

Golden Lane Housing



Safeguarding Children and Adults at Risk Policy

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1. Introduction

- 1.1 Golden Lane Housing's mission is to help people with a learning disability or autistic people to find and enjoy a suitable, safe home with advice and housing.
- 1.2 Golden Lane Housing wants its tenants and their families to enjoy a living environment which is safe and where they are protected from abuse. To achieve this, GLH will work with a range of partners to ensure the appropriate management and protective processes are in place.
- 1.3 Golden Lane Housing wants its colleagues to be attentive to the needs of tenants and their families and be ready and able to respond proactively and knowledgeably to situations where there is abuse, or where abuse is disclosed or suspected.
- 1.4 Golden Lane Housing will continue to highlight issues relating to abuse through campaigning activities and with other organisations.

2. Policy Statement

- 2.1 To establish a policy for Safeguarding Children and Adults at Risk which is relevant and, as a minimum, delivers legislative and regulatory compliance in relation to Safeguarding.
- 2.2 This policy, together with its appendices, states Golden Lane Housing's position on safeguarding and the approach to be taken by colleagues, contractors, volunteers and third parties who, while carrying out their duties, have concerns, allegations or actual evidence concerning the abuse or neglect of children or adults at risk. We will:
 - Comply with legal and regulatory requirements;
 - Aim to have robust safeguarding arrangements and training in place;
 - Work in partnership with other agencies to reduce the risk of harm and abuse for our tenants and customers;
 - Always act in the tenant's or customer's best interests by making safeguarding personal; and
 - Make safeguarding the responsibility of all colleagues

This policy is supported by a Safeguarding Procedure document which must always be read in conjunction with this policy.

3. Definitions

Safeguarding: means protecting the health, wellbeing and human rights of children and adults to enable them to live free from, abuse, harm, and neglect. Safeguarding is everyone's responsibility. Categories of harm and abuse are:

- **Physical;** includes assault, hitting, slapping, pushing, kicking, misuse of medication, being locked in a room, inappropriate sanctions or force-feeding, inappropriate methods of restraint, and unlawfully depriving a person of their liberty.
- **Psychological or emotional;** threats of harm or abandonment, deprivation of contact, humiliation, rejection, blaming, controlling, intimidation, coercion, indifference, harassment, verbal abuse (including shouting or swearing), cyber bullying, isolation or withdrawal from services or support networks.
- **Financial or economic;** theft, fraud, internet scamming, coercion in relation to financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions, or benefits. Acquire, use, or maintain money, obtain goods or services.
- **Sexual;** rape, indecent exposure, sexual harassment, inappropriate or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, sexual exploitation, assault, or sexual acts to which the adult has not consented or was pressured into consenting.
- **Neglect or Acts of Omission;** ignoring medical, emotional, or physical care needs, failure to provide access to appropriate health, social care or educational services, and the withholding of the necessities of life such as medication, adequate nutrition, and heating.
- **Organisational:** neglect or poor professional practice by taking advantage, ill treatment, or overstepping professional boundaries, which can deny, restrict, or curtail the dignity, privacy, choice, independence, or fulfilment of adults.
- **Self-Neglect:** neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. It is also defined as the inability (intentional or unintentional) to maintain a socially and culturally accepted standard of self-care with the potential for serious consequences to the health and wellbeing of the individual and sometimes to their community.
- **Domestic Abuse:** An incident or pattern of incidents of controlling, coercive or threatening behaviour, violence, or abuse, by someone who is personally connected. Includes psychological, physical, sexual, financial, economic, emotional abuse; so-called 'honour-based' violence; Female Genital Mutilation; forced marriage.

- **Modern Slavery:** slavery, human trafficking, forced and compulsory labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive, and force individuals into a life of abuse, servitude, and inhumane treatment.
- **Discriminatory:** discrimination on the grounds of race, faith or religion, age, disability, gender, sexual orientation, and political views, along with racist, sexist, homophobic or ageist comments or jokes, or comments and jokes based on a person's disability or any other form of harassment, slur, or similar treatment, which could be viewed as Hate crime.
- **Radicalisation, Terrorism, and extremism:** Golden Lane Housing has a duty to support the government's strategy 'Prevent' to deter terrorism by reducing the possibility of radicalisation by working in partnership with the police and other specialist agencies, ensure appropriate training is available to frontline colleagues, and sharing information in line with the Data Protection Act 2018 and the Human Rights Act 1998.

4. Legal and Governance Framework

3.1 The current legal framework for safeguarding adults and children can be found in a range of separate legislative and regulatory orders. These include:

- The Care Act 2014
- Children Act 2004
- Children Act 1989 (England)
- Safeguarding Board Act (Northern Ireland) 2011
- Counter Terrorism and Security Act 2015 (The Prevent Duty)
- Social Services and Well-being (Wales) Act 2014 and accompanying statutory guidance Working Together to Safeguarding People
- Human Rights Act 1998

3.2 The purpose of the legislation is to ensure that vulnerable adults and children are protected from abuse and neglect. There is also great emphasis on the need for organisations to be vigilant in respect of situations where adults and children may be at risk and take appropriate steps to protect them.

3.3 In discharging our safeguarding obligations, we are mindful of the s26(i) Counter Terrorism and Security Act 2015, in respect to radicalisation and the Government's prevent strategy. These draw organisations attention to the need to prevent vulnerable people from being drawn into extremism and terrorism, we see this as an important aspect of our safeguarding responsibilities.

3.4 The ultimate organisational responsibility for safeguarding lies with Golden Lane Housing's Board members who delegate operational responsibilities to Golden Lane Housing's CEO, Executive team and management. Management is responsible for ensuring appropriate and sound arrangements are in place and that timely reports are made to the board on the operation of this policy.

3.5 The CEO and Executive Team, having day to day responsibility for the operation of this policy statement, will be responsible for:

- Ensuring that Golden Lane Housing has the right policies and procedures in place to support the delivery and implementation of this safeguarding policy statement
- Leading a confident, open and positive culture to support the details of this policy statement.
- Ensuring they receive and review the content of regular reports
- Ensuring staff have the resources and tools they need to be able to manage the operational requirement of this policy statement

4 Organisational Arrangements

4.1 This policy should be used by all colleagues to understand the obligations placed upon the organisation to maintain a safe environment for their tenants, customers and colleagues within our properties. Golden Lane Housing ensure colleagues are made aware of the organisation's legal and regulatory responsibilities and colleagues receive training in respect to safeguarding.

4.2 We will record and refer concerns, suspicions and allegations of abuse, harm or neglect to the lead statutory agency responsible for carrying out safeguarding assessments and enquiries. In most cases, this will be the local authority. We will record all decisions made not to refer a concern, and the reason why. We will ensure that all safeguarding referrals that staff or tenants have made are recorded appropriately, and we will also record any incidents where we refer onto another agency.

4.3 We will engage with, and contribute to, multi-agency working in response to safeguarding concerns. This includes responding to requests for information for example from the local authority, Safeguarding Adult Boards, wherever appropriate.

4.4 We will ensure that colleagues are able to act promptly and sensitively when a safeguarding matter arises and where required, work effectively and collaboratively with regulatory bodies and other third parties.

4.5 We are committed to embedding the principles of 'Making Safeguarding Personal' within our culture so we can achieve a truly personalised approach to safeguarding and help our tenants achieve the outcomes they wish.

4.6 We will ensure its safeguarding policy is regularly reviewed, at least every 3 years, and when revisions are made, these will be done with appropriate reference and consultation.

- 4.7 We will ensure that access to this policy statement is made available to all colleagues. There is a range of helpful guidance available to colleagues which tells us how to help keep people safe within Golden Lane Housing.
- 4.8 A member of the executive management team will be the organisation's strategic lead and a member of the leader's team will be the designated safeguarding lead. **See Appendix A.**
- 4.9 Golden Lane Housing will attend and be a member of the Safeguarding Network for Providers of Housing which was jointly established by the Ann Craft Trust and Golden Lane Housing. This panel of Housing Associations will meet quarterly to review and advise on safeguarding matters.
- 4.10 The Golden Lane Housing Board will receive reports at least annually on the performance of safeguarding and remedy deficiencies promptly.

5 Responsibilities and Implementation

- 5.1 To discharge their respective responsibilities, the Board, CEO, senior management team and colleagues will have access to necessary information and training.
- 5.2 The Golden Lane Housing Board and senior managers will lead a culture that is open and positive and, supports the reporting and analysis of safeguarding matters.
- 5.3 All tenant safeguarding incidents will be reported and recorded through the safeguarding protection from abuse procedure and all colleagues safeguarding incidents will be reported and recorded through the Health and Safety Incidents procedure.
- 5.4 There are recruitment processes in place to ensure that colleagues are subject to appropriate vetting as to their suitability for posts.
- 5.5 We will work closely with Local Authorities to ensure that they have relevant information provided when safeguarding concerns are made.
- 5.6 The purpose and aims of the Safeguarding Network for Providers of Housing, of which GLH is a member, is set out at **Appendix B.**

6 Reporting

6.1 Reporting arrangements will be agreed with the Executive Team to provide assurance to the Board but will include at least an annual review of safeguarding performance.

7 Distribution

7.1 This policy statement will be distributed via the intranet to all Golden Lane Housing colleagues, managers will also have a responsibility to bring it to the attention of their teams. It will also be published on the internet pages of Golden Lane Housing.

MONITORING, APPROVAL AND REVIEW	
Lead Officer / Author	Becky Arrowsmith, Head of Housing and Safeguarding Lead
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Copy available from	Warren Bradley, Director of Legal & Governance

Appendix A

Strategic Lead – Director of Housing and Tenant Experience

Safeguarding Adults Lead – Head of Housing

Appendix B

The purpose of the Safeguarding Network for Providers of Housing, of which GLH is a member, is to:

Offer safeguarding leads in Registered Supported Housing Providers delivering tenancy management services to adults at risk, an opportunity to meet and to share best practice in safeguarding.

Aims and Functions

- To update organisations on their safeguarding activities
- To share best practice
- To review and discuss current safeguarding initiatives
- To advise and consult across the network on both general and specific safeguarding issues