



The Havebury Housing Partnership SAFEGUARDING

Policy Number	HS 053
Date created	December 2022
Policy Lead Officer	Assistant Director of Customer & Housing Services
EIA	In progress
Legal Advice (inc date)	External safeguarding audit by SafeCIC (July 2022)
JNC Review	N/A
Tenant Consultation	Not required
Leadership Team Review	26 January 2023
Approved by (inc date)	29 March 2023 (Board)
Policy Review Due	December 2025, (or as legislation changes)

1 Responsibility

- 1.1 Board is responsible for approval and oversight and the Director of Operations, and delegated staff are responsible for delivery.
- 1.2 The Care Act 2014 recognises that Housing staff have a key safeguarding role to play alongside their colleagues in Social Care, Health and the Police in keeping people safe. It recognises that Housing staff are well placed to identify people with care and support needs, share information and work in partnership to coordinate responses.
- 1.3 This document should be used by all including board, committee members and employees, contractors and volunteers.

2 Definitions

- 2.1 Safeguarding: Measures to protect the health, well-being and human rights of individuals, especially children, young people and adults at risk, so they can live free from abuse, harm and neglect.
- 2.2 Radicalisation is not included as a type of abuse in Care Act Guidance. However, awareness and prevention are considered safeguarding actions as part of this policy.
- 2.3 Abuse: 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.
- 2.4 Self-Neglect: Behavioural condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing or living conditions (including Hoarding). The Care Act Guidance 2014 recognises self-neglect as a category of abuse and neglect.
- 2.5 Hoarding: There is no single definition of hoarding as it is a complex behavioural phenomenon with many different causes and types of presentation. However, it can be seen as consisting of three components;
 - I. The acquisition of and failure to discard possessions that appear to be of little use and value.
 - II. Living space is sufficiently cluttered so as to preclude activities for which those spaces were designed.
 - III. Significant distress or impairment in functioning caused by the hoarding.
- 2.6 Children: There is no single law that defines the age of a child across the UK. The UN Convention on the Rights of the Child, ratified by the UK government in 1991, states that a child "means every human being below the age of eighteen years unless, under the law applicable to the child, majority is attained earlier" (Article1, Convention on the Rights of the Child, 1989).
- 2.7 Young Person: A care leaver, a person who is 18 and over but is still receiving children's services. For example, a person who has substantial and complex needs might be supported in a residential education setting until the age of 25.

- 2.8 Adults at Risk: There is no single law that defines an adult at risk across the UK. An adult at risk is a person over the age of 18 years and is:
- having needs for care and support, and
 - experiencing, or is at risk of, abuse and neglect and
- as a result of those care needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

3 Aims and Objectives

- 3.1 To support and ensure that all of our residents, visitors and staff are protected from abuse, neglect or harm.
- 3.2 We aim at all times to attain best safeguarding practice throughout all our teams and work with children, young people, adults at risk, their parents, carers and/or families. We will achieve this by adhering strictly to this policy, guidance and risk assessments.
- 3.3 To comply with all legal and regulatory requirements.
- 3.4 Always act in the tenant, resident, visitor or customer's best interests by making safeguarding personal for the individual
- 3.5 To ensure all board, committee members and employees, contractors and volunteers are informed of their own and the wider organisation responsibility and duties in safeguarding tenants, occupants and anyone visiting our properties, from the risk of abuse and self-neglect.
- 3.6 To have one clear policy to ensure a framework is in place covering all potential areas of Safeguarding.
- 3.6.1 Policy HS026 Domestic Abuse & Violence is a standalone policy
- 3.7 Reduce the risks associated with abuse and self-neglect to the tenant/individual, wider community and property condition.
- 3.8 This policy is supported by a Safeguarding Procedure document which must always be read in conjunction with this policy.

4 Policy Statement

- 4.1 We are committed to ensure the safeguarding of adults and children in all areas of our operation. We operate a zero tolerance policy of abuse and are committed to preventing and reducing the risk of harm to vulnerable adults and children from abuse and to keep them safe, whilst supporting individuals in maintaining control of their lives.
- 4.2 Where abuse or self-neglect presents a high or immediate risk to the tenant, any visitor to the property or neighbouring properties, an urgent and robust response will be used. Such a response could include, but would not be limited to, calling 999 or immediate injunction action.
- 4.3 Where abuse or self-neglect presents a lower or less immediate risk to the tenant, any visitor to the property or neighbouring properties, then less urgent but robust

response will be used. This will include a commitment to partnership working to involve all agencies as appropriate, so that responsibilities are met.

- 4.4 We have an internal reporting system called 'somethings not right' which enables any member of staff to report concerns anonymously for investigation by the designated officers.
- 4.5 Procedures relating to this policy outline the responsibilities placed on all staff, including reporting, recording and escalation guidelines at various stages and time frames. Serious cases need to be reported to the Director of Operations.
- 4.6 We will ensure that we provide comprehensive Safeguarding Training Programme; that is routinely reviewed and in line with legislation and requirements.
- 4.7 The Leadership Team will be required to promote the importance of safeguarding and that employees maintain their knowledge and awareness of correct procedure through discussion at team meetings and one-to-ones.
- 4.8 We will attend and participate in appropriate Safeguarding Locality meetings and other appropriate meetings.
- 4.9 We are committed to safe recruitment in line with the relevant legislation and guidance from government and the Regulator of Social Housing for recruiting all staff, paid or unpaid.

5 Legislation and Regulation

- 5.1 Relevant Legislation:
 - Environmental Protection Act 1990
 - Mental Capacity Act 2005
 - Equality Act 2010
 - Landlord and Tenant Act 1995
 - Defective Premises Act 1972
 - Antisocial Behaviour Crime and Policing Act 2014
 - The Care Act 2014
 - Human Rights Act 1998
 - Modern Slavery and Human Trafficking
- 5.2 Relevant Regulation:
 - Suffolk Safeguarding Partnership's Policies, Procedures and Guidance Including;
 - Suffolk Safeguarding Adults Framework v8
 - Suffolk Safeguarding Partnership Self-Neglect and Hoarding Policy
 - In areas where the above procedures do not apply, guidance will be sought from the appropriate Safeguarding Boards

6 Service Standards

- 6.1 Any person being supported within this policy will be treated under our service standards as follows:
 - Where there is an immediate threat to life, response will be immediate
 - If we receive a report of concerns, we will respond within one working day

- Referrals will be made in line with internal policies giving consideration to data protection.
- We will aspire to comply with our Customer Service Standards and provide a service which is 'right first time' for any report or notification of domestic abuse or safeguarding.

6.2 We will keep accurate and detailed records and periodical reports will be shared with Committee and Management.

6.3 Referrals will be reviewed and cases escalated as required to ensure none are left without an agreed resolution.

7 List of Related Internal Documents (including procedures relating to the Policy)

- All tenancy agreements and licences for residential premises
- Allocations and Tenancy Policy
- Starter Tenancy Policy
- Antisocial Behaviour Policy
- Data Protection Policy
- Gas Policy Statement
- Repairs & Maintenance Policy
- Equality and Diversity Policy
- Domestic Abuse & Violence Policy
- P047 Safeguarding Adult & Children
- Self-neglect & Hoarding Procedure (New)