



# Safeguarding adults awareness training

North Lincolnshire Safeguarding Adults Board

April 2024

# Training objectives

**At the end of the training sessions, you will have a better awareness and understanding about:**

- Safeguarding adults legislation.
- What is abuse, and what are the different types of abuse.
- How to manage disclosure of abuse.
- How to report safeguarding concern.

# Introduction

- Every adult has the right to respect, dignity, privacy, equity, and a life free from abuse.
- Safeguarding is everybody's responsibility!



# Who is an adult at risk?

- The Care Act 2014 defines an adult at risk as a person who:
  - A. Has care and support needs, whether or not the local authority is meeting any of those needs, and
  - B. Is experiencing, or at risk of abuse or neglect, and
  - C. As a result of those care and support needs is unable to protect themselves from abuse or neglect, or the risk of it.
- **Section 42 enquiry** - each local authority must make enquiries, or cause others to do so, if it believes an adult is experiencing, or is at risk of abuse or neglect.



Care Act 2014

# Six key principles of safeguarding

- **Empowerment** - adults are encouraged to make their own decisions and informed choices.
- **Prevention** - it is better to take action before harm occurs.
- **Proportionality** - the least intrusive response to the risk presented.
- **Protection** - support and representation for those in greatest need.
- **Partnership** - local solutions through services working with their communities.
- **Accountability** - accountability and transparency in delivering safeguarding.



Care Act 2014

# Making safeguarding personal (MSP)

- Means it should be **person - led** and **outcome focussed**.
- It engages the adult in conversation about how best to respond to their safeguarding situation, in a way that enhances involvement, choice and control, as well as improving quality of life, wellbeing, and safety.
- MSP is a shift in culture and practice - putting the adult at the centre of safeguarding.
- It's about **seeing adults as experts** in their own lives.
- Safeguarding is done 'with', and not 'to' people.



Care Act 2014

# Consent and capacity

- If an adult lacks capacity to give consent or understand they are being abused, the principles of the **Mental Capacity Act 2005** must be applied.
- **Key areas to remember:**
  - ✓ Adults **must be assumed to have capacity** unless it is established they lack capacity - if it is established they lack capacity, anything done for that adult must be done in their **best interests**.
  - ✓ Adults have the right to make their own decisions - even if you feel the decisions are **unwise**.
  - ✓ Actions taken in best interest must be **least restrictive** to the adult's basic rights and freedom.



Mental Capacity Act 2005

# Unpaid carers and safeguarding

Circumstances in which an unpaid carer i.e., family member or friend could be involved in situations that may require a safeguarding response include:

- An unpaid carer may experience intentional or unintentional harm from the adult they care for.
- An unpaid carer may intentionally or unintentionally harm or neglect the adult they support.
- An unpaid carer may witness or speak up about abuse or neglect.



# Advocacy and safeguarding

- The adult can nominate an **advocate** or **representative** to act and speak on their behalf, if they wish.
- If an adult has no appropriate person to support them and has substantial difficulty in being involved in the safeguarding process, they have a right to an **independent advocate**.

# What is abuse?

- Abuse is when someone causes us harm or distress. It can take many forms, ranging from disrespect to causing someone physical, or emotion harm.
- Abuse is about the misuse of the power that one person has over another. It can be a single act, or multiple acts.
- Somebody may abuse or neglect an adult by inflicting harm, or by failing to act to prevent harm.
- Abuse and neglect are not always obvious. The earlier that abuse and neglect are identified and addressed, the better the chance of recovery, and appropriate treatment for the adult.

# What role do you play in safeguarding adults at risk?

- You should have zero tolerance for all forms of abuse.
- It is everyone's responsibility to make sure that an adult at risk is made safe.
- If you are unsure if an adult is at risk, ask yourself whether their situation would be good enough for you, or a member of your family.
- If you suspect that an adult at risk is experiencing abuse or neglect, it is your responsibility to report the concern, and make your line manager aware.

# Who are the abusers, and where does abuse take place?

## Who are the abusers?

- Partners
- Relatives
- Friends
- Neighbours
- Other service users
- Carers
- Volunteers
- Persons in position of trust (PiPoT)
- Strangers

## Where does abuse take place?

- An adult's own home
- A friend or relative's home
- A hospital
- A care home
- A day centre
- An educational establishment
- A public place
- A community setting

# Types of abuse

Discriminatory

Female genital mutilation

Physical

Sexual

Mate crime

Modern slavery

Radicalisation

Psychological

Honour based abuse

Neglect

Forced marriage

Hoarding

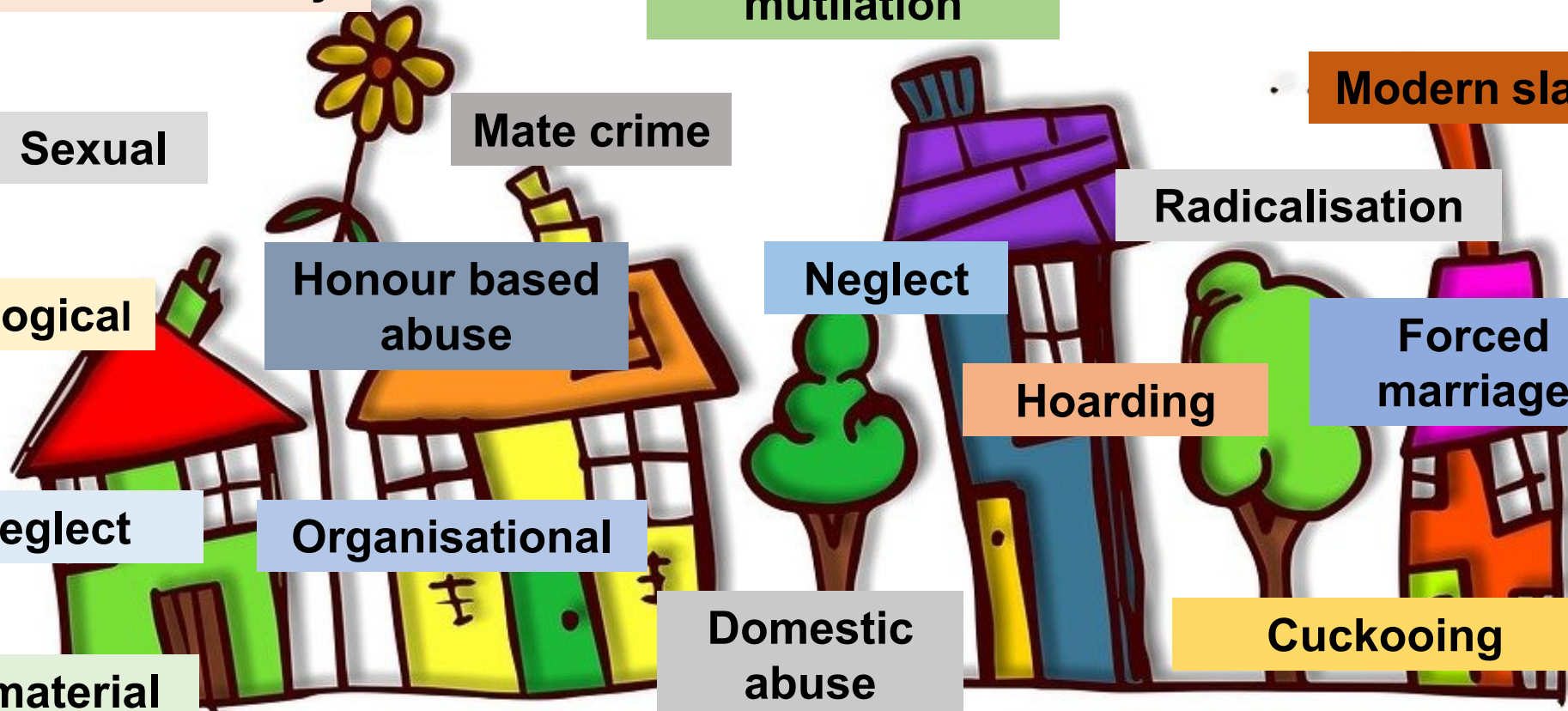
Self - neglect

Organisational

Domestic abuse

Cuckooing

Financial / material



# Neglect and acts of omission

- Persistent failure to meet an adult's basic physical and psychological needs, which is likely to result in a serious impairment of health, or development.
- **Examples:**
  - ✓ Failure to provide access to food, shelter, clothing, heating, activities, personal or medical care including medication.
  - ✓ Preventing access to glasses, hearing aids, dentures etc.
  - ✓ Providing care in a way that the person dislikes.
  - ✓ Refusal of access to visitors, ignoring or isolating the person.
  - ✓ Not taking account of the person's needs such as cultural, religious, educational, social etc.
  - ✓ Preventing the person from making their own decisions.
  - ✓ Failure to ensure privacy and dignity.
- **Signs:** dirty / unhygienic environment, inappropriate clothing, unexplained weight loss, untreated injuries, pressure ulcers.

# Physical abuse

## ➤ Examples:

- ✓ Assault, hitting, slapping, pushing, kicking, hair pulling, punching, poisoning.
- ✓ Scalding and burning.
- ✓ Inappropriate use of restraint.
- ✓ Misuse of medication.
- ✓ Forcible feeding or withholding food.

## ➤ Signs:

- ✓ Bruising, cuts, burns and / or marks on the body, or loss of hair in clumps.
- ✓ No explanation for injuries, injuries inconsistent with the person's lifestyle.
- ✓ Subdued or changed behaviour in the presence of a particular person.
- ✓ Failure to seek medical treatment, or frequent changes of GP.
- ✓ Signs of malnutrition.

# Psychological / emotional abuse

- Psychological abuse is a persistent emotional mistreatment of an adult, such as to cause severe and continued harmful effects on the adult's wellbeing.
- **Examples:**
  - ✓ Threats of harm or abandonment, isolation.
  - ✓ Verbal abuse, harassment.
  - ✓ Control, coercion, intimidation, blaming, verbal abuse.
  - ✓ Unreasonable withdrawal of services, or supportive networks.
  - ✓ Cyber bullying.
- **Signs:**
  - ✓ Withdrawal or change in the psychological state of the person.
  - ✓ Low self - esteem, aggressive behaviour, insomnia, tearfulness, anger.
  - ✓ A change of appetite, weight loss / gain.
  - ✓ Apparent false claims by someone to attract unnecessary treatment.



# Sexual abuse

## ➤ Examples:

- ✓ Rape, attempted rape, sexual assault, inappropriate touching, indecent exposure.
- ✓ Non - consensual masturbation, penetration or attempted penetration of the vagina, anus or mouth.
- ✓ Any sexual activity that the person lacks the capacity to consent to.
- ✓ Inappropriate looking, sexual teasing or innuendo, or sexual harassment.
- ✓ Sexual photography, forced use of pornography, or witnessing of sexual acts.

## ➤ Signs:

- ✓ Bruising to the thighs, buttocks and upper arms, and marks on the neck.
- ✓ Torn, stained, or bloody underclothing.
- ✓ Bleeding, pain, itching in the genital area, difficulty in walking or sitting.
- ✓ Unexplained infections, STIs, pregnancy.
- ✓ Use of explicit sexual language, significant changes in sexual behaviour.
- ✓ Poor concentration, withdrawal, sleep disturbance, self - harm.

# Financial / material abuse

## ➤ Examples:

- ✓ Theft, fraud, scams.
- ✓ Rouge trading - unnecessary or overpriced property repairs, failure to carry out agreed repairs, or poor workmanship.
- ✓ Coercion in relation to an adult's financial affairs or arrangements.
- ✓ Denying access to money, misuse of benefits or direct payments.
- ✓ Moving into a person's home, living rent free without agreement or under duress.

## ➤ Signs:

- ✓ Missing personal possessions, unexplained lack of money or inability to maintain lifestyle - rent arrears, unpaid bills, debt.
- ✓ Unexplained withdrawal of funds from accounts.
- ✓ The person allocated to manage financial affairs is evasive or uncooperative.

# Organisational abuse

- Based within a service or organisation - includes neglect and poor care practice.
- **Examples:**
  - ✓ Run - down or overcrowded establishment, lack of leadership and supervision.
  - ✓ Discouraging visits, or the involvement of relatives or friends.
  - ✓ Insufficient staff or high turnover, abusive and disrespectful attitudes towards SUs.
  - ✓ Lack of respect for dignity and privacy, not offering choice or promoting independence.
  - ✓ Failure to respond to abuse appropriately, failure to respond to complaints.
- **Signs:**
  - ✓ Lack of management overview and support.
  - ✓ Lack of adequate procedures, poor record keeping and missing documents.
  - ✓ People being hungry or dehydrated, absence of individual care plans.
  - ✓ Absence of visitors.

# Discriminatory abuse

- Unequal treatment because of protected characteristic(s) - age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex, or sexual orientation.
- **Examples:**
  - ✓ Verbal abuse, derogatory remarks, or inappropriate use of language.
  - ✓ Denying access to communication aids, an interpreter, signer, or lip - reader.
  - ✓ Harassment or deliberate exclusion.
  - ✓ Denying basic rights to healthcare, education, employment and criminal justice, substandard service provision.
- **Signs:**
  - ✓ The person appears withdrawn and isolated.
  - ✓ Expressions of anger, frustration, fear, or anxiety.
  - ✓ The support on offer does not take account of the person's individual needs.

# Self - neglect

- Any failure of an adult to take care of themselves that causes, or is likely to cause within a short period of time, serious physical, mental, or emotional harm - it can result in death.
- **Examples:**
  - ✓ Lack of self - care.
  - ✓ Lack of care of domestic environment.
  - ✓ Refusal of services such as health and social care.
- **Signs:**
  - ✓ Poor personal hygiene, unkempt appearance, malnutrition / dehydration.
  - ✓ Lack of essential food, clothing, or shelter.
  - ✓ Living in squalid or unsanitary conditions, neglecting household maintenance.
  - ✓ Hoarding, collecting a large number of animals in inappropriate conditions.
  - ✓ Non - compliance with health or care services.
  - ✓ Inability or unwillingness to take medication, or treat illness or injury.

# Radicalisation

- Radicalisation happens when a person comes to support terrorism, violent extremism, and in some cases, joins terrorist groups.
- Radicalisation can happen face to face or online.
- Radicalisation can put an individual at risk of being drawn into criminal activity, and has the potential to cause significant harm.
- **Signs:**
  - ✓ Expressing an obsessive or angry sense of injustice about a situation, and blaming this on others.
  - ✓ Expressing anger or extreme views towards a particular group, such as a different race or religion.
  - ✓ Suggesting that violent action is the only way to solve an issue.
  - ✓ Sharing extreme views or hatred on social media.

# Domestic abuse

- ‘Any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence, or abuse between those aged 16 or over who are, or have been intimate partners or family members regardless of gender or sexuality. The abuse can encompass, but is not limited to psychological, physical, sexual, financial, emotional abuse.’

*(Domestic Abuse Act 2021)*

- It also includes **honour based abuse**, **female genital mutilation (FGM)**, and **forced marriage**.
- **Signs:**
  - ✓ Physical evidence of violence such as bruising, cuts, broken bones.
  - ✓ Damage to home or property.
  - ✓ Verbal abuse and humiliation in front of others.
  - ✓ Low self - esteem, isolation, fear of outside intervention.
  - ✓ Limited access to money.

# Coercive control

- An act / pattern of acts of assault, threats, humiliation and intimidation, or other abuse that is used to harm, punish, or frighten the victim.
- **Examples:**
  - ✓ Isolation from family and friends, control over aspects of everyday life.
  - ✓ Deprivation of basic needs, finances, and access to medical and support services.
  - ✓ Humiliating, degrading, or dehumanising acts.
  - ✓ Intimidation and threats.
  - ✓ Monitoring of time and activity.
  - ✓ Gaslighting.
- **Signs:**
  - ✓ The adult may fear their partner's reactions in everyday life.
  - ✓ The adult may feel like they have to 'tread on eggshells.'
  - ✓ Changes to personality, withdrawal, low self - esteem.



# Stalking and harassment

- Stalking involves a person becoming fixated or obsessed with another.
- Stalking is a pattern of persistent and unwanted attention that makes a person feel pestered, scared, anxious, or harassed.
- **Examples:**
  - ✓ Regularly following someone.
  - ✓ Repeatedly going uninvited to their home.
  - ✓ Checking someone's internet use, email, or other electronic communication.
  - ✓ Hanging around somewhere they know the person often visits.
  - ✓ Watching or spying on someone.
  - ✓ Damaging property, threats.
- **Signs:**
  - ✓ Anxiety, depression, low self - esteem, isolation.
  - ✓ Having to change address, telephone number, daily routines.

# Honour based abuse

- A crime or incident committed to protect, or defend the honour of the family / community.
- **Examples:**
  - ✓ Child marriage.
  - ✓ Virginity testing.
  - ✓ Enforced abortion.
  - ✓ Physical, sexual, financial / material abuse.
  - ✓ Murder.
- **Signs:**
  - ✓ Depression, self - harming or attempted suicide, being withdrawn or upset.
  - ✓ Bruising or other unexplained physical injury.
  - ✓ Unexplained absence or poor performance at school / work.
  - ✓ Running away from home, a family history of relatives going missing.

# Female genital mutilation (FGM)

- Also known as cutting, or female circumcision - it can be fatal.
- Procedures involving partial or total removal of the external female genitalia, or other injury to the female genital organs, performed for **non - medical reasons**.
- Anaesthetics and antiseptics are not generally used, and FGM is often carried out using knives, scissors, scalpels, pieces of glass, or razor blades.
- **Signs:**
  - ✓ Reluctance to go to the doctors, or have routine medical examinations.
  - ✓ Missing school / work, particularly after a trip to a country where FGM is common.
  - ✓ Spending longer than usual going to the toilet, avoiding going to the toilet.
  - ✓ Difficulty walking and sitting down.
  - ✓ Changes in behaviour.
  - ✓ Frequent menstrual or urinary infections.

# Forced marriage

- Takes place without the consent of one, or both individuals involved.
- It can happen to anyone of any age or gender.
- It usually involves people being taken abroad, and forced to marry overseas.
- **Signs:**
  - ✓ The victim or family come from a community where forced marriage and ‘honour’ is culturally embedded.
  - ✓ Announcement of engagement to a stranger not previously mentioned.
  - ✓ Parents removing a child from education, preventing further education or extracurricular activities.
  - ✓ Depression, anxiety, significant personality changes.
  - ✓ Running away from home, going missing.
  - ✓ Early and / or unwanted pregnancy.
  - ✓ Domestic incidents or crimes at the family home.

# Modern slavery

- **Types:** Human trafficking, forced labour, domestic servitude, organ harvesting, sexual exploitation (such as escort work, prostitution, and pornography), debt bondage (being forced to work to pay off debts that realistically they never will be able to).
- **Signs:**
  - ✓ Signs of physical or emotional abuse.
  - ✓ Appearing to be malnourished, unkempt, or withdrawn.
  - ✓ Isolation from the community, seeming under the control or influence of others.
  - ✓ Living in dirty, cramped or overcrowded accommodation and / or living and working at the same address.
  - ✓ Lack of personal effects, or identification documents.
  - ✓ Always wearing the same clothes.
  - ✓ Avoidance of eye contact, appearing frightened or hesitant to talk to strangers.
  - ✓ Fear of law enforcers.

# County lines

- County lines is a term used to describe gangs and organised crime groups involved in exporting illegal drugs into one or more importing areas (within the UK), using dedicated mobile phone lines, or other form of 'deal line.'
- The gangs exploit vulnerable adults to move (and store) the drugs and money, and they will often use coercion, intimidation, and violence.
- **Signs:**
  - ✓ An increase in visitors and cars to a property.
  - ✓ New and regularly changing residents e.g., different accents compared to local accent.
  - ✓ Substance misuse and / or drug paraphernalia.
  - ✓ Unexplained, sometimes unaffordable new things e.g., clothes, jewellery, cars etc.
  - ✓ People you know going missing, maybe for long periods of time.
  - ✓ Young people seeming unfamiliar with your community, or where they are.
  - ✓ An increase in antisocial behaviour in the community.

# Cuckooing

- Happens when criminals take over a vulnerable person's property, often by force and / or coercion.
- Victims of 'cuckooing' are often drug users, but can include older people, those suffering from mental or physical health problems, sex workers, single parents, and those living in poverty.
- **Signs:**
  - ✓ An increase in people entering and leaving the property.
  - ✓ People coming and going at strange times.
  - ✓ Damage to the door / the door propped open.
  - ✓ You have not seen the person who lives there recently or when you have, they have been anxious or distracted.
  - ✓ Unexplained acquisition of money, clothes, or mobile phones - multiple handsets.
  - ✓ Gang association, or isolation from peers or social networks.

# What to do if an adult discloses they are being abused?

- If an adult tells you they are being abused or neglected - also known as **disclosure**, then you must address any immediate safety and protection needs of the adult at risk.
- **Evaluate the situation** - is there immediate risk to the adult at risk, or other adults / children? Make sure that they are not in immediate danger.
- If they are, you must call **the police or emergency services on 999**.
- A disclosure may happen when an adult at risk tells you about the abuse, you are drawn to the symptoms of abuse (passive disclosure), when something 'doesn't appear right' to you, or an allegation of abuse is made by someone else.



# Difficulty with disclosure

- The abuser could be someone the adult loves, such as a family member.
- The adult may have feelings of guilt, and find it difficult to talk about the abuse.
- They may find it difficult to disclose the abuse, because the perpetrator is someone they depend on for care, or financially.
- The adult may feel frightened of what might happen if they disclose the abuse.
- The adult may fear that they won't be believed.
- **Use your interpersonal skills:**
  - ✓ Non - verbal cues - does something appear not quite right?
  - ✓ What does the person look like? Unkempt / inappropriate clothing / hungry / thirsty?
  - ✓ Accept what the adult is telling you, and don't make judgements.
  - ✓ Reassure the adult, and let them know you take them seriously.
  - ✓ Remember, **the safety of the adult is paramount.**

# How to respond to disclosure of abuse?

- Find a safe and private space to talk, away from the alleged perpetrator of abuse.
- Listen and accept what the adult is saying - do not question the adult, or get them to justify what they are saying.
- Keep calm and listen.
- Try to remember what the adult is saying in their own words, so you can write it down later.
- Ask questions to establish facts, but don't 'interview' the adult.
- Don't promise the adult that you will keep what they tell you 'secret.'
- Explain that you will need to tell another person, so that you can keep the adult safe.
- Try to find out what the adult wants to happen, and what can be done to help them feel safer.
- Report it!

# Taking advice

- If an adult discloses abuse or you suspect abuse is taking place, then you must take advice from your line manager, or person responsible for safeguarding in your organisation.
- You can also contact your local authority safeguarding adults team for advice.

# Reporting a safeguarding concern

- When abuse takes place, it needs to be dealt with swiftly, effectively, and in proportion to the issues that have been identified.
- There are some key actions which must be carried out on the same day as the abuse or neglect comes to light:
  - ✓ If the adult is in immediate danger, you must take urgent action to safeguard them, including calling the emergency services on 999.
  - ✓ If the adult is not in immediate danger, inform your line manager, and report the abuse to your local authority safeguarding adults team as soon as possible. Follow your organisation's safeguarding policy and procedures.
  - ✓ If a crime is suspected, speak to the adult to find out what has taken place.
  - ✓ If there is evidence that a crime has taken place, or is likely to be committed, you must immediately contact the police.

# Recording your concern

- As soon as possible, on the same day after speaking to the adult, make written notes on what you have seen, or been told about, and which has caused you to be worried.
- **Make note of the following:**
  - ✓ When the disclosure was made / witnessed.
  - ✓ Who was involved - any other witnesses.
  - ✓ What you were told - factual.
  - ✓ Other information i.e., previous incidents / concerns.
- **Recording tips:** include as much detail as possible, make sure the written report is legible, print your name / sign / date the report, keep the report confidential until it is required, don't touch any evidence - ask the police for their advice on how to preserve it.

# Making referral to safeguarding adults team

- You must report your concerns to your local authority safeguarding adults team.
- The duty social worker will assess any immediate safety risks, and take any actions necessary to ensure the safety of the adult concerned.
- Follow your organisation's safeguarding policy and procedures - remember that procedures will help you to safeguard adults at risk.
- Whenever you feel that you have concerns about an adult who may be at risk, you should report this to your line manager.
- You will find out more information, including safeguarding form on the SAB website <https://www.northlincssab.co.uk/reporting-abuse/>

Search northlincssab.co.uk

What is Abuse? Reporting Abuse News and Updates

Policies and Guidance Training and Resources Contact Us

QUICK EXIT

## Reporting a Concern

### Worried about an adult

Safeguarding concerns can be raised by anyone, in person, by telephone, email, letter.

If you suspect someone is being abused or neglected, or if you need help yourself, please contact the **Safeguarding Adults Team**

If you don't want to contact us yourself, you can also report your concerns to a social worker, nurse, your GP or any other professional and ask them to make a referral for you. They will listen to you and act swiftly to make sure your enquiry is dealt with in the correct way.

If you would like to report a Safeguarding Concern you can download Easy read – **Tell someone and be safe referral form** and submit an electronic referral by emailing the team at [safeguardingadultreferrals@northlincs.gov.uk](mailto:safeguardingadultreferrals@northlincs.gov.uk)

Professionals can also use our **Safeguarding Concern form** to report a concern.

**TELL SOMEONE AND BE SAFE FORM**

This form is for you to fill out if you are worried that someone is harming you, or someone else, and you would like some help with this and/or want it to stop

Your Name

Address

38

Mobile number

Email address

Are you or someone else being harmed?  
(Please circle your answer)

Yes No

Do you want it to stop?  
(Please circle your answer)

# Section 42 enquiry

- Every local authority must make enquiries, or cause others to do so, if it believes an adult with care and support needs is experiencing, or at risk of abuse and neglect.
- **Section 42 enquiry objectives:**
  - ✓ To establish the facts.
  - ✓ To find out the adult's views and wishes, and preferred outcomes.
  - ✓ To assess the adult's needs for protection and support, and how these might be met.
  - ✓ To protect the adult from the abuse and neglect, in agreement with their wishes, where possible.
  - ✓ To enable the adult to achieve resolution, where possible.
  - ✓ To decide what actions should be taken with regard to those responsible for the abuse or neglect.
  - ✓ To consider wider potential risk to others.

# Respecting the adult's wishes

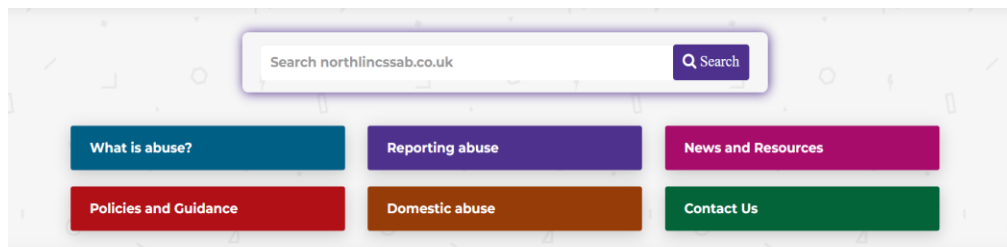
- If an adult refuses intervention, or does not give consent for their personal information to be shared and they have the mental capacity to do so, their wishes should be respected.
- **There are, however, circumstances under which information can be shared without the adult's consent:**
  - ✓ If other people are at risk.
  - ✓ If the alleged perpetrator has care and support needs, and may also be at risk.
  - ✓ If a crime has been committed.
  - ✓ If staff are implicated.
  - ✓ If coercion is involved.



# NLSAB website



[www.northlincsab.co.uk](http://www.northlincsab.co.uk)



## Safeguarding Adults

The Safeguarding of adults is everybody's responsibility across North Lincolnshire and the site is for the use of everyone, members of the public, volunteers, providers, professionals or community groups. The information and guidance are simple and the site easy to use to find out how to report abuse or neglect.

The definition of an adult at risk is from the **Care Act 2014** which became law on the 1st of April 2015. Any person aged 18 years or over who:

- has needs for care and support (whether or not the local authority is meeting any of those needs) and
- is experiencing, or at risk of, abuse or neglect; and

# Useful contacts

## North Lincolnshire Council Safeguarding Adults Team:

Church Square House, Scunthorpe, DN15 6NL

Telephone: 01724 297 000

Email:

[safeguardingadultreferrals@northlincs.gov.uk](mailto:safeguardingadultreferrals@northlincs.gov.uk)

## The Blue Door - specialist domestic abuse service:

Laneham Street, Scunthorpe, DN15 6LJ

Helpline: 0800 197 4787

Office: 01724 841 947

Email: [info@thebluedoor.org](mailto:info@thebluedoor.org)

## North Lincolnshire Safeguarding Adults Board:

Church Square House, Scunthorpe, DN15 6NL

Telephone: 01724 297 000

Email:

[SafeguardingAdultsBoard@northlincs.gov.uk](mailto:SafeguardingAdultsBoard@northlincs.gov.uk)

## North Lincolnshire Council Children's Services:

Church Square House, Scunthorpe, DN15 6NL

Telephone: 01724 296 500

Email: [imap@northlincs.gov.uk](mailto:imap@northlincs.gov.uk)