

## **Safeguarding adults – policy and procedures**

### **1.0 Purpose of policy**

- 1.1 The purpose of this policy is to ensure that all adults, including staff, volunteers and members of the public are safe on library premises at all times, and that everyone is aware of what to do if it appears that an adult is not safe.
- 1.2 Training will be made available to volunteers to support their understanding of the Safeguarding policy and procedures.

### **2.0 Safeguarding Officers**

- 2.1 Our Designated Safeguarding Officers are Ellen Butters (07901 837377) and Helen Burrows (07813 094596).

### **3.0 Definitions**

- 3.1 'Safeguarding adults' covers a range of activity from prevention through to multi agency responses where harm and abuse occurs. Multi agency procedures apply where there is concern of neglect, harm or abuse to an adult defined as 'at risk'.
- 3.2 An adult 'at risk' of abuse or neglect is defined as someone who has needs for care and support, who is experiencing, or at risk of, abuse or neglect **and** as a result of their care needs - is unable to protect themselves.
- 3.3 This may include but is not restricted to people with:
  - learning disabilities
  - cognitive or neurodivergent differences such as autism, ADHD, dyslexia, dyspraxia
  - physical disabilities
  - sensory disabilities
  - mental ill health
  - brain injuries
  - a drug or alcohol dependency
  - dementia
  - who are frail due to their age.
- 3.4 Abuse is a violation of any individual's human and civil rights by any other persons(s) or group(s) of people. Abuse may be single or repeated acts.

Exploitation can be a common theme in the experience of abuse or neglect. All adults can be at risk of harm or exploitation; it may occur where a person is persuaded to enter into a financial or sexual transaction to which they have not consented, or cannot consent. It can be any of the following:

- Physical abuse: for example, hitting, slapping, burning, pushing, restraining or giving the wrong medication.
- Psychological abuse: including emotional abuse, threats of harm, shouting, swearing, frightening, blaming, ignoring or humiliating a person, threats of harm or abandonment, intimidation, verbal abuse, coercive control and hate crime.
- Financial: including the illegal or unauthorised use of a person's property, money, pension book or other valuables, pressure in connection with wills, property or inheritance.
- Sexual: such as forcing a person to take part in any sexual activity without his or her informed consent, even if within a relationship.
- Discriminatory: including racist or sexist remarks or comments based on a person's disability, age or illness, and other forms of harassment, slurs or similar treatment. This also includes stopping someone from being involved in religious or cultural activity, services or support networks.
- Domestic abuse: incident or pattern of incidents of controlling coercive or threatening behaviour, violence or abuse by someone that can be a partner or family member, regardless of gender or sexuality.
- Neglect and acts of omission: including ignoring medical or physical care needs. These can be deliberate or unintentional, amounting to abuse by a carer or self-neglect by the person at risk: for example, where a person is deprived of food, heat, clothing, comfort or essential medication, or failing to provide access to appropriate health or social care services.
- Abuse can take place in any relationship and there are many contexts in which abuse might take place; e.g. Institutional abuse, Domestic Abuse, Forced Marriage, Human Trafficking, Modern Slavery, Sexual Exploitation, County Lines, Radicalisation, Hate Crime, Mate Crime, Cyber bullying, Scams.

#### **4.0 Procedure**

4.1 In the event of becoming aware of abuse of an adult, there are three possible courses of action:

- a. If it is an emergency, call the Police on 999. Ensure that the Safeguarding Officer is aware and complete the Safeguarding Adults Concerns Report form.

- b. If it is not an emergency but a crime has been committed, ensure that the Safeguarding Officer is aware and complete the Safeguarding Adults Concerns Report form. The Safeguarding Officer will contact the police via 101.
  - c. If it is not an emergency and no crime has been committed, but it still appears to be abuse, then contact the Safeguarding Officer and complete the Safeguarding Adults Concerns Report form.
- 4.2 If you are unsure, contact the Safeguarding Officer for advice and support.
- 4.3 The possible courses of action above are also represented diagrammatically at Appendix 1 to this policy.
- 4.4 Record details of the allegation as soon as possible, using the Safeguarding Concerns Report Form (Appendix 2). It is helpful to have as much of the following information as possible, although lack of any of it should not delay your response to the incident:
  - The name of the adult
  - Date of birth and age
  - Address and telephone number
  - Why the adult is considered at risk/or is being abused
  - Whether consent has been obtained for the referral, and if not the reasons e.g. the person lacks mental capacity or there is an over-riding public interest (e.g. where other adults are at risk)
  - Whether there are any concerns or doubts about the mental capacity of the person
  - Whether the police are aware of the allegation, and whether a police investigation is under way.
- 4.5 It may be that only the person's name and library card number is known. In this case we do not have access to their personal details, but you should include this information on the form.
- 5.0 Do's and don'ts**
- 5.1 Regardless of which course of action you are taking, have due regard for the following.
  - Do make sure that the person being abused is safe. This may mean taking reasonable steps to ensure that the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency, by calling 999 or 111.

- Do be aware that people may have different communication needs. Avoid assumptions that neurodivergent, sensory disabled or learning disabled individuals are not capable of understanding or reporting abuse. Ensure their voices are heard and taken seriously, even if communication is non-traditional.
- Do not discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim. If a crime has been committed, it is important to avoid leading questions, which can contaminate evidence
- Do not make any promises that you will keep information secret. You should explain your duty to report concerns
- If the allegation is about a volunteer (or member of the management committee) do follow the Complaints policy.

## **6.0 What happens next?**

- 6.1 The information in this section is primarily for Safeguarding Officers but volunteers may wish to be aware of it.
- 6.2 The Safeguarding Officer will be responsible for contacting Leicestershire County Council's Adults Customer Service Centre on 0116 305 0004 or through the online Adult Social Care Portal at <https://customerportal.leics.gov.uk/web/portal/pages/profrefsg#h1>
- 6.3 When concerns referred to in 4.1c above (ie concerns that may not reach the threshold for immediate safeguarding needs but still appear to be abuse) are reported to the Safeguarding Officer, the Safeguarding Officer can make referrals via: <https://customerportal.leics.gov.uk/web/portal/pages/profrefcfw#h1>
- 6.4 Leicestershire County Council's Adults Customer Service Centre (0116 305 0004) is open between 8.30 am and 5pm Monday to Thursday, 8.30 am to 4.30pm on Fridays. Outside these hours, contact:
- Emergency Duty Team  
Telephone: 0116 305 0888  
(Evenings, weekends, Bank Holidays)

## **7.0 Further information**

- 7.1 Additional contact numbers can be found in Appendix 3 to this policy.

Approved by Library Management Committee: 9 June 2025

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You have a concern, or have been told about, possible abuse of someone else, poor practice or wider welfare issues.



Is the person in immediate danger or need immediate medical attention?



No



Is it safe to speak with the adult?  
What does the adult want to happen?  
If you know their views include those throughout the process.



Yes



Seek medical attention or contact emergency services **999**



Speak to your Safeguarding Officer Ellen Butters (07901 837377) or Helen Burrows (07813 094596) and report your concerns without delay.  
*If you have concerns that they are implicated or may not act appropriately follow the Complaints policy*



Is a serious crime in progress or been committed?



Safeguarding Officer to call the police on **101**

Make notes and complete a Safeguarding Adults Concerns Report Form (see Appendix 2), submit to one of the Safeguarding Officers

## Safeguarding Adults Concerns Report Form

Please complete this form if you are concerned about the welfare of an adult or child connected to Barrow Upon Soar Library. This form should then be shared with a Safeguarding Officer.

**If there is immediate danger or threat to life, contact emergency services on 999 before raising an alert to the Library Safeguarding team.**

Required

### **Section 1: Details of person of concern / at risk of harm:**

*(Details of who this safeguarding referral is about)*

1. Name of person of concern / at risk of harm:
2. Address:
3. Phone number(s):
4. Date of Birth:
5. Relationship to library: Please select -  
Visitor / member of the public  
Volunteer  
Employee
6. Their reason for attending the library on this occasion:
7. Is the person aware of this referral being raised? Yes / No
8. Do you have the person's consent for onward referrals to be made? Yes / No

### **Section 2: Details of concern/abuse**

9. Is the person in immediate danger? Yes / No
10. Has an emergency service been called? Yes / No

If yes, please provide the following details:

- Date emergency service call was made:
- Emergency service reference number (if applicable):
- Details of call:

11. Type of concern / abuse:

Financial  
Domestic  
Modern slavery  
Emotional  
Physical  
Psychological  
Sexual  
Self-neglect  
Organisational  
Discrimination

12. Date concern/abuse was disclosed/observed:

13. Please provide a ***factual, detailed account of your concern***, including details of what happened, where it happened, and any action taken to date.

Please include the following:

- Details of statutory agencies you have contacted
- Reports you have submitted and their reference numbers, with dates
- Contact details of any known support (GP, social workers, community link workers, etc.)
- Are there any concerns around the individual's mental capacity?

**Your contact details:**

- Name:
- Position:
- Phone number:
- Email address:
- Your Line Manager's details including phone and email address:

**Section 4: Details of the person who reported the concern/abuse**

Did you observe the concern or abuse **directly**? If yes, **please skip this section and submit this form.**

Did the client report the concern or abuse **directly**? If yes, **please skip this section and submit this form.**

If the concern or abuse was disclosed to you by someone else, please provide their details below:

**Person who reported the concern/abuse:**

- Full name
- Phone number
- Email

What is their relationship to Barrow Upon Soar Library? Please select -

Volunteer

Employee

Health Professional

Member of the public

Any other relevant comments -

### Appendix 3

#### **Advice and Information on safeguarding adults**

ACTION ON ELDER ABUSE: [www.elderabuse.org.uk](http://www.elderabuse.org.uk) Tel: 020 8764 7648 Helpline: 0808 808 8141 (Monday to Friday 10.00 am to 4.30 p.m.)

ANN CRAFT TRUST A national association working with staff in the interests of people with learning disabilities who may be at risk from abuse: [www.anncrafttrust.org](http://www.anncrafttrust.org) Tel: 0115 9515400

PUBLIC CONCERN AT WORK Support / advice for staff about raising concerns of abuse or malpractice in their working environment.: <https://protect-advice.org.uk> Tel: 020 3117 2520

RESPOND A service offering psychotherapy for people with learning disabilities who have been sexually abused or who are perpetrators of sexual abuse. Also provides consultancy and training for professionals: [www.respond.org.uk](http://www.respond.org.uk) Tel: 0207 3830700 Help line: 0845 606 1503 1.30 p.m. to 5.00 p.m. Mon.- Fri.

NATIONAL DOMESTIC VIOLENCE HELPLINE  
[www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk) Tel: 0808 2000 247

NSPCC: [www.nspcc.org.uk](http://www.nspcc.org.uk) Helpline: 0800 800 5000

THE SAMARITANS: [www.samaritans.org](http://www.samaritans.org) 116 123 Free 08457 909090

THINK JESSICA – support with scams: [www.thinkjessica.com](http://www.thinkjessica.com)

TRADING STANDARDS SERVICE: <https://www.leicestershire.gov.uk/business-andconsumers/trading-standards> 0116 305 8000 (for professionals only)

VICTIM SUPPORT: <https://www.victimsupport.org.uk/> 0808 148 9111 4