

SAFEGUARDING VULNERABLE ADULTS - POLICY AND PROCEDURES

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V3.

Serving people, Improving lives

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Introduction

Gedling Borough Council acknowledges its shared responsibility for the safeguarding of vulnerable adults. Everyone has the right to be safe and happy in the activities that they, or their carers, choose and have the right to believe that the organisations to which they trust to support them can provide a safe and supportive environment. All organisations have a duty of care for the welfare and safeguarding for all of whom they provide activities, services and support for.

The purpose of this policy is to ensure that in discharging its functions the Council has full regard for the need to safeguard and promote the welfare of vulnerable adults. It establishes the roles, responsibilities, procedures and reporting arrangements of managers, staff, contractors and any volunteers providing services for the Council in relation to safeguarding and promoting the welfare of vulnerable adults.

This policy supplements the joint Nottingham and Nottinghamshire Multi-agency Safeguarding Adults at Risk Guidance (2018) to which Gedling Borough Council as a partner agency of the Nottinghamshire Safeguarding Adults Board is signed up to.

<https://www.nottinghamshire.gov.uk/media/1532469/referralguidance.pdf>

The aim of this procedure is to clarify arrangements in Nottingham City and Nottinghamshire as to how all agencies, both statutory and voluntary, should work together to safeguard vulnerable adults and promote their welfare. Good practice relies upon effective co-operation between agencies, on working sensitively family and carers and upon the careful exercise of professional judgement based on thorough assessment and critical analysis of the available information.

Policy

It is the policy of Gedling Borough Council to safeguard the safety and welfare of vulnerable adults who come into contact with its employees, contractors and volunteers working for the Council to provide services, by protecting them from harm and to provide training and a support system for employees to protect them from allegations of abuse.

It is recognised that abuse happens to all ages, social backgrounds and ethnic groups. It usually involves another family member, or someone else caring for the adult, but it can be from anyone.

All incidents and allegations that come to the attention of employees will be taken seriously and reported in accordance with this policy.

The Council also recognises that it needs to operate safe working practices with regard to safeguarding vulnerable adults in its recruitment and selection processes for staff, contractors, volunteers and any other agencies carrying out work on its behalf.

The Council aims to do this by:

- Raising awareness throughout the council and beyond the statutory duty of care relating to vulnerable adults and actively encouraging good practice amongst employees, elected Members contractors and volunteers;
- Creating a safe and healthy environment within all its services, avoiding situations where abuse or allegations of abuse may occur;
- Respecting and promoting the rights, wishes and feelings of vulnerable adults, listening to their needs and wishes and working in partnership with other agencies to minimise risks of harm.
- Recruiting, training, supervising and supporting employees, elected members, contractors and volunteers who engage with vulnerable adults to adopt best practice to safeguard and protect vulnerable adults from abuse, and themselves against allegations.
- Ensuring that Disclosure and Barring Service checks (DBS) are carried out on employees, contractors and volunteers in accordance with council policy.
- Ensuring basic DBS checks are undertaken by Councillors
- Responding to any allegations appropriately in accordance with the Nottinghamshire and Nottingham City Safeguarding Adults Board's Guidance and Council policies.
- Requiring employees, elected members, contractors and volunteers providing a service for the council to adopt and abide by this policy and, as appropriate, the Nottingham and Nottinghamshire Multi-agency Safeguarding Adults at Risk Guidance (2018) procedure.

Scope

This policy covers all of the Council's functions and services, as well as the operations of partners, contractors and voluntary organisations that deliver services on its behalf. Such organisations must maintain and develop their own Safeguarding Vulnerable Adults Policies to reflect this policy and the Nottingham and Nottinghamshire Multi-agency Safeguarding Adults at Risk Guidance (2018) guidance as appropriate.

Many of the principles set out in this policy also relate to vulnerable adults. Vulnerable adults can be defined as people aged 18 or over who may be vulnerable due to mental or other disability, age or illness and may be unable to take care of or protect themselves from abuse.

The Council recognises that Nottinghamshire County Council and the Police are the lead agencies with regard to safeguarding adults. It does, however, recognise that it has its own responsibilities with regard to safeguarding vulnerable adults, relating to the provision of its own services, the employment of its employees and the recruitment and selection of employees, contractors and any other agencies engaged to provide services for or on behalf of the council.

Throughout this policy the word employee means employees of the council and its partners and contractors, as well as volunteers and voluntary groups involved in the delivery of activities or providing services on behalf of the Council.

Background

Safeguarding adults means protecting an adult's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action.

The aims of adult safeguarding are to:

- stop abuse or neglect wherever possible;
- prevent harm and reduce the risk of abuse or neglect to adults with care and support needs;
- safeguard adults in a way that supports them in making choices and having control about how they want to live;
- promote an approach that concentrates on improving life for the adults concerned;
- raise public awareness so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect;
- provide information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult; and
- address what has caused the abuse or neglect.

The Care Act 2014 sets out a clear legal framework for how local authorities (here Nottinghamshire County Council) and other parts of the system should protect adults at risk of abuse or neglect.

Local authorities have new safeguarding duties. They must:

- **lead a multi-agency local adult safeguarding system** that seeks to prevent abuse and neglect and stop it quickly when it happens
- **make enquiries, or request others to make them**, when they think an adult with care and support needs may be at risk of abuse or neglect and they need to find out what action may be needed
- **establish Safeguarding Adults Boards**, this is a Countywide approach and should include the local authority, NHS and police, which will develop, share and implement a joint safeguarding strategy
- **carry out Safeguarding Adults Reviews** when someone with care and support needs dies as a result of neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them
- **arrange for an independent advocate** to represent and support a person who is the subject of a safeguarding enquiry or review, if required.

The following six principles apply to all sectors and settings and inform the ways in which professionals and other staff work with adults:

- Empowerment – People being supported and encouraged to make their own decisions and informed consent.
 - Prevention – It is better to take action before harm occurs.
 - Proportionality – The least intrusive response appropriate to the risk presented.
 - Protection – Support and representation for those in greatest need.
- Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.

Gedling Borough Council is responsible for ensuring that its employees have access to the appropriate level of adult safeguarding training.

The safeguarding of vulnerable adults cannot be achieved by a single agency. Every service has its part to play. All employees working either directly or indirectly with adults must have placed on them a clear expectation that their primary responsibility is to the welfare of the customer.

Roles and Responsibilities

- Elected Members

The Council will appoint a lead Member to act as champion for the authority with regard to the safeguarding adult's agenda.

Elected members are responsible for the approval of this policy and any changes proposed in review

- Senior Leadership Team, Individual Managers and all Employees

Senior Leadership Team to act as employee champion for the authority with regard to the safeguarding of adults and to ensure all

reports of abuse or allegations against staff are dealt with promptly in accordance with this policy and the Nottinghamshire Safeguarding Adults Board procedures. Senior Leadership Team, Individual Managers and all Employees are responsible for ensuring that this policy is followed and adhered to.

- The Designated Lead Officer

The council has a Designated Lead Officer to act as lead officer for the authority with regard to safeguarding adults' agenda and to ensure all reports of abuse or any allegations against staff are dealt with promptly in accordance with this policy and the Nottinghamshire Safeguarding Adults Board's procedure. The Designated Lead Officer will represent the council on the Nottinghamshire Safeguarding Adults Board and is responsible for overseeing the dissemination of information from the various meetings, and for raising district level issues at the Board.

The Designated Lead Officer will be responsible for:

- Ensuring that employees receive training on safeguarding adults' awareness as appropriate.
- Ensuring that this policy is disseminated across the council and that awareness of safeguarding adults is maintained.
- Recording and progressing any reports to the lead agencies made in relation to safeguarding adults.
- Receiving all reports of concern regarding safeguarding adults' issues.

- All Employees

All employees have a responsibility to report any concerns about the welfare of vulnerable adults to their line manager and the Designated Lead Officer immediately. Employees of the council are not, however, responsible for deciding whether or not abuse has taken place, if an adult is vulnerable or whether an adult is at risk of abuse.

- Lead Agencies

Nottinghamshire County Council and the Police will take the lead in assessing whether or not abuse has taken place, or whether an adult is vulnerable and/or at risk of abuse.

- The Assistant Director for Workforce

The AD Workforce is responsible for ensuring safe recruitment and employment practices and for ensuring that, in accordance with council policy, checks are carried out on all employees who have regular contact with vulnerable adults.

- Volunteers/Coaches/Instructors

All volunteers providing services for the council in an environment, which may include unsupervised responsibility, must undergo an Enhanced Disclosure and Barring Scheme check where required by law.

All coaches, instructors and other professionals providing services for the Council must undergo an Enhanced Disclosure and Barring Scheme check, and proof of their up to date and appropriate qualifications. In certain circumstances National Governing Body ID numbers

may be obtained and details verified when qualification certificates are not available.

- Contractors

As part of the terms of contract, contractors will be required to comply with the Council's safeguarding policies which ensure that they have unsupervised access to vulnerable adults in their working environment they will have undertaken an Enhanced Disclosure and Barring Scheme check within the last three years. Those contractors that have supervised access to vulnerable adults in their working environment must have undertaken a Standard Disclosure and Barring Scheme check within the last three years.

These checks will form part of the council's contract monitoring arrangements.

Any concerns a contractor has regarding the welfare of a vulnerable adult will be reported to the council.

Safeguarding vulnerable adults from Abuse

All those who come into contact with vulnerable adults and families in their everyday work, including practitioners who do not have a specific role in relation to safeguarding adults have a duty to safeguard and promote the welfare of vulnerable adults.

Employees are likely to be involved in 2 main ways: -

- An employee may have concerns about an adult and refer to those concerns using the councils reporting procedures.
- An employee may be approached by adult social care and asked to provide information about an adult or to be involved in a safeguarding adult conference or assessment.

All employees will be made aware of the reporting protocols and processes.

Although it is important to recognise that this is a difficult subject to deal with, it is important that every employee should be aware of his/her responsibilities.

It is not an employee's responsibility to deal with the suspected abuse, but it is their responsibility as an employee to report their concerns to their manager, and to follow Gedling Borough Council's Safeguarding Adults reporting procedures and protocols. This applies to all adults, including those who come into contact directly with employees and those where employees are visiting properties or dealing with casework and there are suspicions of abuse.

It should be recognised that some adults are more vulnerable to abuse due to:

- Disability or mental health problems;
- Parental chronic ill health, terminal illness or disability;
- Serious alcohol misuse;
- Drug misuse;
- Domestic violence;
- Severe financial difficulties;
- Homelessness;
- Harassment;
- Social exclusion.

Photography

Historically, photography and video use has taken place in community and council facilities to record events. However, modern digital photographic equipment, including the use of mobile phones, offers unprecedented opportunities for misuse. The magnification and manipulation that is possible, together with the fact that there is no need for a third party to develop and print images, is a cause for concern. Guidelines for the use of photographic and filming equipment, including mobile phones, at leisure facilities are as follows.

Prior permission is required for use of photographic equipment at any Gedling Borough site/facility Refer to G.B.C. Photographic Policy [Photographic and filming - Gedling Borough Council](#)

Photography is not permitted in changing rooms, showers, locker areas or toilets, and / or any other area that a facility manager may decide upon at their discretion.

Training

The Authority recognises that it has a commitment to ensure that all employees, elected members and volunteers have a clear understanding of their roles and responsibilities when working with vulnerable adults. To this end the authority will develop and maintain a structured training programme which will ensure employees, elected members, volunteers providing services for the Council and representatives of the authority gain and maintain a sound knowledge and understanding of the:

- different signs of abuse and what appropriate course of action should be taken in such circumstances.
- potential risks to themselves and to ensure that good practice is adhered to at all times.
- signs of improper behaviour from other employees, volunteers or representatives of the authority and take appropriate action should this occur.
- individual and corporate roles and responsibilities and lines of accountability in relation to safeguarding and promoting the welfare of vulnerable adults.

All new employees will receive the appropriate level of training on this policy as part of their induction.

Monitoring and Review

This policy will be monitored within the authority's performance framework.

It will be reviewed every 3 years and when a change in legislation or guidance requires.

Good Practice and Guidance Documents

Introduction

This section of the document sets down the authorities reporting procedures.

The aim of these procedures is to ensure that people representing, working for, or on behalf of the council:

- Have a clear understanding of their responsibilities when working with vulnerable adults;
- Recognises the signs of abuse and the appropriate course of action to be taken in such circumstances;
- Understand the potential risk to themselves and ensure that good practice is adhered to at all times;
- Recognise signs of improper behaviour from other people working for or on behalf of the council and take appropriate action should this occur.

Service Specific Adult Safeguarding Procedures

It is recognised that some council services work far more closely with vulnerable adults and their families than others. In these instances, individual services or sections within the council will need to ensure that they have in place more specific adult safeguarding policies and procedures tailored to their own services operational characteristics. These should be consistent with this overarching framework and of the joint Nottingham and Nottinghamshire Multi-agency Safeguarding Adults at Risk Guidance (2018) Procedures.

Everybody in the council must be clear about their responsibilities for safeguarding and promoting the welfare of vulnerable adults

c. Conduct and Good Practice

These procedures and guidance documents are designed not only to protect vulnerable adults but also to protect people working for and on behalf of the authority from situations where false allegations may occur. This applies to employees, elected members, partners, contractors and voluntary organisations that deliver services for the council.

Code of Conduct

When in contact with vulnerable adults through work individuals **must**:

- Treat all people and their possessions with respect
- Provide an example of good conduct for others to follow
- Respect a person's right to personal privacy and encourage people to feel comfortable and caring enough to point out attitudes or behaviour they do not like
- Remember that someone else might misinterpret actions, no matter how well intentioned
- Be aware that any physical contact with a person may be misinterpreted
- Recognise that special caution is required when discussing sensitive issues

Challenge unacceptable behaviour and report all allegations/suspensions of abuse

- Be identifiable and wear a name badge at all times

Keep the person's needs first and delivering services second

When in contact with vulnerable adults through work: individuals **must**

not:

- Have inappropriate physical or verbal contact
- Make sexually suggestive comments, even in fun
- Make derogatory remarks or gestures
- Jump to conclusions about others without checking facts
- Exaggerate or trivialise abuse issues
- Show favoritism to individuals
- Ask the individual to do things that are potentially dangerous, illegal or otherwise unreasonable
- Allow bullying
- Believe that 'it could never happen to me' in terms of allegations being made against them
- Take chances when common sense, policy or practice suggests a more prudent approach

Good Practice

Contact through work

Unless with the full consent and knowledge of a **carer and your manager:**

- Do not spend excessive amounts of time alone with the adult(s)
- Do not take them to your home
- Never meet up with people outside of your work with the authority unless it is with the full consent and knowledge of the carers and your manager

Relationships

All employees, elected members and volunteers should be aware that in the course of their work or duties with the authority they should **never:**

- Engage in sexually provocative conversations
- Allow or engage inappropriate touching in any form
- Allow the use of inappropriate language to go unchallenged
- Make sexually suggestive comments even in fun
- Let allegations made be ignored or go unrecorded

Recognising Abuse

It is accepted that recognising abuse is not easy and it is not the responsibility of employees to decide whether or not abuse has taken place or if a person is at significant risk. Employees do however have a responsibility to report their concerns promptly and act on any information received.

Categories of Abuse

- Physical abuse
- Neglect

- Sexual abuse
- Emotional abuse

Physical Abuse

Physical abuse may involve hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, or otherwise causing harm to a person. Physical harm may also be caused when a parent or carer fabricates the symptoms of, or deliberately induces illness in a person.

Neglect

Neglect is the persistent failure to meet someone's basic physical and / or psychological needs, likely to result in serious impairments of their health and wellbeing. Neglect includes not being provided with enough food or with the right kind of food, or not being taken proper care of. It can also be leaving a vulnerable person without help to wash or change dirty or wet clothes, not getting them to a doctor when they need one or not making sure they have the right medicines all count as neglect.

Sexual Abuse

Sexual abuse involves forcing or enticing someone to take part in sexual activities, whether or not they are aware of what is happening. The activities may involve physical contact, including penetrative (e.g. rape, buggery or oral sex) or non-penetrative acts. They may include non-contact activities, such as looking at, or in the production of, sexual online images or watching sexual activities.

Psychological

This includes emotional abuse and is the persistent emotional maltreatment of someone leading to cause severe and persistent adverse effects on their emotional wellbeing. It may involve conveying that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may involve seeing or hearing the ill treatment of another. It may involve serious bullying causing the person to frequently feel frightened or in danger, or the exploitation of someone. Some level of emotional abuse is involved in all types of ill treatment, though it may occur alone.

Financial abuse

This could be someone stealing money or other valuables. It might be that someone appointed to look after the financial affairs of someone but is using this authority inappropriately or is coercing the person into spending inappropriately. Internet scams and doorstep crime are also common forms of financial abuse.

Discriminatory abuse

This includes some forms of harassment, slurs or unfair treatment relating to:

- race
- gender and gender identity
- age
- disability
- sexual orientation
- religion

Recognising Abuse - General Considerations

Abuse can happen to anyone regardless of gender, age, culture, religion, and social classes and to those with or without disabilities.

All Gedling Borough Council elected Members, staff members, volunteers and anyone working on behalf of and/or representing the council should be alert to signs that a person is at risk of harm. The following factors should be taken into consideration when dealing with a potential safeguarding issue or disclosure:

- Identification of safeguarding concerns may be difficult; often requiring both medical and social assessment.
- Different types of abuse may be present at the same time, e.g. someone who is being physically abused may also be financially abused.
- Always listen carefully to the person and pay attention to any spontaneous statement.
- Any delay in seeking medical assistance or indeed none being sought at all, could be an indicator of abuse.
- Beware if explanation of an accident is vague, lacking detail, is inconsistent with the injury, or varies with each telling.
- Take note of inappropriate responses from carers.
- Beware if any injury is inconsistent with the persons mobility for example.

Signs and Symptoms

The following are examples of some of the more obvious signs and symptoms that may be evident:

Physical Abuse

- Black eyes
- Bruises
- Finger mark bruising
- Grasp marks
- Slap marks
- Scalds and burns

Neglect

- Weight loss
- Frequent injuries and swallowing of harmful or unusual substances
- Persistently left with inadequate care
- Delay by carers to seek medical attention

Emotional Abuse

- Abnormally passive or attention seeking behaviour
- Certain specific habit disorders e.g. soiling

Sexual Abuse

- Inappropriate sexual comments
- Bruising to genital regions
- Appetite disorders
- Withdrawn
- Drug abuse and suicide attempts (adolescents most frequently)

When someone wants to confide in you

Always

- Be approachable and receptive
- Listen carefully
- Take it seriously
- Reassure them they are right to tell
- Negotiate to get help
- Find help quickly
- Make careful records of what was said – immediately

Never

- Jump to conclusions
- Try to get the person to 'disclose'
- Speculate or accuse anybody
- Make promises you cannot keep

Good Practice

Always

- Follow sound recruitment and selection procedures for employees and volunteers.
- Undertake effective training and development.
- Keep up to date with information supplied by the Council's Designated Lead Officer, who is there to support you.
- Take great care in ascertaining and recording all the facts and report them through the correct channels.
- Act on any allegations/comments made immediately.
- Store all paperwork and records in confidential files in lockable cabinets and comply with all data protection laws.

Reporting Procedures

These procedures inform employees, elected members and volunteers of what actions they should take if they have concerns or encounter a case of alleged or suspected abuse i.e. response actions. The procedures apply to all Gedling Borough Council employees, elected members and volunteers providing a service for the council.

It is important that all employees, elected members and volunteers are aware that the first person that has concerns or encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred or is occurring. However, all do have a duty of care, which means they must report any suspicions they may have.

If someone alleges / reveals that a member of staff is abusing them we should reassure them and explain that they have a right to tell a member of staff.

The person should be spoken to in a sensitive manner and advised that they should not promise to keep it a secret, as it is their responsibility to inform others. It is possible that these suspicions may support other recorded incidents.

It is not the place for any officer of the council to investigate an allegation, therefore all allegations will involve investigating authorities as soon as possible to protect both those making the allegations and those who may be subject to those allegations.

In case of an emergency where a person may be in immediate danger the incident should be reported to the police by dialing the emergency services on 999.

Contacts

Gedling Borough 'Designated Lead Officer'

Niki Pekal – Community Safety & Safeguarding Officer 0115 901 3865 or Mobile 07973 526757

Kevin Nealon – Service Manager Public Protection 0115 901 3824

Mike Hill – Chief Executive
0115 901 3990

Duty Social Care Worker, Reception and Assessment Team

Nottinghamshire County Council Offices, Sir John Robinson Way, Arnold, Nottingham. NG5 6DB

0115 854 6000 (Mon – Fri 9am – 5pm)

Social Care Emergency Team

0300 456 4546 (Out of Hours)

Police

Dial 999

Observing signs and symptoms

Disclosure by child and third-party allegations

I.e. Parent, carer or other service user

- In case of an **emergency** where someone is in immediate danger the incident should be reported to the police by dialing the emergency services on 999.
- If your intervention is required before the Police attend, it will be in response to a very serious incident i.e. physical assault.
- Inform the most senior member of staff available in your section/ department.
- If the person has a carer, inform them as soon as possible after the allegation is made but after the Designated Lead Officer, as some information may need to be restricted. However, if the person is injured and requires medical treatment inform the carer immediately.
- Contact by phone the Duty Social Care Worker in the Reception and Assessment Team or the Police and record the contact's name on the referral form.
- Inform by phone the Councils Designated Lead Officer.
- In the absence of the Designated Lead Officer contact the Service Manager Public Protection
- Complete a Child Protection Referral Form, copies are available in appendix A and on the Intranet, within 24 hours and forward the original to the Designated Lead Officer in an envelope marked urgent and confidential.

See Flow Chart at Appendix B

b. Responding to allegations or concerns about:

A member of staff

An elected member or volunteer by your own observation or due to a complaint.

- Inform the most senior member of staff available in your section, centre or department. Do not disclose to the individual, against whom the allegations are made, that you are making a report.

In emergency intervention may be required and the Police should be called using 999.

- The senior manager will consider initiating the disciplinary procedure, including suspension and will complete the referral form, copies are available at appendix A and on the Intranet.
- Notify the Council's Designated Lead Officer by phone as soon as possible but within 24 hours and forward a copy of the referral form.
- The Designated Lead Officer will consult with the relevant Service Manager and the County Local Authority Designated Officer to determine future actions.
- The Designated Lead Officer will forward the referral form to Children's Social Care.
- The Service Manager will, if invoked, ensure the disciplinary procedure is properly followed and consider if interview should be taken under caution.

See Flow Chart at Appendix B



CONFIDENTIAL

SAFEGUARDING ADULT REFERRAL

Complete this form and forward either in and e-mail or in an envelope marked confidential, within 24 hours to the Designated Lead Officer.in an envelope marked confidential.

Basic contact information

Date of contact:	Time of contact:
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Person's details

Surname:	
First names:	
DoB:	Gender:
Address:	
Postcode:	
Telephone:	

Alleged Perpetrator Details

Name:	
Address:	
Postcode:	
Telephone:	Mobile:
Work number:	

Main carers (if appropriate)

Name:	
Address:	
Postcode:	

Contact/referral details

Referred by:
Referral source:
Post and Department
Address:
Referrer phone:
Fax:
E-mail:
Person is aware of the referral: Yes/No
Person has consented to the referral: Yes/No
Reason for not obtaining consent:
Reason for Referral:

Signature of referrer.....Date.....

VERBAL REFERRAL CHECKLIST (tick box contacted)

[] Social Care Team - Name of Care Worker.....

[] Police – Name of Officer & Incident number.....

[] Gedling Borough Designated Lead Officer

Details of the person who received the disclosure, if different.

Name.....

Role.....

Appendix B: Flowchart

Observed Signs and Symptoms	Disclosure	3 rd Party Allegations	Allegation Against Staff, Elected Member or Volunteer
<p>↓</p> <p>If an emergency (i.e. physical assault) Contact Police 999</p> <p>↓</p> <p>Inform supervisor / manager</p> <p>↓</p> <p>Notify Designated Lead Officer by phone and / or e-mail</p> <p>↓</p> <p>Complete and forward referral form to Designated Lead Officer to submit to Social Care within 24 hours</p> <p>↓</p> <p>Designated Lead Officer to follow up referral with Social Care on the next working day, notify DLO of contact outcome and forward a copy of the Referral Form</p> <p>↓</p> <p>If required, the Designated Lead Officer to inform referrer of the feedback from Social Care</p>	<p>↓</p> <p>If an emergency (i.e. physical assault) Contact Police 999</p> <p>↓</p> <p>Inform supervisor / manager</p> <p>↓</p> <p>Notify Designated Lead Officer by phone and / or e-mail</p> <p>↓</p> <p>Complete and forward referral form to Designated Lead Officer to submit to Social Care within 24 hours</p> <p>↓</p> <p>Designated Lead Officer to follow up referral with Social Care on the next working day, notify DLO of contact outcome and forward a copy of the Referral Form</p> <p>↓</p> <p>If required, the Designated Lead Officer to inform referrer of the feedback from Social Care</p>	<p>↓</p> <p>Inform the most senior manager to investigate the suspicion.</p> <p>↓</p> <p>Notify Designated Lead Officer by phone and / or e-mail</p> <p>↓</p> <p>Complete and forward referral form to Designated Lead Officer to submit to Social Care within 24 hours</p> <p>↓</p> <p>Designated Lead Officer to follow up referral with Social Care on the next working day, notify of contact outcome and forward a copy of the Referral Form</p> <p>↓</p> <p>If required, the Designated Lead Officer to inform referrer of the feedback from Social Care</p>	<p>↓</p> <p>Inform the most senior member of staff in your department.</p> <p>↓</p> <p>Senior Manager to consider initiating the disciplinary procedure, including suspension, and will complete the referral form and forward to Designated Lead Officer</p> <p>↓</p> <p>Senior Manager to inform Designated Lead Officer by phone and will consult with relevant Service Manager and Local Authority Designated Officer (LADO) to determine future actions and make a referral to Social Care</p> <p>↓</p> <p>Service Manager will, if invoked, ensure the disciplinary procedure is properly followed and consider if interview should be under caution.</p>