



HAVEBURY HOUSING PARTNERSHIP

POLICY

**PROTECTION FROM ABUSE
POLICY**

Controlling Authority - Director of Operations

Policy Number HS 023

Issue No. 5

Status - Final

Date - September 2016

Review date: September 2019

Equality & Diversity Impact Assessment carried out - To be carried out

Impact - Low

PROTECTION FROM ABUSE

1. Purpose

- 1.1 The Havebury Housing Partnership (hereafter called Havebury) is committed to ensuring that Board Directors and staff are informed of Havebury's responsibility in ensuring vulnerable adults are protected from the risk of abuse and ensure that good practice is followed.
- 1.2 The aim of the policy is to:
 - Define abuse,
 - Outline the processes Havebury has adopted to record and monitor cases
 - Clarify roles and responsibilities
- 1.3 Havebury will ensure that the policies, procedures, and criteria will be clear and open and used for the purpose of protecting vulnerable adults from abuse in accordance with best practice.
- 1.4 Havebury will attend and participate in by invitation, Adult Safeguarding locality board meetings.

2. Scope

- 2.1 Abuse is defined as: "Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering"
- 2.2 This policy extends to all Havebury employees and stakeholders representing Havebury, contractors and self employed people employed by Havebury.
- 2.3 This policy also extends to all tenants and residents in Havebury properties whether in general needs or all supported housing functions
- 2.4 The adults covered by this policy are all those who are over 18 years of age and who are by definition vulnerable, vulnerabilities include mental health (including dementia); physical disability; drug and alcohol related problems; sensory impairment; a learning difficulty; the elderly who are considered frail; people living in Supported Housing and family carers providing assistance to a vulnerable person.
- 2.5 This policy has been prepared taking account of the following publications;
 - The Care Act 2014

- Suffolk Safeguarding Adults Policy and Operational Guidance
- Human Rights Act 1998
- Department of Health 2007 publication “Dignity in Care”
- Adult Community Services Procedure

3. Responsibilities

- 3.1 Havebury has responsibilities and duties towards vulnerable adults living in or visiting Havebury properties, this includes steps to avoid or control risk where necessary, ensuring that appropriate referrals are made to other agencies through recognised procedure, e.g. Customer First and that victims continue to receive appropriate support
- 3.2 The Chief Executive will be nominated the controlling authority.
- 3.3 Management of duly authorised procedures and amendments will be the responsibility of the Chief Executive who will ensure they are circulated to the appropriate individuals and they are kept updated with current versions. The Management Team will be required to promote the importance of safeguarding and that employees maintain their knowledge and awareness.
- 3.4 Havebury's employees have responsibilities to take reasonable care of people affected by their work and to cooperate with Havebury in meeting its legal obligations.
- 3.5 All Havebury staff, stakeholders representing Havebury and contractors have a duty to deal with information sensitively and confidentially.

4. Method

- 4.1 Havebury and its employees have a duty to receive and deal with referrals made about concerns and incidents of abuse. Information protocols with statutory agencies enable Havebury to share information and attend case conferences.
- 4.2 Upon receipt of a referral it must be made clear to the reporting person that Havebury has a duty of care and is required to share such information with relevant authorities in accordance with Havebury's Adult Protection Procedure as well as the Adult Community Services procedure.
- 4.3 To ensure there is a corporate response to safeguarding, Havebury has introduced Something's Not Right and Route to Recovery to record and monitor cases of vulnerable or at risk tenants. Risk

assessments have been introduced to assist with consistency of assessment.

- 4.4 Havebury's Adult Protection Procedure outlines the responsibilities placed on staff, this includes reporting guidelines and when line managers should be informed.
- 4.5 If a tenant or their representative or a third party has concerns about Havebury's response to a safeguarding matter they will be directed to the Local Safeguarding Board for adults or children. The referral process is detailed in the procedure.
- 4.6 Havebury has a comprehensive Safeguarding training programme, all employees are required to complete on-line training and relevant front line employees are required to attend training courses. Refresher training for both methods is also provided periodically.

5. Monitoring

- 5.1 The Director of Operations will receive an annual report on the number of referrals received by Havebury. This will also be presented to the Operations Board.
- 5.2 Serious cases or cases that are likely to attract significant media interest will be reported to the Chair of the Operations Board with a report being presented to the next Board meeting.
- 5.3 The Supported Housing Co-ordinator and the ASB and Tenancy Co-ordinator are Havebury's safeguarding lead officers and will monitor referrals on a monthly basis. Serious cases will be reported to the Head of Housing.

6. Policy review

- 6.1 This policy will be reviewed each 3 years or upon a significant amendment being required