have, in refuges and other safe accommodation. In addition, all eligible homeless victims of domestic abuse automatically have 'priority need' for homelessness assistance.

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 the person 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 abuse and / or psychological abuse, financial abuse, 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 in 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 or pregnancy. Several girls die as a direct result of the procedure, from blood loss or infection. FGM may be practised 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 in which one or both spouses do not consent to the marriage but are coerced into it” as defined in [statutory guidance](#) issued under *Section 63Q of the Family Law Act 1996*. It is illegal under the *Anti-Social Behaviour, Crime and Policing Act 2014* to;

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

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

This 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.

Prevent, Modern Slavery, and Serious Violence Duties

The Council holds additional safeguarding responsibilities under the following duties:

- [Prevent](#);
- [Modern Slavery](#); and
- [Serious Violence](#).

Designated Safeguarding Officers have received training that covers these duties and are able to direct safeguarding concerns, and concerns for welfare, relating to these areas to the correct agencies.

E-Safety

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 community.

The Trilogy of Risk

- Alcohol / Substance Misuse
- Domestic Abuse
- Mental Ill-Health

Evidence shows that alcohol / substance misuse problems, domestic abuse, and mental ill-health difficulties affect a significant proportion of the adult population. These three risk factors can be very harmful when found alone, but when two or more of these factors are present 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 impacts.

The LLR Safeguarding Children and Adult Boards have undertaken case reviews after the death or serious harm to a child, young person, or adult with care and support needs, 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 awareness of all workers who may come across individuals who are struggling with one or more of these issues, both Boards have published a [range of resources](#) to prompt thinking about the potential for increased risk.

Safeguarding Adults Boards (SABs)

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 adopt their practices and become more effective in safeguarding adults. They are a statutory body under the *Care Act*. The Leicestershire and Rutland Safeguarding Adults Board maintains 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 via www.llradultsafeguarding.co.uk/contents/.

SABs also conduct and publish Safeguarding Adults 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.

Principles

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

- The welfare of adults with care and support needs is the primary concern.
- All adults with care and support needs, irrespective of any protected characteristics as defined in the *Equality Act 2010* or their background, have the right to live their lives free from abuse of any description.
- All adults with care and support needs, irrespective of any protected characteristics or their background, have the right to protection from abuse.
- The approach to protecting adults from harm must be culturally responsive and trauma informed.
- Where abuse is reported or suspected by any person, in any agency, the response will be prompt and in line with multi-agency procedures.
- 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 *UK General Data Protection Regulation (GDPR)* and *Data Protection Act 2018*.

Reporting and Managing Incidents and Concerns

It is your duty as a member of OWBC staff, elected member, or volunteer to report any concerns you have regarding the safeguarding or welfare of an adult at risk of harm. The process of responding to concerns is detailed in a **Quick Reference Guide** on Page 3.

Do not undertake further investigations or ask leading questions. You are not expected to investigate suspicions or concerns; other agencies are trained to do this.

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 adults with care and support needs, and any other adult that may become at risk, is made safe.

Remember: Listen. Write it down. Report it.

Responding to a Disclosure of Abuse

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 they are saying you are already helping the situation. It is key that you reassure them that they were right to tell you, and you must not make promises to keep what they tell you a secret.

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 you but do not make promises of confidentiality.
- Be open and honest, explain to them that you will have to share your concerns with a Designated Safeguarding Officer.
- Ask for the adults' consent to share concerns with professionals outside of your own organization. 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 usually needed to disclose concerns outside of our own organization and that the action that Designated Safeguarding Officers can take may be limited without it.
- Immediately record all details in writing, using the person's own words.
- Without delay fill out the [DASH safeguarding form](#), including all the details that you are aware of and what was said, using the person's own words.

During a disclosure you should not;

- Dismiss the concern.
- Panic.
- Allow your shock or distaste to show.
- Probe for more information than is comfortably offered or is within the remit of your professional role. Do not overpressure for a response.
- Speculate or make assumptions.
- Make negative comments about an alleged abuser.

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- Make promises or agree to keep secrets.
- Say what might happen because of the disclosure.

Making a Referral

During normal working hours you should always raise your concerns with one of the Council's Designated Safeguarding Officers in the first instance; contact details for the Council's DSOs can be found on [the intranet](#). The DSO will inform you of the next steps to be taken in relation to your concern. **Do not delay when reporting concerns as an adult's welfare or safety may be at imminent risk.**

If a DSO is unavailable, or you are raising a concern outside of normal working hours, you should contact the relevant service detailed below, and then complete the [DASH safeguarding form](#) to maintain a record of your actions. A DSO will then get in touch with you the next working day.

- **Adults and Communities Social Care Services**
 - 0116 305 0004
 - 8:30am – 5pm, Monday to Thursday
 - 8:30am – 4:30pm, Friday
- **Adults and Communities Emergency Duty Team**
 - 0116 305 0888
 - 5pm – 8:30am, Monday to Friday
 - 24hrs Weekends
- **Leicestershire Police**
 - Emergency – 999
 - Non-emergency – 101

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

If you feel that there is an immediate risk, always contact the relevant emergency services without delay.

Escalation of Referrals

In situations where a DSO has concerns that advice from Adults and Communities Social Care Services not to refer the case to them, or where the Social Care Services have taken the decision of 'No Action', 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 Social Care Services with the referral information and an explanation of the reason for the escalation of the case.
- If it is felt that there is still a failure to respond appropriately to the concern raised, the Safeguarding Lead is to raise the concern with the Chief Executive to arrange a highest-level organisational complaint.
- All actions are to be recorded internally using the established procedures followed by DSOs.

Allegations Against Members of Staff, Elected Members, or Volunteers

It can be very worrying to have concerns about an adult's safety or welfare that relate to the conduct of a colleague. The Council recognizes that this can involve additional stress for those reporting concerns. Full support will be given in line with the Council's *Confidential Reporting ("Whistleblowing") Code* (see Part 5, Section 8 of the [Council's Constitution](#)) which outlines the mechanisms in place to ensure that staff can be confident that concerns will be dealt with appropriately.

Any allegation or concern regarding a member of staff or volunteer and their conduct towards an adult at risk should be reported in the same way as other safeguarding concerns, but 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 or the Council's HR Team, but you **must also** report to a Designated Safeguarding Officer who will then engage with the HR Team.

If the allegation, conduct issue, or poor practice reaches the safeguarding threshold, and the harm is to an adult at risk as defined under the *Care Act 2014*, it will be dealt with under the safeguarding adults process. This applies to every situation, including those where the alleged perpetrator is employed by a Local Authority. If it does not meet the safeguarding threshold, the *People in Position of Trust (PiPoT)* process applies in circumstances where;

- A person works, or volunteers, with adults who have care and support needs and who, in connection with their personal life is:
 - Alleged to have committed a criminal offence against, or involving another person, **or is**
 - Alleged to have conducted themselves in a manner that might indicate that they are unsuitable to continue to work, or volunteer, with adults who have care and support needs.

The PiPoT process may also be used in circumstances where a person works or volunteers with adults who have care and support needs and has themselves been subjected to abuse such that their ability to safeguard vulnerable people in their care requires consideration.

Full guidance on managing allegations against PiPoT can be found on the [Leicestershire Adults Safeguarding Board website](#). **Remember that the safety of the adult in need of safeguarding is paramount.**

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Where an allegation is made against an elected member, this should be referred to a Designated Safeguarding Officer who will then engage with the Council's Monitoring Officer, or Deputy Monitoring Officer, who has the responsibility to address member code of conduct related issues.

There may be circumstances where allegations are about poor practice rather than abuse. This should always be communicated to your line manager, and you can ask a Designated Safeguarding Officer for guidance about appropriate action.

Confidentiality, Information Sharing, and Consent

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

All staff should aim to gain consent to share information when they identify a safeguarding concern but should be mindful of situations where doing so would place an adult at increased risk of harm. Information may be shared with relevant agencies without consent only if a DSO has reason to believe that;

- Not acting will put other adults or children at risk;
- The risk of harm to the person or others is increased;
- A crime has been or may be committed;
- Staff are implicated; or
- The alleged person causing harm has care and support needs.

If the DSO feels that the person at risk does not have the 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.

In instances where a staff member is approached regarding an allegation, issues of confidentiality should be clarified early in the discussion if it is safe to do so. The person should be informed that the member of staff will, at the very least, have to disclose the conversation to a Designated Safeguarding Officer and, depending on the severity of the information, it may be disclosed to Adult Social Care and / or the Police. If a crime has been committed, or it is believed that a crime has been committed, then consent is not required.

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

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

- Confidentiality must not be confused with secrecy;
- Staff who witness abuse, have abuse disclosed to them, or who identify a concern for welfare should do their utmost to obtain the adult/s informed consent to report this to an external agency, but, if this is not possible and other adults are at risk or 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 where 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 years 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 a lack of capacity. If you suspect 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 a Designated Safeguarding Officer of this. The DSO can then ask Adult Social Care or health services to undertake a Mental Capacity Assessment.

When it comes to reporting safeguarding concerns, however they arise, the *UK General Data Protection Regulation* and *Data Protection Act 2018* do not prevent, or limit, the sharing of information for the purposes of keeping an adult at risk safe. It allows Designated Safeguarding Officers 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 an adult at risk.

Oadby & Wigston Borough Council is signed up to the Local Safeguarding Adult Board Multi-Agency Information Sharing Agreement (ISA) for the purposes of safeguarding adults with care and support needs. The ISA is intended to help with the sharing of information across agencies, especially in relation to safeguarding adults with care and support needs by;

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

Appendix A – Responding to a Threat of Self-Harm or Suicide

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

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

- The purpose of your conversation with the customer is to:
- Understand the nature of the threat that has been made,
- Gather key details needed to identify and locate the person, if possible,
- Report the threat appropriately, usually to the Police, and
- Encourage the person to seek help through their GP and / or the Samaritans.

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

IF YOU FEEL THAT THE PERSON IS IN IMMEDIATE THREAT OR HARM RING 999.

ALWAYS CONSIDER YOUR OWN SAFETY.

<p>Take the threat of suicide or self-harm seriously.</p>	<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?
<p>Summon support from a colleague calmly but immediately.</p>	<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"> ○ To assist you as you help the customer, and ○ To act as a witness to what was said. They will need to be able to hear, or listen into the conversation, as best they can and record key points as it progresses.
<p>Gather key information about their identity, location, and any plans they have so that you can pass this on.</p>	<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.

	<ul style="list-style-type: none"> • 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; <ul style="list-style-type: none"> ▫ When is it planned for? ▫ Whether the customer has the means to hand? ○ Find out if action has already been taken; <ul style="list-style-type: none"> ▫ 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?
<p>Suggest sources of support.</p>	<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
<p>Report to the Police on 101 or summon emergency help using 999.</p>	<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.

	<ul style="list-style-type: none"> • 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.
<p>If the customer threatens self-harm or suicide and then leaves the premises or puts the phone down.</p>	<ul style="list-style-type: none"> • If 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?
<p>Record the incident.</p>	<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 Oadby & Wigston Borough Council are directly responsible, the relevant department should be made aware of the incident as soon as is practically possible. This is so that the relevant department can follow their normal procedures, complaints procedures, accordingly with appropriate sensitivity to the customer.
<p>De-brief and review</p>	<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

	<p>will have recorded the incident following the guidelines above; you can use this record to review what happened.</p>
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Appendix B – Safeguarding Provision in Contract and Grant Agreements

Any service engaged by the Council should be provided based on 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; and
- An Information Sharing procedure.

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

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

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

In any of these circumstances safeguarding measures should be detailed within either the Request for Quotation (“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 in this section with the respective Council expected standards detailed.

TIER ONE

Contractors / Providers have direct contact with Children, Young People, and / or 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, and / 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 it that require the contractor or provider to make appropriate, and proportionate, provision regarding the protection of children, young people, or adults with care and support needs.

- **During Evaluation**

When evaluating tendered bids these standards should be scored appropriately.

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

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

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

SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

TIER TWO

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

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

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

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

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

Assisting Designated Safeguarding Officer

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

SAFEGUARDING POLICIES AND PROCEDURES CHECKLIST

TIER THREE

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

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

Organisation/Company Name:			
Criteria	Please tick as appropriate		
	Yes	No	Planned Date
<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 Oadby & Wigston Borough Council Officer responsible for the establishment and monitoring of this contractual arrangement I hereby confirm that the information supplied in this checklist is accurate to the best of my knowledge.

Name: _____ **Signed:** _____

Position: _____ **Date:** _____

Assisting Designated Safeguarding Officer

Name: _____ **Signed:** _____

Position: _____ **Date:** _____