



**Safeguarding
Adults Board**
LEICESTERSHIRE & RUTLAND



**Safeguarding
Children Partnership**
LEICESTERSHIRE & RUTLAND

**Leicester
Safeguarding
Adults Board**

WORKING IN PARTNERSHIP
TO KEEP ADULTS SAFE

Safeguarding MATTERS

Issue 23
JULY 2020

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Welcome to the July edition of Safeguarding Matters which contains lots of interesting articles.

Please share with colleagues!

CORONAVIRUS

**PROTECT
YOURSELF
& OTHERS**

'Thank you Key Workers'

A group of children working with FTM Dance have put this video together as they wanted to say thank you to all key workers.



FTM Dance

FTM Dance are a Performing Arts respite service in Leicestershire for children and adults with additional needs, disabilities and medical conditions, aged 3 years old and above. FTM Dance provides performing arts and creative art related activities, sessions and workshops for individuals with a range of needs and abilities, including those with Autism, ADHD, Cerebral Palsy, Epilepsy and Behaviours that challenge. Their aim in sessions is to promote confidence, independence, social skills, emotional regulation, learning and development and more.

They use paired and group work to promote team building skills, relationships and leadership. They also use solo work to facilitate an individual's sense of identity and independence.

All of the sessions are fun based, with elements of learning and development embedded in the sessions. The sessions can be adapted to suit individual needs and abilities and also provide sensory alternatives.

There are exciting performing opportunities throughout the year for students including the Leicester Caribbean Carnival and an annual relaxed performance show at De Montfort Hall based on their main stage pantomime production.

For more information:

www.ftmdance.co.uk or
management@ftmdance.co.uk

or call Leanne on **07543 068872**.

Leicester, Leicestershire and Rutland Safeguarding Adults Boards and Safeguarding Children Partnerships priorities

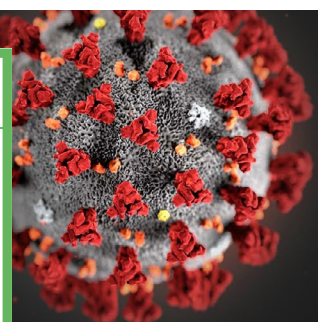
The Safeguarding Adults Boards and Safeguarding Children Partnerships are reviewing their priorities in light of Covid-19.

The partnerships are working under the expectation that Covid-19 and responses to it will continue to impact people's lives over the next year and therefore all of the work of the SABs and SCPs over the next year will take place in that context. The Partnerships have already begun to adapt to new ways of working in this context. There will also be some areas of business that need a specific focus related to Covid-19 and the response to it.

The SABs and SCPs will confirm priorities later in July 2020, but will review plans regularly to ensure that safeguarding learning and improvement is able to respond to the changing circumstances.

CORONAVIRUS

PROTECT YOURSELF & OTHERS



Covid-19 Government Guidance

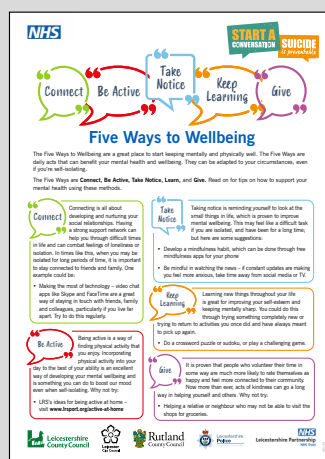
Get notified when anything changes, sign up here [Gov.uk](https://www.gov.uk)

To access government guidance visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus).

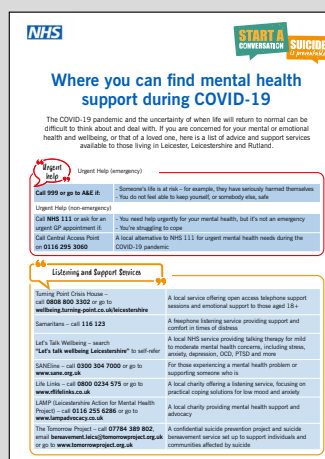
Mental Health Support across Leicester, Leicestershire and Rutland

The COVID-19 pandemic and the uncertainty of when life will return to normal can be difficult to think about and deal with.

If you are concerned for your mental or emotional health and wellbeing, or that of a loved one, the NHS with partner agencies have produced [three posters](#) offering advice and support services available to those living in Leicester, Leicestershire and Rutland.



Five Ways to Wellbeing



Where you can find Mental Health Support during COVID-19



Getting the right mental health support for you during COVID-19 'If you have questions help is at hand'

Coronavirus Related Scams

Many of us may be confident that we won't be scammed, but don't necessarily realise how widespread or 'clever' some scams can be.

As people worry about their health, families and finances during the current pandemic, unscrupulous criminals are taking full advantage of these fears and are preying on members of the public. As scams that have been around for a while are 'updated' to exploit this situation, the following are just a few of the various scams currently circulating to be aware of.

Telephone scams

Beware of cold calls pretending to be from a trusted organisation – such as banks, the police, a utility provider or a computer company. Trying to obtain personal or financial information, they encourage victims to hand over card details, or trick them into revealing PIN numbers or transfer money into accounts they control.

To make their call appear genuine, fraudsters often use a tactic called 'number spoofing'. This enables them to alter the phone number they are calling from so that it matches a number victims recognise and trust. Then they ask the victim to check their handset display in an attempt to convince them it's a real call. As some scammers stay on the phone while the person they've contacted tries to dial out to trick them into thinking they're through to the real company, it's always best, if a call wasn't expected to hang up and find the real phone number from an actual bill or similar documentation.

Phishing emails & Text message scams

'Phishing' is when criminals try to convince those they contact to click on links within a scam email or text message. These scams tend to include a link to a fake but very convincing website designed to trick victims into submitting personal information such as bank details, a password or a credit card number. Covid-19 related examples of this are fake texts claiming to be from official Government sources, issuing a fake 'relief' pay-out or a fine for leaving home. Of course, neither of these are genuine, so don't be tempted to click links. Criminals are also using the 'number spoofing' technique in this scam, which can make a message appear in a chain of texts alongside previous genuine messages from that organisation.

Door-to-Door scams

Is it often the elderly or most vulnerable in our communities who are targeted by criminals with cold calls on the doorstep. Scammers take their unsuspecting victims' money and may also attempt to obtain personal information that may then be passed to other fraudsters.

Recent scams include individuals turning up out of the blue with bogus offers to clean front doorsteps or driveways claiming this will kill off bacteria and help prevent the spread of coronavirus. There have also been bogus offers of Covid-19 'home testing'. The Government and NHS are not testing for coronavirus at people's front doors – so if someone turns up unexpectedly claiming to be able to test for the illness, they are bogus.

Voucher Scams – scammers have been using supermarket branding to trick people into thinking they are being offered money off purchases during the lockdown period. E-mails are sent with a link that invites the recipient to claim or apply for a voucher,

but the scammers are really aiming to steal personal or financial details.

How to stay safe and protect yourself

Have you been contacted out of the blue? Unsolicited phone calls and e-mails could be a sign of a scam but can be difficult to spot – here are some dos and don'ts to help you protect your personal and financial information:

- Don't click on links or attachments in suspicious e-mails or text messages
- Don't respond to messages asking for personal or financial details
- Do use stronger passwords and set up two-factor authentication
- Do be suspicious of cold callers asking for information or offering technical support
- Don't install any software, or grant remote access to your computer, as the result of a cold call
- Do challenge - genuine companies would never ask for financial information, passwords or log in details when contacting you

If you would like to report a scam, you can get in touch with the following organisations:

Action Fraud – <https://www.actionfraud.police.uk/>

Citizen's Advice Consumer Helpline - 0808 223 1133

Leicestershire Trading Standards Service Facebook page to keep up-to-date with the latest scams to look out for.
www.facebook.com/leicstradingstandards/

Friends Against Scams

An organisation pledging to actively promote the initiative and raise scams awareness

Become a Friend Against Scams – Take the simple online training:

www.friendsagainstscams.org.uk/training/friends-elearning

Talk about scams to family, friends, neighbours – spread the message



“Was not Heard film”....

‘Young People have the right to be listened to, and taken seriously’

The Multi-Agency Learning and Development Group are pleased to announce the release of a short film advocating the right of children to be heard and the duty of those working with them to act.

The film was scripted, performed and produced with young people from across Leicester, Leicestershire and Rutland, using their voices to deliver this important message.

The virtual premiere took place on the 11th July 2020 to an invited audience and shortly the film will be available on the [Leicestershire and Rutland Safeguarding Children Partnership website](#) and on the [Leicester SCPB website](#).



Funded by MALDG and NHS England

Procedure Updates

Safeguarding Adults Procedure Update June 2020

Chapter	Detail
Amended chapters / sections	
Disclosure and Barring	Some links in this chapter have been updated.
Making Safeguarding Personal	This chapter was amended to add links in the scope box to Making Safeguarding Personal Case Studies 2018/19 published by the LGA and ADASS and Making Safeguarding Personal toolkit published by the LGA.
Carers and Adult Safeguarding	A link has been added in the scope box to Supporting Adult Carers, published by NICE.
Also:	
County Lines	This term has been changed to criminal exploitation (see Criminal Exploitation of Adults chapter).
Local Contacts	This section has been revised throughout and should be re-read.
New chapters	
Deprivation of Liberty Safeguards (DoLS) during the Coronavirus (COVID-19) Pandemic	This is a summary of the guidance from the Department of Health and Social Care, with additional case law examples.
Quick Reads and Audio Summaries	These quick reads and audios give an overview of more detailed topics.

Safeguarding Children Procedure Update

January 2020

Fabricated or Induced Illness	This guidance has been rewritten and should be read. It is aimed to provide clarity around the responsibility and accountability of professionals/ practitioners (both medical and non-medical) when concerns regarding potential FII are identified.
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Resolving Professional Disagreements and Escalation of Concerns

SAFEGUARDING ADULTS

In a recent Safeguarding Adult Review, involving the death of an elderly couple, a recommendation was made to promote the use of professional and appropriate challenge across the safeguarding adults partnership.

It was felt that some decisions made with regard to safeguarding action in respect of the couple could have been challenged and escalated.

It is inevitable that disagreements will sometimes occur between professionals. Differences of opinion over the handling of concerns most commonly occur when:

- a referral is not considered to meet eligibility criteria for assessment;
- adult social care decide that further information should be provided by the referrer before the referral is progressed;
- there is disagreement as to whether adult safeguarding procedures should be started;
- there are different interpretations of the need for single or joint agency response;
- there is disagreement regarding the closure of a safeguarding adult's enquiry

The LLR Multi-Agency Policies and Procedures (MAPP) contain a chapter on [Resolving Professional Disagreements](#), which provides information about the process and a flowchart to guide practitioners and managers through the steps to take and, where necessary, to escalate concerns.



Resolving Professional Disagreements

SAFEGUARDING CHILDREN

Professional disagreements are sometimes identified as a feature of Child Safeguarding Practice Reviews undertaken by the Leicester, Leicestershire and Rutland (LLR) Safeguarding Children Partnerships.

Whilst disagreements are acceptable on occasion, it is vital that such differences do not affect the outcomes for children and young people.

Disagreements can arise in a number of areas of multi-agency working but are most likely to arise in relation to:

- Thresholds into services;
- Outcomes of assessments;
- Decision making;
- Roles and responsibilities of workers;
- Service provision;
- Information sharing and communication.

The LLR Resolving Professional Disagreements and escalation guidance for children can be found [here](#) and provides information about the process along with a flowchart to guide practitioners and managers through the steps to take.



Looked After Children Pack (‘LAC Pack’)



This pack has been designed by Leicestershire Police, in conjunction with partners involved in children’s social care, health, education and local care providers.

The pack includes useful information regarding police policy and procedure and also information around responding to risks faced by looked after children. The information pack aims to:

- Provide information to care providers and looked after children to promote awareness of the roles and responsibilities of all agencies involved in safeguarding.
- Build effective relationships between the police, care providers and looked after children in Leicester, Leicestershire and Rutland.
- Enable a consistent approach to all incidents involving looked after children.
- Improve partnerships to ensure positive outcomes for looked after children.
- Provide an updated notification form

[Leicestershire and Rutland Safeguarding Partnership](#)

[Leicester Safeguarding Children Partnership](#)



SAFEGUARDING CHILDREN

Learning and Development

Since March, the Multi Agency Learning and Development Group has been suspended with staff and members focussing on other priorities due to the pandemic. However I am now pleased to say that we are beginning our recovery.

This means that in the short and medium term we are looking at how we disseminate learning in different ways so that key messages are still getting out there.

Keep an eye on the websites for any updates
<https://lrsb.org.uk/upcoming-events> or
www.lcitylscb.org/learning-development/

And if you have any questions please contact us on lscptraining@leicester.gov.uk

SAFEGUARDING ADULTS

Multi Agency Conferences - PowerPoint Presentations (links below)

Application of the Mental Capacity Act – Aged 16+
 Modern Slavery, County Lines and Cuckooing,
 Forced Marriage, Prevent <https://lrsb.org.uk/scp-and-sab-conference-21st-nove>

Dealing with Financial Abuse -Office of the Public Guardian, Scam's and Doorstep Crime, Safeguarding Adult Review Exercise, 'Interpersonal violence against people aged 60 and over in the UK', Defensible Decision Making, The Inherent Jurisdiction

<https://lrsb.org.uk/sab-conference-14th-february-202>

New Co-Parent Hub launched (CPH)



After two successful pilots, Cafcass has worked collaboratively with the Ministry of Justice and OnePlusOne to launch the Co-Parent Hub (CPH), a free online resource for separated families linking together expertise from across the family justice system.

CPH provides families with clear information and useful online tools to help them negotiate child arrangements, and sustain effective co-parenting relationships, in the best interests of the child.

Putting children and young people first in the family courts



www.cafcass.gov.uk/2020/04/28/co-parent-hub-launched/

Multi-Agency Referral Form (MARF) Survey

Summary of Survey: Leicester, Leicestershire & Rutland SCPs MARF, Thresholds and Procedures Survey.

In January and February 2020, a survey was circulated to frontline practitioners and first line managers across the LLR Multi-Agency Partnerships to ask them about the new Multi-Agency Referral Form (MARF), Thresholds and Procedures. 167 surveys were completed.

Of those completing the survey, 121 workers covered Leicester City, 92 covered Leicestershire, and 31 covered Rutland (some covered more than one area or all three).

61 said that they were front-line practitioners and 54 said they were managers or line managers, 82 were safeguarding leads

151 worked with Children and families, 27 worked with Adults.

Conclusion

Almost 60% said they had used the Multi-Agency Referral Form (MARF). 30% had submitted 1-5 MARFs and a few had submitted more than 15. It seems that those front-line practitioners who have used and become familiar with the new referral form have increased in their confidence in its use.

Almost everyone said they had no issues with the language or terminology within the new referral, but some people said that their referral had been rejected because it lacked certain details such as dates of birth. Over 80% said that the questions in the MARF supported their understanding and analysis of the child's needs and allowed them to analyse risk.

When asked who they went to for support if they had any difficulties in submitting the MARF people said:

- Their Safeguarding Lead / Designated Safeguarding Lead
- Their supervisor or manager

- A colleague
- Children's Social Care and Early Help 'One front Door & Advice Point' (Leicester City) or
- Children's Social Care - advice line (Leicestershire County Council)

When asked if they used the Leicester, Leicestershire and Rutland Safeguarding Children Partnerships Threshold document, 80% said Yes. Comments included; 'the threshold document is excellent' and 'the threshold document is easy to use and is accessible'.

Some workers said they had experienced difficulties in receiving confirmation of having sent the submitted referral and just over half said it was difficult obtaining the outcome of the referral. This has been fed back to the relevant duty desk teams.

When asked how aware they were of the LLR Safeguarding Procedures using a rating of 1 to 10, with 1 being least and 10 being the most), the average was over 8.

- When asked how aware they were about how to escalate concerns? (rated 1 to 10, with 1 being least and 10 being the most), the average was over 8.

The survey findings are being evaluated by the Policy and Procedures Subgroup in July so that any responses can be coordinated with the aim to further embed the MARF, Threshold document, the accessibility of the Procedures and use of escalation process.

Using social media safely with children and young people

The following resources from the NSPCC should help you identify what you need to consider and ways to deliver online services with children safely:

<https://lrsb.org.uk/safeguarding-children-and-delive>



Childline Report Remove tool

Source: Childline

Date: 19 February 2020

Childline has launched Report Remove, a service that allows children and young people under 18 to report and get removed from the internet a nude image or video of themselves that might have been shared online. The webpage includes links to services and information offering emotional and safeguarding support.

Visit the Childline website: [Report a nude image online](#)

STEP 1
Download YOTI
 Use Yoti to confirm your age - you may need photo ID



STEP 2
Report
 Use Report Remove to report your nude image or video



STEP 3
Remove
 Your image or video will be reviewed and removed from the internet



Voluntary and Community Sector Safeguarding Practice

Voluntary and Community Sector agencies will come into contact with many people and become aware of concerns that other organisations may not. This means that they can play an important part in keeping children and vulnerable adults safe.

All organisations should have their own guidance to ensure that their staff and volunteers are aware of how to recognise and respond to any safeguarding concerns of neglect and abuse.

This includes having an up-to-date safeguarding policy in place. This policy should include all relevant areas of the organisation's work, including recruitment, the process for staff and volunteers to raise concerns about children, and vulnerable adults. Information should include the statutory duty to share concerns with the relevant agencies to safeguard children and adults at risk of harm or who are experiencing abuse.

Organisations can find information regarding what is a good safeguarding policy by accessing these websites:

- KnowHow: (this site is accessible to all at the moment due to the current Covid 19 crisis for a limited time) <https://knowhow.ncvo.org.uk/safeguarding/steps-to-a-safer-organisation/policies-and-procedures>
- Otherwise, specifically for children: <https://learning.nspcc.org.uk/safeguarding-child-protection/writing-a-safeguarding-policy-statement>

- For adults: www.anncrafttrust.org/resources/tips-safeguarding-adults-policy-procedure/

Leicester, Leicestershire and Rutland have multi-agency procedures, which contain information on how to work together with other agencies to safeguard: children <https://lrsb.proceduresonline.com/index.htm> and adults www.llradultsafeguarding.co.uk/ (both of these websites have a useful search button to search using a keyword).

The Leicestershire and Rutland Safeguarding Partnership's website <http://lrsb.org.uk> contains all of the relevant information you will need.

Contact details across Leicester, Leicestershire and Rutland to report concerns regarding children or adults can be found using the Report Concerns button found here www.lrsb.org.uk/webpage.

Report Concerns

or here: <https://lrsb.org.uk/childreport>
<https://lrsb.org.uk/adultreport>

In cases of emergency or immediate harm always call 999.

Complexity and challenge:

A triennial analysis of serious case reviews 2014-2017

The Department for Education (DfE) has recently published Complexity and challenge: A Triennial Analysis of Serious Case Reviews 2014-2017, a Report which analyses 368 Serious Case Reviews (SCRs) from 1st April 2014 to 31st March 2017.

This is the sixth Report of its kind, and it focuses on trends and patterns in SCRs during the scoping period, before taking a more in-depth look at cases with a theme of neglect, adolescents with vulnerabilities, and care and court cases. The Report also considers how learning from the case reviews used has impacted on safeguarding practice locally, and nationally where applicable. Here are some key findings and figures from the Report:

- 206 (56%) of the SCRs related to child deaths, whilst the remaining 162 (44%) related to serious harm.
- Adolescents living with neglect were particularly vulnerable to having their needs and the risks they faced overlooked.
- Many children in care had substantial needs, but so did many of the children who went to special guardians, returned home or remained with their parents, however, these carers may have fewer personal resources and less support than foster carers or residential staff to help children.

The NSPCC have put together a very useful briefing paper which summarises the key points and links to the full report

<https://learning.nspcc.org.uk/media/2062/triennial-review-serious-case-reviews-2014-2017-caspar-briefing.pdf>

'It was hard to escape'

Safeguarding Children at Risk from Criminal Exploitation

THE CHILD
SAFEGUARDING
PRACTICE REVIEW PANEL

What is the challenge to local areas?

The National Panel published their [first national thematic review](#) into adolescents at risk from criminal exploitation in March 2020. The review titled, 'It was hard to escape', examines the lives of 21 teenagers from 17 areas across the country. It aims to understand if the services designed to keep young people safe from criminal exploitation are working.

The findings show that criminal exploitation is one of the most real and present dangers to children today. It includes recommendations for central government and a challenge to local safeguarding partners.

The findings include:

- Known risk factors around vulnerability don't always act as predictors
- Moving children away from the local area isn't an effective long-term solution to protect them from the reach of criminal gangs
- Exclusion from mainstream school can escalate the risk of manipulation by criminal networks

- Relationship based practice and making use of the reachable moment, such as arrests, school exclusion and physical injury, is critical for this group of children

The review makes important national recommendations, including asking for more focus in Working Together on extra familial harm. It offers local partners a framework for assessing and improving their practice. Criminal exploitation of children is a growing concern across the country. That risk may well be heightened as one of the "hidden harms" during Covid-19, as many children are not in school and their families experience increased financial pressures.

The Serious Case Review (SCR) recently published by Waltham Forest into the death of [Jaden Moodie](#) reinforces some of this learning, particularly around pivotal moments in children's lives. Three months before his death, Jaden was arrested in a flat in Bournemouth known to be used by county lines drug gangs. The SCR states that while detained in Bournemouth and then on his return, work could have begun at this moment of crisis on the broad issues of his vulnerability for a child who was clearly being criminally exploited. Partnerships are encouraged

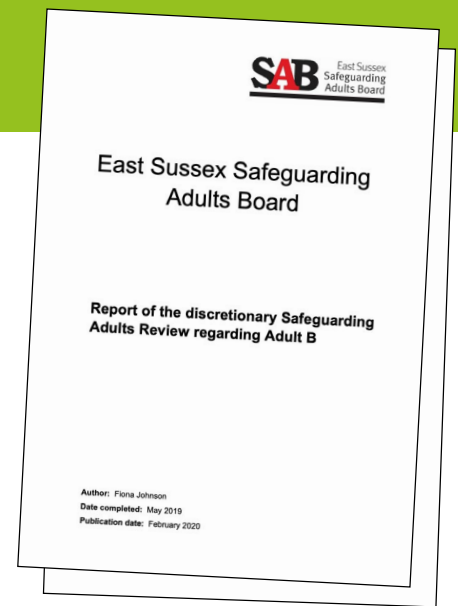
to look at the recommendations in this review, including the appendix that analyses the SCR in line with the national thematic review. The review identified a series of questions and challenges in four key areas every partnership should be working on and be able to answer. The reviewers urge safeguarding partners to look at their practice against the challenges that are set out in the review and to think about how patterns of exploitation may be shifting as a consequence of the pandemic.



SAFEGUARDING ADULTS - Review Adult B

A recent Safeguarding Adults Review (SAR) carried out by a Safeguarding Adults Board in another area examined the circumstances and learning surrounding the death of an elderly female, known as Adult B, who was being cared for in the home of family members. At the time she died, Adult B was found to have 26 unexplained injuries, including a fractured nose and jaw, as well as old and new bruising to her face, arms and legs.

A briefing paper is attached and the full report is available [here](#).



"ADULT B"

- Adult B had been living firstly with her grand-daughter and then with her son and his family.
- The family were providing most of her day-to-day care but with support from private care workers and community nurses.
- When admitted to hospital, Adult B was found to have 26 unexplained injuries, including a fractured nose and jaw, as well as old and new bruising to her face, arms and legs.
- Adult B was diagnosed with sepsis and pneumonia shortly after her arrival in hospital and she died eight days later.

SAFEGUARDING CONCERNS

- A history of safeguarding concerns and injuries
- Family dynamics and disguised compliance by the wider family in assessments
- Coercion and control



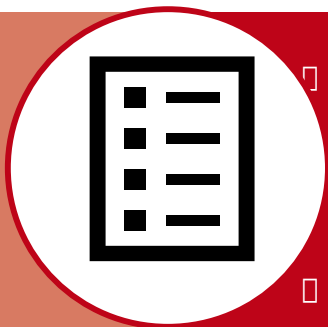
KEY LEARNING THEMES

- Making Safeguarding Personal and direct personal contact with people
- Mental Capacity
- Communication between agencies and organisations
- Professional curiosity
- Processes for investigating the deaths of adults with needs for care and support
- Information sharing and agency engagement with safeguarding meetings

KEY LEARNING

- The importance of enabling the person receiving care to speak freely without influence from others
- Awareness of how coercion and control can affect a person's ability to act freely and make decisions about their life
- The importance of involving key agencies and partners in strategy and safeguarding meetings and of accurate minutes and actions being shared with those key agencies
- Reflection on widespread assumptions that family members are always the best people to care for relatives
- Awareness of disguised non-compliance
- The importance of professional curiosity as part of everyday safeguarding practice
- Assurance that the SAB's area has appropriate, and rigorous, processes within key agencies for investigating the deaths of adults with needs for care and support.





OVERALL FINDINGS

- After moving to live with her son, Adult B was inadequately supported with little recorded evidence of her wishes and feelings and, although there was an understanding that she had capacity, this was not formally assessed. During that time, she was seen regularly by nursing staff, the GP and home care staff, however, she was never seen alone from her family and concerns about her care were addressed to them without obtaining information from Adult B about how injuries had occurred.
- There was poor communication and liaison between key agencies working with vulnerable older people, particularly around attendance at safeguarding case conferences and strategy discussions.
- There was a lack of confidence by practitioners in challenging family members when they were providing care for a relative. In part, this was about practitioners feeling inhibited because they were working in the family members' home. It is probable, however, that it also related to assumptions that were made about relationships within families and a difficulty for practitioners in 'thinking the unthinkable' and may also indicate different reactions by practitioners to the death of an older person as opposed to a child or young person.
- The final investigation into the reasons for Adult B's death particularly evidenced differences between the ways in which child deaths and adult deaths are investigated.

RECOMMENDATIONS

- All agencies to reassure the SAB that their practice, when working directly with service users, enables their practitioners the opportunity for direct personal contact, separate from family members, regardless of where they are providing the service.
- The SAB to undertake a sample audit of general agency involvement in the safeguarding process, including invitation and attendance at safeguarding meetings and receipt of minutes of such meetings. This is to inform the development of robust mechanisms that ensure appropriate representation at safeguarding meetings, information sharing if attendance is not confirmed, and secure electronic communication.
- The SAB to develop multi-agency workforce development opportunities for practitioners working with complex cases, for example where there is coercion and control, to enable improved confidence in engaging directly with service users and developing greater professional curiosity and more effective safeguarding of vulnerable adults.
- The SAB should consider developing alternative arrangements for investigating unexpected adult deaths where abuse is suspected or known to be a factor in the death. These arrangements should be based on existing adult legal mandates and established agency roles, drawing on learning in Children's Services about the strengths and weaknesses of the current Child Death Review processes.




Safeguarding Adults Reviews and Quality Markers

Coming Soon – Safeguarding Adults Reviews Refreshed Documents

The Leicester, Leicestershire and Rutland Safeguarding Adults Boards (LLR SABs) have convened a task and finish group to produce an updated set of documents for conducting Safeguarding Adults Reviews (SARs). As well as refreshing and updating the existing SAR policy and supporting forms, the SAR Quality Markers, designed by

the Social Care Institute for Excellence (SCIE) to promote best practice and quality reviews, have been amalgamated into the documents. The finished documents are expected to be ready to share with partner organisations in July 2020.

My Role

Name	Helen Murphy	
Job title	Crisis Worker	
Organisation	SARC	

My name is Helen Murphy I am a Crisis Worker employed by Leicestershire Police – based at Juniper Lodge, Sexual Assault Referral Centre (SARC), I have worked in my role for 2 years.

The SARC is a specialist facility, commissioned by NHS England, where victims of rape or sexual assault can receive immediate help and support.

There is no pressure to report to the Police and Juniper Lodge is able to provide support and make specialist referrals for anyone that attends.

We all bring a variety of skills and experience, helping us to deliver an excellent service which can make a huge difference at the moment of crisis and of recovery

We offer a 24 hour service, I am part of the Out of Hours on call Team, covering 8pm to 8am Monday to Friday and weekends. No two shifts are the same – which I love

I am often in a deep sleep when the phone rings; I leap out of bed, often a bit dazed, but still manage to get out within 7 minutes!

We serve the community of Leicestershire and Rutland for both women and men over 18 from all kinds of backgrounds, each with their own unique story and experience.

My role at the SARC is to act as an advocate for the person that has suffered an attack. I quickly build up a rapport, being sensitive about how best to meet their needs.

I talk through the process and what the next few hours might hold. A medical history (rape investigation) is taken, as are photographs of any injuries, a forensic medical is carried out by an experienced nurse and an interview with a specialist SIGNAL (rape investigation) police team.

I am also responsible for recording information and making relevant referrals.

I love that we can take time, move at their pace and we encourage each person, right from the beginning, that they are in control and can stop the process at anytime. We are always keen to empower and equip victims to make choices that are best for them in their moment of crisis. Treating each person as an individual with dignity and respect.

The end of the process is usually offering different options of referrals – and the day team can offer ongoing face-to-face support for a number of weeks afterwards

Safeguarding takes on many forms and often worked through systems and processes, which we have for our staff and victims.

But, for me, the most significant way we safeguard our victims is by providing a safe space, calm atmosphere, all in a lovely environment, where the victim is the centre of our focus and priority – has space to be heard, listened to and believed. A safe place to express their emotions

As crisis workers, it's a privilege to be a part of someone's most vulnerable time. We meet so many strong resilient people who have had to survive some of the most horrific circumstances and events.

I love my job and the team I am a part of.

Contact us

Leicestershire and Rutland Safeguarding Children Partnership and Safeguarding Adults Board

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