

Safeguarding Procedure

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Policy owner:	Jacqui Cayenne
Lead officer(s):	Suzana Karakashi Angela During
Approved by:	Mark Nightall
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Please note: This policy applies across Wandle and replaces all previous safeguarding policy and procedures. It applies to all staff including temporary staff, volunteers, contractors, and agents who work for and behalf of Wandle.

1.0 Purpose and Scope

Wandle is committed to working with other agencies to ensure the safety and well-being of its residents and, within the communities and services they work, that of non-residents.

2.0 Objective

This procedure sets out how Wandle will work to report safeguarding concerns to statutory services, and to work in partnership with those agencies.

Wandle staff will where they have any safeguarding concerns:-

Respond and take action to make sure the person is safe
Report concerns immediately to a manager and then to emergency services
Record concerns; completing & submitting safeguarding concern form

2.0 Training

Frontline staff and managers will complete an e-learning module introducing the principles of safeguarding - this may be supplemented by face-to-face training required for their role.

We recognise the importance of our in-house repairs contractors in identifying residents who may be subject to abuse or self-neglect. Safeguarding procedures and appropriate training will be put in place for frontline operatives.

3.0 Partnership Working

Whilst staff will be aware of how to identify and report any safeguarding concerns, it is social services and the police who will carry out any investigations, and take the lead on Safeguarding Boards in their area. From time to time, a Housing Team Leader/Housing Manager may be invited to join these local Safeguarding Boards to review cases involving our residents. Wandle will investigate where a staff member is involved in any safeguarding concern, under the relevant procedures, involving the police and social services as required.

4.0 Representation on Safeguarding Boards (SABs & LSCBs)

The relevant Manager/Head of Service for the relevant part of the business will take the lead for Wandle on Safeguarding Boards if required.

[Schedule 2 of the Care Act](#) specifies that members of a Safeguarding Adults Board (SAB) must include at least the local authority that established it, the NHS clinical commissioning group and the Chief Officer of Police. Councils can decide who else should be a member, such as housing authorities or provider organisations. Wandle will attend these boards by invitation if it is in area where we have substantial stock or a safeguarding investigation involves one of our residents/service users.

[Section 13 of the Children Act 2004](#) requires each local authority to establish a Local Safeguarding Children Board (LSCB) for their area and specifies the organisations and individuals (other than the local authority) that should be represented on LSCBs. Wandle may be invited to sit on these Boards and the Safeguarding Lead is responsible for ensuring the right staff member attends. Staff may attend these boards in areas where we have substantial stock or a safeguarding investigation involves our resident or their children.

5.0 Responding to Concerns about a Child's Welfare

Staff may have to respond to concerns about the welfare of a child. This might relate to the actual or alleged harm of a child, or where a child discloses abuse or concerns directly, or where the behaviour of an adult leads to concerns about the welfare and safety of a child.

All members of staff have a responsibility to ensure concerns about children, no matter how uncertain, are passed on and assessed appropriately.

For England, Sections 11 and 12 of the [Children Act 2004](#) place a statutory duty on agencies to co-operate to safeguard and promote the welfare of children.

6.0 Who is an Adult at Risk?

Safeguarding duties apply to an adult who:

- Is experiencing, or at risk of, abuse or neglect
- As a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect
- Has need for care and support

7.0 Adults and Children - What is abuse?

Abuse is something that is done to another person and that harms them in some way. It may be a single act or continue over a period of time and can be either deliberate or accidental.

Abuse can take several forms and may include one or more of the following:

Physical abuse: Causing someone physical harm - for example by hitting, pushing or kicking them, misusing medication, causing someone to be burnt or scalded, controlling what someone eats, restraining someone inappropriately or depriving them of liberty.

Sexual abuse: Sexual acts to which a person has not or cannot give their consent or which they have been pressurised into. For example rape, inappropriate touching or use of sexualised language.

Psychological abuse: Causing someone mental and emotional distress by using threats, humiliation, control, intimidation, harassment, verbal abuse or depriving them of contact with other people.

Financial abuse: Taking money, goods or property without permission. This can include theft, fraud, exploitation or putting pressure on someone to make a will, transfer the ownership of property or carry out other financial transactions.

Neglect: Failure to provide access to services to meet a person's health, social care or educational needs or withholding the necessities of life such as medication, food and heating.

Discriminatory abuse: Treating someone in a less favourable way and causing them harm, because of their age, gender, sexuality, disability, ethnic origin or religion

Domestic abuse: The abuse of an individual within an intimate or family relationship. It is the repeated, random and habitual use of intimidation to control that person. The abuse can be physical, emotional, psychological, financial or sexual.

More information: <http://safelives.org.uk/policy-evidence/about-domestic-abuse?gclid=CNSvppKkzcwCFZcy0wod9WUAvg>

Organisational abuse: Where services fail to recognise the rights of service users and offer a poor quality of care or condone ways of working which cause harm.

Self-neglect: Any failure of an adult to take care of himself or herself that causes, or is reasonably likely to cause within a short period of time, serious physical, mental or emotional harm or substantial damage to or loss of assets. An example of this is hoarding.

Modern Slavery: A global problem that transcends age, gender and ethnicities, including here in the UK. It can include victims who have been brought from overseas and people in the UK who are forced to illegally work against their will in many different sectors, including brothels, cannabis farms, nail bars and agriculture. Be physical, emotional, psychological, financial or sexual.

More information: <https://www.gov.uk/government/collections/modern-slavery>

Abuse involving staff: There may be exceptional instances when a staff member is involved in the abuse of a vulnerable resident. All staff members take responsibility to report any concerns immediately via the organisational 'speak up policy'. Normal disciplinary procedures would apply and senior managers would ensure the police and social care are involved as required.

In addition, the following forms of abuse can apply for children:

On-line abuse: Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or mobile phones.

Child exploitation: Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power or status.

Female genital mutilation (FGM): This is the partial or total removal of external female genitalia for non-medical reasons

Bullying or cyberbullying: Bullying can happen anywhere - at school, home or online - causing physical and emotional harm.

Child trafficking: A type of abuse where children are recruited, moved or transported and then exploited, forced to work or sold.

Grooming: Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example, a family member, friend or professional.

Harmful sexual behaviours: Children and people who develop harmful sexual behaviour harm themselves and others.

More information: <https://www.nspcc.org.uk/preventing-abuse/child-abuse-and-neglect/>

8.0 Who abuses children and adults?

Anyone can abuse a child or adult at risk. This includes:

- partners
- relatives
- friends and neighbours
- other users of a service
- someone paid to provide a health or social care service
- volunteers
- strangers

Most abusers are people already known to the child or adult but some people will deliberately exploit or harm individuals who they see as easy targets.

9.0 Where can the abuse take place?

Abuse can take place anywhere. This includes:

- A person's own home
- A friend's or relative's home
- A hospital
- A care home
- A day service
- An educational establishment
- A public place

10.0 Wandle Reporting & Recording Requirements

Reporting a Safeguarding Concern – Children & Adults

See Appendix 1 – Reporting Flowchart

- 10.1** From 1 April 2018 the new system will be launched, within this the Resident Support Service will receive any safeguarding concerns from staff, and then they will raise these directly with the police or social services. They will own the process and follow-up for outcomes and closure.

Staff members will always report immediately to their line manager if they have safeguarding concerns for a resident and/or their family, and complete a referral form to the Resident Support Service with the nature of the concern.

Managers within the Repairs Team will contact the Resident Support Service to make the referral – **Appendix 3 - Trade Operatives' Flowchart**

If a line manager is not available they must contact an alternative manager.

After consultation with a line manager/covering manager, the member of staff should complete the referral form:

A review of all cases will be carried out as required by Head of Housing or Departmental leads.

Serious Case Reviews – these will be reported immediately to the appropriate Head of Service for the business area, an immediate internal review will commence. Any service failures will be reported and evaluated to ensure that we continue to modify and adapt our practices and procedures and implement any additional training when identified.

Wandle has a dedicated email address for residents/service users to report any safeguarding concerns; safeguarding@wandle.com

11.0 Follow-up Process

If concerns do not appear to have been addressed staff, in conjunction with their line manager, should review the outcome. If necessary, they should contact other organisations who may be able to help. For example, the fire service will carry out a home safety check if there are concerns about any fire risk. Staff should ensure that any continuing concerns are communicated to the statutory authorities; an individual who you feel is at risk should not be left in a situation which may result in harm to themselves or others.

12.0 Support

Safeguarding cases can be challenging to deal, and staff may be exposed to some difficult situations, and information – managers should ensure their staff are fully aware of the support they can get via the Resident Support Service.

12.0 Review and Monitoring

An annual report will be presented to the Board to ensure Safeguarding is embedded at all levels within the organisation – the Executive Director of Customer Services will be responsible for this report.

Any further specialist advice and support on safeguarding cases can be accessed via the Senior Community Investment Manager who is the Safeguarding Lead.

The Safeguarding Lead will meet quarterly and discuss in these meetings:-

- Serious case reviews
- KPIs - trends in data
- Best practice
- Legislation changes
- Awareness for the business
- Review of training needs
- Continuous Improvement

Chair of this group will be the Executive Director of Customer Services.

13.0 Information Sharing

There is a duty on relevant organisations to supply information to SABs on request. Managers must make themselves familiar with the Data Protection Information Sharing policies and procedures which outline how data should be shared. However, if unsure, please contact the Head of Governance for further guidance.

14.0 What should you do if you think that a child or adult is being abused/neglected?

If you have any concerns, you should contact the Social Care Help Desk in the Local Authority Area (or multi-agency safeguarding hub - MASH), and say you wish to raise a safeguarding concern. Always advise your line manager.

If there is a risk of immediate danger call the police immediately, do not delay.

15.0 What will happen when you report the safeguarding concern?

Concern will always be taken seriously. Once you have made a referral to the Social Care (MASH) or the Police, they will decide how the allegation or suspicion should be investigated using their own local safeguarding procedures.

Staff should note:-

- If there are clear safeguarding concerns and by informing parents would place the child/adult at risk then a referral can be made without informing parent/carer.
- If we are working with families then we would always try to inform prior to making a referral where appropriate (this would be working closely with a family so an example sustenance or support services)
- If a family are not engaging with us then we can raise concerns and give information when referring to say that the adult/parent/carer is not engaging with us so we have not been able to inform them.

17.0 Resource

A helpful guide for all staff, to supplement their e-learning and face-to-face training, is available at:

Appendices

Appendix 1 – Reporting Flowchart