

Leicester Leicestershire & Rutland Pharmacists, Optometrists & Dentists
Signposting to Safeguarding Contacts & Advice: May 2024/May 2025

Children's Safeguarding

You can discuss children's safeguarding concerns by contacting the relevant social care department depending on where the child's lives. You may be asked to complete a **Multi-Agency Referral Form (MARF)**

The **MARF** is available via this link to the Safeguarding Children Partnership Procedures:

<https://www.proceduresonline.com/llr/scb/> choose '**Reporting Concerns**' to make a referral.

By choosing '**Procedures**' the link will direct you to a range of comprehensive information detailing how to recognise and respond to different presentations of harm that require consideration of a referral to children's or adult social care.

The Childrens Social Care telephone numbers below also offer a **professional discussion** with a member of the local authority social care team to agree whether a referral for Early Help or Safeguarding is warranted.

Safeguarding Adults: www.llradultsafeguarding.co.uk

The following link to '**Safeguarding Matters**' is worth a read to keep up to date with safeguarding information. Learning from national and local Child Safeguarding Reviews, Safeguarding Adult Reviews and Domestic Homicide Reviews are shared via this newsletter.

[Safeguarding Matters newsletter - Leicestershire and Rutland Safeguarding Partnerships Business Office \(Irsb.org.uk\)](#)

LEICESTER CITY

CHILDREN: Referral & Advice Line: 24hrs, 365 days	Contact 0116 454 1004 to discuss your concerns. You will be advised at this point if you need to complete the Multi-Agency Referral Form
ADULTS: City Adult Protection Concerns LLR Emergency Duty Adult Team	0116 454 1004 0116 305 0888 - (after 5pm weekdays and all weekend and bank holidays)

LEICESTERSHIRE

CHILDREN: Referral & Advice Line: 24hrs, 365 days	Professional Line 0116 305 5500 childrensduty@leics.gov.uk (11am-4pm weekdays excluding bank holidays) Referrals are made by completing the Multi-Agency Referral Form However, to discuss immediate concerns , phone: 0116 305 0005 . You will be advised at this point if you also need to complete a Multi-Agency Referral Form
ADULTS: Adult Social Care Team LLR Emergency Duty Adult Team (after 5pm weekdays and all weekend and Bank Holidays)	0116 305 0004 https://resources.leicestershire.gov.uk/adult-social-care-and-health/care-referrals/professional-referral 0116 305 0888

RUTLAND

CHILDREN: Referral & Advice Emergency Duty Team (after 5pm week days/ Bank Holidays or 4.30 Fri)	Contact 01572 758407 (telephone in first instance if concerned about significant harm) to discuss your concerns. Email the Multi-Agency Referral Form (early help or after discussing concerns re significant harm with social care) to ChildrensReferrals@rutland.gov.uk . Out of hours duty call 0116 305 0005
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ADULTS:
Rutland Adult Protection Concerns & Duty Adult Team

01572 758 341 (duty line and out of hours) – call if concerned about significant harm to an adult – the online referral form is for less urgent concerns.

Out of hours will be diverted to the OOH service. You can also email adultduty@rutland.gov.uk

DOMESTIC ABUSE/VIOLENCE: You should follow your practice policy with regards to responding to domestic abuse.

If you suspect someone is at risk of domestic abuse, encourage them to contact the **Freeva Leicester Leicestershire and Rutland Domestic Abuse Helpline 0808 802 0028**. The number is free from landlines and mobile phones in UK and does not appear on itemised bills.

Freeva are open 8am – 8pm Monday to Saturday- Leave a message if out of hours or contact Freeva via:

<https://www.freeva.org.uk>

This advice and support is available for men and women.

FreeVa provides confidential support, information and safety advice, risk assessment and access to FreeVa services for anyone living in Leicester, Leicestershire and Rutland affected by or at risk of domestic abuse or sexual violence.

Clients /patients will receive a contact from an Independent Domestic Violence Advisers (IDVA) work for FreeVA.

IDVA's help keep victims and their children safe from harm from violent partners or family. Serving as a victim's primary point of contact, IDVAs normally work with their clients from the point of crisis, to assess the level of risk they:

- Discuss the range of suitable options.
- Develop plans for immediate safety – including practical steps for victims to protect themselves and their children.
- Develop plans for longer-term safety.
- Where there are serious safeguarding concerns the IDVA's represent their clients at the Multi-Agency Risk Assessment Conferences.
- Help apply sanctions and remedies available through the criminal and civil courts, including housing options.
- These plans address immediate safety, including practical steps for victims to protect themselves and their children, as well as longer-term solutions.

IMCA (Independent Mental Capacity Advocate): An IMCA is an advocate who has been specially trained to support people who are not able to make certain decisions for themselves and do not have family or friends who are able to speak for them. Website: <https://www.pohwer.net> Referral Form: <https://www.pohwer.net/make-a-referral>