



# Safeguarding MATTERS

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Senior Practitioner  
Adult Safeguarding and Quality  
Assurance

## Board Matters

### Safeguarding Children and Adult Boards focus on Participation and Engagement

The Safeguarding Children Board and Safeguarding Adults Board are committed to promoting engagement in all aspects of Safeguarding activity. The Boards will seek assurances from partner agencies that they can demonstrate how engagement influences the services provided and improves outcomes.

The Boards anticipate that partners and services will use a range of methods to facilitate engagement not only with those who receive services but also the wider community who have a part to play in safeguarding and promoting the welfare of children, young people and adults.

On the 24th July colleagues across the partnership who are actively involved in engagement activity came together to share their experience and establish the focus of the new Participation and Engagement subgroup.

#### The subgroup will focus on three areas:

1. Harvesting information from the engagement activities of others
2. Including questions related to Board priorities into those activities
3. Direct engagement work on Board priorities ensuring feedback is given to those who participate

We would be really interested in any work you are undertaking in relation to participation and engagement in your service. Please contact the Board Office on 0116 3057130 or email [sbbo@leics.gov.uk](mailto:sbbo@leics.gov.uk)

Further updates on the work of the Boards will appear in each edition.

## Watch this space

### New Leicester, Leicestershire & Rutland LSCB procedures!

Following the identification of gaps in our on-line multi-agency procedures, a number of Task & Finish Groups were set up to develop new procedures. Follow the link to see what has been updated: <http://lrsccb.proceduresonline.com/index.htm>

#### The new procedures include:

- Concealment and Denial of Pregnancy
- Safeguarding Children and Young People who Self-Harm
- Safeguarding Children and Young People with Suicidal Behaviour
- Safeguarding Children Vulnerable to Violent Extremism (PREVENT)

Also look out for the updated "Children and Young People who Run Away or go Missing from Home or Care - Joint Protocol 2014".

#### We are currently finalising the following:

- Information Sharing Protocol
- Children and Young People in Care who are Transferred Into and Out of Leicester, Leicestershire and Rutland Local Authorities Boundaries

#### We are working to update or develop the following procedures and would welcome input from those with expertise in the specific areas:

- |  |   |
|--|---|
| • Safeguarding children who are Home Educated or Home Schooled | • Children from Abroad including Migrant Children and Unaccompanied Asylum Seeking Children |
| • Forced Marriage  |   |
| • Safeguarding Trafficked Children                             | • Safeguarding concerns which interface with military welfare services                      |
| • Neglect  |   |

Board contact no 0116 305 7130 email [sbbo@leics.gov.uk](mailto:sbbo@leics.gov.uk)

## Correction

In Safeguarding Matters SCR Special Edition - the case of a Mr Kent was given the incorrect name. The case is referred to as A2 in the Executive summary on the Birmingham Safeguarding Adults website.

# Loan Sharks Illegal money lending

Illegal money lending can affect anyone; however, there is a worrying increase in older people falling victim to 'loan sharks'. Leicestershire County Council Trading Standards Service works in partnership with the Illegal Money Lending Team (IMLT), a national organisation that leads on tackling loan sharks. (see details below)

Frequently, the loan shark will be well known and trusted by the victims; therefore they are reluctant to come forward. It is essential that care professionals recognise the issues and report any concerns.

## Case Study

Doris and Bob are both in their seventies and have COPD (chronic obstructive pulmonary disease) and heart problems; they have their pensions and disability allowance to live on.

Doris and Bob were struggling to pay some bills and other debts so borrowed £18,000 from the loan shark whom they trusted and considered a family friend as he was the husband of Jody whom they had known as a child.

The loan shark said that he had borrowed the £18,000 using a bank loan and wanted £250 per week. However, Doris was very confused because they never actually received the money or saw any paperwork in spite of asking on numerous occasions.

Every Monday morning Doris went to the Post Office and drew out £250 per week to pay the loan shark but still the loan grew bigger from £18,000 to £23,000. The



explanation given by the loan shark was that the bank had put up the interest rate.

Doris and Bob were really struggling financially and with a total of £42,000 worth of legal debt Doris felt suicidal.

Doris and Bob were advised to contact PayPlan (see details below). PayPlan devised a debt management plan and also gave Doris the hotline number of the IMLT. By now, they were paying the loan shark £1000 per month which had amounted to £27,000 from their benefits over a two year period.

The IMLT officer made an appointment to see Doris and assured her that they could help.

Doris decided that she wanted to make a statement to take the matter forward as she realised if she didn't make a stand against the loan shark then she would be paying this debt until she died. The loan shark had already told Bob, who was very ill, that it didn't matter who died first, he still wanted the money from the other one. The IMLT visited the loan shark and his wife Jody a couple of days later and told them this debt collecting had to stop now. The loan shark was told that he was committing an offence.

Doris and Bob are elated that they are now £250 a week better off. Doris is much happier and her confidence is slowly coming back. Both Doris and Bob are now enjoying fuller, enriched and financially stable lives. The support from the IMLT will continue for as long as they need it.

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## Loan Shark Project

<http://www.birmingham.gov.uk/stoploansharks>

A Loan Shark is someone who lends money without the appropriate licence issued by the Office of Fair Trading. Loan Sharks rarely, if ever, give any paperwork and if payments are missed they often use intimidation and violence to get money from their 'clients'. The Illegal Money Lending Team is here to help.

- Have you been offered a cash loan?
- Have you been threatened when you couldn't pay?
- Has your bank card been taken from you as a security?
- Does what you owe keep growing even though you are making payments?

If you can answer yes to any of the above then you may have been bitten by a loan shark. If you, or anyone you know, is experiencing any of the above or has any knowledge of loan shark activities then contact the team IN CONFIDENCE.

Although based in Birmingham the team cover and investigate illegal money lenders across the whole of England.

## Contact

We can be contacted 24 hours a day, seven days a week on: Telephone - 0300 555 2222

e-mail: [reportaloanshark@stoploansharks.gov.uk](mailto:reportaloanshark@stoploansharks.gov.uk)

PayPlan offers free debt management plans and debt advice

Helping people for over 20 years, and have developed a wide range of practical, long-term solutions that can help to manage debt. <https://www.payplan.com/>

Leicestershire County Council Trading Standards

[http://www.leics.gov.uk/index/business/tradingstandards/loan\\_sharks-2.htm](http://www.leics.gov.uk/index/business/tradingstandards/loan_sharks-2.htm)

## Leicestershire Domestic Abuse Helpline

**Helpline number - 0300 303 1844**

The Leicestershire Domestic Abuse Helpline run by Women's Aid Leicestershire Limited offers free confidential support for women/men with or without children suffering domestic abuse, and a contact point for professionals seeking advice and information.

The Helpline staff and volunteers are trained to recognise the complexity of Domestic Abuse including the additional barriers faced by men in seeking help.

The Helpline calculates that more than half of their calls have come from practitioners.

The Helpline offers practitioners advice and information on:

- Duties under safeguarding
- Legal responsibilities
- Making referrals to a face to face service
- Resources available including services for child witnesses and young people experiencing domestic abuse

The Helpline can offer a variety of community languages and volunteers are welcomed from emerging communities to ensure language expertise matches local needs.

## Rutland Domestic Abuse Services

**Living Without Abuse 0300 365 0112**

Living Without Abuse believes that all people have the right to live safely and without fear of violence and abuse and offers help and support to anyone suffering domestic abuse. The project accept calls from other professionals seeking help and advice and will signpost them to other relevant services as necessary.

### Services offered include:

Outreach in Rutland: 07568 108193

Independent Domestic Violence Advocates (IDVAs) for high risk victims in Rutland:  
07568 108192

Outreach support to male and female victims in Charnwood and North West Leicestershire:  
0300 365 0112

**REMEMBER – Anyone at immediate risk of domestic abuse should call 999**

Leicestershire Domestic Abuse Helpline -  
0300 303 1844

Rutland Domestic Abuse Services: 0300 3650112

# Female Genital Mutilation (FGM)

## Key facts

- Female genital mutilation (FGM) includes procedures that intentionally alter or cause injury to the female genital organs for non-medical reasons
- The procedure has no health benefits for girls and women
- Procedures can cause severe bleeding and problems urinating, and later cysts, infections, infertility as well as complications in childbirth and increased risk of new-born deaths
- More than 125 million girls and women alive today have been cut in the 29 countries in Africa and Middle East where FGM is concentrated
- More than 18% of all FGM is performed by health care providers, and the trend towards medicalization is increasing
- FGM is mostly carried out on young girls sometime between infancy and age 15
- FGM is internationally recognised as a violation of the human rights of girls and women
- The maximum sentence for carrying out FGM or helping it to take place is 14 years in prison

World Health Organisation - February 2014

Please familiarise yourself with Chapter 2.20 Female Genital Mutilation Procedures of the Multi Agency Child Protection Procedures

[http://lrs.cb.proceduresonline.com/chapters/p\\_fgm.html](http://lrs.cb.proceduresonline.com/chapters/p_fgm.html)

Suspicious may arise in a number of ways that a child is being prepared for FGM to take place abroad. If any agency becomes aware of a child who may have been subjected to or is at risk of FGM they must make a referral to Children's Social Care (see Referrals to Children's Social Care Procedure).

All professionals need to consider whether any other indicators exist that FGM may have or has already taken place.

### For example:

- Preparations are being made to take a long holiday - arranging vaccinations or planning an absence from school
- The child has changed in behaviour after a prolonged absence from school
- The child has health problems, particularly bladder or menstrual problems
- You are aware of women in the family who have had the procedure and this may prompt concern as to the potential risk of harm to other female children

## Learning from Child Death Overview Panel (CDOP), Ingestion of Button Disc Batteries

Following the review of a case at the CDOP, a recommendation was made to raise awareness in relation to the danger from ingestion of button disc batteries.

Such batteries are found in a number of everyday objects, including toys and musical birthday/greeting cards and if ingested there is a risk it will not pass through the digestive tract in a timely manner.

As a result, the impulses emitted from the battery can cause erosion of the gastro intestinal tract and lead to internal bleeding.

If ingestion is known or suspected, medical assistance should be sought promptly.

**PLEASE PASS ON THIS INFORMATION**



# ChatHealth School Nurse Texting Service



## Royal recognition for school nurse

A Leicestershire school nurse has been granted the prestigious title of Queen's Nurse for her role in transforming the way young people can access NHS healthcare.

Caroline Palmer, a school nurse at Leicestershire Partnership NHS Trust, launched ChatHealth in schools earlier this year. The service enables students to contact

a school nurse for help and advice by sending a message, rather than waiting to visit a weekly clinic in school.

Caroline has been recognised for her commitment to the safety and quality of the messaging service which is available to nearly 100,000 students aged 11-19 in full time education in Leicestershire. She has trained and supported colleagues whilst introducing new ways of working and has been noted for her leadership, enthusiasm, and professionalism and attention to detail.

"I feel honoured to be acknowledged like this," says Caroline.

"Today's teenagers are a smartphone generation – so it's important to us that we provide appropriate ways for them to get help with their health. It's great that the Queen's Nurse Institute has recognised how significant this is."

Young people who use the service say they are more likely to ask for advice from a qualified professional now they have the option of asking questions anonymously - they say it can be less embarrassing to talk about difficult issues in writing and often make initial contact by text message before seeing a nurse in person. Since ChatHealth was introduced, more young people have been accessing help from nurses, including more boys, who are traditionally less likely to ask for health advice.

School nurses can support children and young people with enquiries relating to a wide range of health and wellbeing issues, including: self-harm and bullying, drug and alcohol abuse, smoking, healthy eating, sexual health and mental health. Caroline is now involved in a new project to reach more young people in special schools and behaviour support schools, using mobile technology.

"The work school nurses do is vitally important in keeping people in good health," says Ernie White, cabinet member for public health at Leicestershire County Council, which helps to fund the school nurse messaging service. "We know that if we successfully engage with school pupils, they will be more likely to take an interest in their own wellbeing, which will help them stay well for much longer as they grow older."

There are only around 500 Queen's Nurses across England, Wales and Northern Ireland. The title is given to individual community nurses who have demonstrated their high level of commitment to patients and improving practice.

## NEW Private Fostering Awareness Campaign for Professionals

### Leaflets for Professionals and Carers are now available

The new leaflets explain what private fostering is and how the carer may be given extra support.

#### What is a private fostering arrangement?

A privately fostered child is a child under 16 (or 18 if the child has a disability) who is being cared for and living with someone else. That person is someone who is not:

- A parent, or other person who holds parental responsibility for the child
- A close relative; for example, a grandparent, step-parent, brother or sister; uncle or aunt. The relative can be half blood, full blood, or by marriage.

It is an arrangement that may be short or long term but where care is intended to last more than 27 days

This can be for a number of reasons, For example: parental ill health, family difficulties or if parents are living abroad.

If you come across someone in this situation you must inform Children's Social Care.

The Multi Agency Children's safeguarding procedures in relation to [Private Fostering](#) have now been strengthened to say you must make a referral even if the carers say that they already have.

Packs of leaflets and a handy business card with the Children's Social Care contact numbers, for Leicestershire, Rutland and Leicester City have been distributed to all schools, Health Visitors, GPs, Social workers etc. If you would like a pack, please let us know [SBB0 contact form](#).



# Learning and Development Matters

Safeguarding Adults Training available through the Leicestershire Social Care Development Group (LSCDG) for Private and Voluntary sector organisations (both registered and non-registered) throughout Leicestershire and Leicester.

## Safeguarding Adults Training for Trainers

- Would you like to make sure your staff understand their safeguarding adult responsibilities?
- Would you like to feel confident to deliver training to staff and volunteers you manage?
- Would you like the resources to help deliver effective safeguarding adults training?
- Would you like to assure commissioners and regulators that you are providing safeguarding training throughout your organisation?

If you answered YES to any of these questions, you can access the Safeguarding Adults Training for Trainers course.

This is a two day course which will equip you with skills and resources to deliver basic safeguarding adults training within your own organisation. This course is free to attend (charges for non-attendance may apply, see full terms and conditions).

## Safeguarding Adults Referrers

- Would you like to feel confident about when you need to make a safeguarding adults referral to the local authority?
- Would you like to understand your role in the multi-agency safeguarding adults process?
- Would you like to consider how to support alleged victims and perpetrators of abuse?

If you answered YES to any of these questions, you can access the Safeguarding Adults Referrers course.

This is a one day course that will support you to develop skills and knowledge around responding to allegations and concerns of abuse, including: risk assessment, recording, referring and multi-agency working. This course is aimed at staff in organisations with responsibility for making safeguarding adults referrals, such as managers, deputy managers, senior care staff, volunteer co-ordinators and staff with their own case loads. This course costs £30 per place to attend.

## Court Orders and Pre-Proceedings Guidance - Research in Practice website

- <http://coppguidance.rip.org.uk/>
- This Department for Education funded website supports professionals to understand and implement changes in practice required to meet the statutory requirements under the Court Orders and Pre-Proceedings Guidance 2014.
- The resources are designed to build skills and knowledge for: children's social workers, IROs, local authority legal teams and key local authority partners. It will be useful for those who are newer to their roles, but also for others as a refresher on the new requirements.
- The materials focus on the work social workers do with families, legal teams and in the family court.
- The materials are structured around the child's journey – from initial identification of safeguarding concerns for a child or young person, through pre-proceedings work with children and families, to the process of making an application to court.
- **The resources include:**
  - Summaries of the statutory requirements, highlighting key issues for practice
  - Videos in which social workers, young people, legal representatives, members of the judiciary and policy leaders outline the context and content of the guidance
  - Links to key resources from practice and research
  - Tools for testing knowledge

These courses have been developed and are delivered in line with the Leicester, Leicestershire and Rutland multi-agency Safeguarding Adults Competency Framework.

For more information about these courses, and others including Report Writing, Mental Capacity Act, Deprivation of Liberty (DOLS) and Positive Risk Taking, please email [lscdg@leics.gov.uk](mailto:lscdg@leics.gov.uk) or phone 0116 3057438.

# My role



## Tracy Webb

### Job title:

Senior Practitioner  
Adult Safeguarding and  
Quality Assurance

### Organisation:

People Directorate, Adult  
Social Care, Rutland  
County Council

## How long have you been in this role?

Since September 2013. My background is as a Social Worker in Adult Mental Health.

## Tell us about a typical day

As with a lot of roles within adult social care my day varies. It is important to remember that just because Rutland is a small rural county, assumptions should not be made that there are no adult protection issues. There are vulnerable members in our community who are at risk of abuse and in need of protection and safeguarding.

I am based in the Adult Duty and Assessment Team. This team screens all the adult social care referrals and I act as a single point of contact for screening all Adult Safeguarding concerns from within and outside the authority. Rutland's size enables us to have a tightly co-ordinated and consistent approach. I act as a link with partner agencies, advise staff on safeguarding issues and I am also available to guide practitioners through complex cases.

I visit local care homes and I have a small allocated caseload consisting of external investigations to monitor progress and assure the quality of an investigation when another agency has acted as the lead.

Due to the demographics of Rutland a large number of safeguarding concerns and investigations are centred on older people living in residential care homes.

## Tell us about your responsibilities or duties

Rutland is a unique place to work in. It is possible to liaise closely with colleagues across all teams within the People Directorate and more widely across the Council. This enables me to be readily on hand to promote safeguarding awareness, multi-agencies policies, procedures and information within Rutland County Council.

My responsibilities and duties include:

- Contributing to new internal policy and procedures
- Developing and monitoring a Quality Assurance process supporting delivery of Adult Social Care Services
- Ensuring compliance with single and multi agency Adult Safeguarding Policy
- Chairing Adult Protection Conferences
- Representing the Council on a variety of Safeguarding Board subgroups/peer groups and forums
- Delivering Safeguarding Adults training to council staff, volunteers and personal assistants

My responsibilities and duties have evolved over the time I have been working at Rutland in response to the developing needs of the organisation and its responsibility to safeguard the most vulnerable members of its community.

## What is your safeguarding best practice top tip?

Be confident in your abilities as a practitioner when investigating concerns and be mindful of your fundamental risk management skills.

## What one thing would you find most beneficial to help you in your safeguarding role?

Increasing awareness of the Adult Safeguarding Thresholds and promoting workers' confidence in applying them.

## Contact us

Leicestershire and Rutland Safeguarding Children Board and  
Safeguarding Adults Board  
The Safeguarding Boards Business Office, Room 600, County Hall,  
Glenfield, Leicestershire, LE3 8RA. Telephone: 0116 305 7130  
Email: [SBBO@leics.gov.uk](mailto:SBBO@leics.gov.uk)