

SAFEGUARDING PROCEDURE



MONITORING INFORMATION:

POLICY/PROCEDURE/STRATEGY:

DATE APPROVED:

EXPIRY DATE:

OWNER:

APPROVAL ROUTE:

SAFEGUARDING PROCEDURE

MAY 2024

MAY 2027

HEAD OF COMMUNITIES & ESTATES

EXECUTIVE MANAGEMENT TEAM

Safeguarding Procedure

1. Introduction:

The Care Act 2014 places a duty on local authorities to co-operate with a range of organisations including 'registered providers of social housing' in the exercise of their functions which include safeguarding

The Social Care Institute for Excellence (SCIE) emphasises that Housing staff are well placed to identify people with care and support needs, safeguarding and people at risk of abuse, share information and work with social care, health, local authorities, partnership agencies and the police. This policy is for all safeguarding partners and housing staff's key role in keeping people safe.

This procedure has been developed with due regard to current legislation, statutory guidance and other good practice guidance. This is intended to be read in conjunction with the Safeguarding Policy and offers some brief guidance to staff.

2. Responding to Disclosure of Abuse

A person is more likely to disclose details or concerns about abuse to someone they trust and with whom they feel safe. The following points are a guide to help staff respond appropriately should a similar situation arise.

Always:

- record exactly what has been said to you as soon as possible;
- remain sensitive and calm about what you are hearing;
- reassure the person that they:
 - are safe;
 - were right to tell you;
 - are not to blame;
 - are being taken seriously.

Let the person talk – do not interview or prompt. You must give the person time to say what they need to tell you and listen carefully.

Try to create a positive experience.

Never promise to keep the disclosure secret. Explain that you must tell other appropriate professionals, but that the information shared will remain confidential and on a need to know basis only.

- Tell the person what will happen next.
- Reassure the person that they have done the right thing in telling and that it will be dealt with appropriately and as quickly as possible.
- Make detailed notes of the disclosure and ensure that they are recorded promptly.
- Involve appropriate individuals and/or partner organisations immediately.

Never:

- Question unless for clarification
- Make promises you cannot keep
- Rush into actions that may be inappropriate
- Make/pass a judgment on alleged abuser
- Say you don't believe them
- Take sole responsibility – you must consult with the designated Safeguarding Leads

3. Raising A Concern

Where there is a concern, it is the responsibility of Teign Housing staff or a representative to:

- record and report any concerns regarding the safety and welfare of children, young people or vulnerable adults and to escalate the concern to the Independence, Wellbeing and OT Services Manager, Compliance , Private Sector Leasing and Tenancy Sustainment Manager, Head of Communities and Estates (or in the absence of all the Director of Communities), who will, in turn ensure that this is reported to the appropriate agencies.
- Safeguarding Leads for Teign Housing are: Independence Wellbeing and OT Services Manager for adults and Head of Communities and Estates for children. The Director of Communities is the overall Safeguarding Lead.

Concerns that a vulnerable adult or child is suffering or may be at risk of suffering significant harm may require an urgent response, under these circumstances, follow the guidance below:

- if you suspect a serious criminal act has taken place call the Police on 999. Tell them if you think an adult, young person or child is at immediate risk. You should also inform your line manager and a designated safeguarding lead of your actions;
- if the individual is injured seek immediate medical treatment. Tell the ambulance personnel or A&E staff that this is a potential adult, young person or child at risk situation.

Concern RE: child, young person, or adult at risk

1.

If you suspect a serious criminal act (child or adult abuse) has taken place ring **999** immediately. Advise attending emergency services personnel of your concerns.

2.

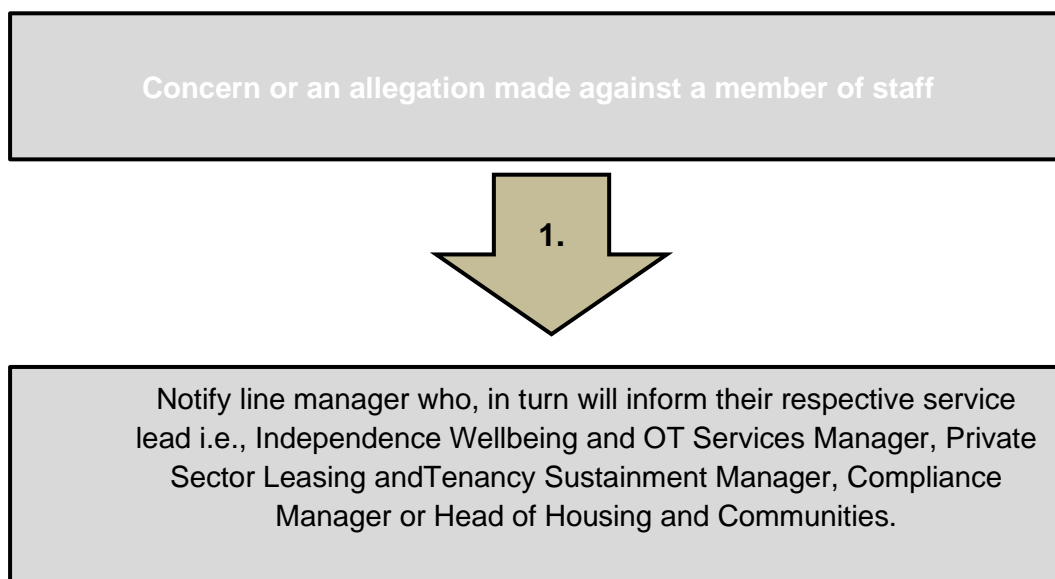
Report & record any concerns to the Designated Safeguarding Leads:

Independence Wellbeing and OT Services Manager
Head of Communities and Estates
or in the absence of all Director of Communities (ensuring your Line
Manager has been informed)

4. Allegations Made Against Staff

Responding to an Allegation or Concern

- A member of staff who has received an allegation or concern regarding a colleague or a member of staff from another organisation must immediately notify their line manager who, in turn will inform their respective service lead ie; Independence, Wellbeing and OT Services Manager or Head of Communities and Estates.
- The Human Resources Manager must be informed as soon as possible.
- Depending on the outcome of the investigation, the relevant service lead will liaise with the Local Authority and/or Police as appropriate.
- The 'People At Risk' register will be overseen by the Private Sector Leasing and Tenancy Sustainment Manager and updated accordingly so that these instances are under review until such times that the case is closed. This register is reviewed monthly by appropriate managers and Safeguarding Leads.



5. Data Protection

- Data Protection is not a barrier to sharing information but provides a framework that ensures personal information about living persons is shared appropriately. We have a duty to share information to detect or prevent crime and/or to safeguard vulnerable adults, young people or children.
- We commit to share the right information with the right people at the right time in accordance with our Privacy Information policy and General Data Protection Regulations (GDPR 2018).
- Our staff will respect confidentiality at all times and will not share any information given in confidence unless justified by the assessed risk to the vulnerable person or required by law.
- Data Protection law allows for the sharing of information (without consent) where there is a concern that a child or young person may be being abused, is at risk of abuse, or where the seeking of consent to share information will place additional risk to the child or young person. In all other circumstances agencies need to obtain consent.
- Disclosures made will be fair, lawful, necessary, proportionate, relevant, accurate, timely and secure and where appropriate Teign Housing will be party to formal information sharing agreements (e.g. Devon County Council Early Help Working Practice Agreement.)
- Children merit specific protection with regard to their personal data, ordinarily staff will be expected to seek the consent of the person with parental responsibility if a safeguarding referral is going to be made. If this is likely to place the child at increased risk, the decision not to seek consent can be taken.
- Similarly, when considering adult safeguarding referrals, we would look to seek the consent of the adult at risk. If it is not possible or appropriate to seek their consent, in these circumstances referrals will be made in their 'best interest'.

Links to other Teign Housing strategies:

- [Safeguarding Procedure](#)
- [Income Management Policy](#)
- [Allocations Policy](#)
- [Tenancy Strategy](#)
- [Living Well, Living Longer Strategy](#)
- [Domestic Abuse Policy](#)
- [Equality & Diversity Strategy](#)
- [Whistleblowing Policy](#)
- [Vulnerable Persons Policy](#)