



Safeguarding Policy

Directorate: Communities
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1. Introduction

Salix Homes has a moral and a legal duty to protect children and adults with care and support needs who are at risk of harm or abuse. The policy provides the framework within which Salix Homes will act to safeguard adults with care and support needs and children; ensuring that Salix Homes is proactive in recognising and reporting neglect and abuse; and is working together with other agencies to manage and reduce risks of harm and exploitation.

Salix Homes is committed to promoting the welfare of children and the rights of adults with care and support needs to live safely and securely without fear of abuse or exploitation. We understand that safeguarding is everyone's responsibility and a shared responsibility and will play our part in preventing, detecting and reporting neglect and abuse amongst children and adults with care and support needs who use our services and live in homes and communities we manage.

2. Aim / Purpose of the Policy

This policy will ensure that Salix Homes can act appropriately to safeguard children and adults with care and support needs that use our service and live in the homes and communities we manage. The objectives of this policy are set out below:

Accountability and leadership

- Have clear accountability and leadership for dealing with and responding to safeguarding concerns about children and adults with care and support needs.

Recruitment, training and support

- Carry out an evaluation of any job roles where staff engage with children / vulnerable adults and practice safe recruitment, selection and vetting of staff working with children or adults with care and support needs in line with legal and regulatory requirements.
- Train and support our employees and contracted staff so they are clear about their roles and responsibilities in relation to safeguarding.
- Communicate with our employees and contracted staff so they are clear about their roles and responsibilities in relation to safeguarding.

Working together and sharing information

- Work together with other agencies, including health and social care services and the police, to safeguard and promote the wellbeing of adults with care and support needs and children; co-operating with and responding to requests for information and assistance where there is required by the police or social care services in order for them to meet their safeguarding duties under law.

Communication and consultation

- Ensure that the rights, wishes and feelings of children and adults with care and support needs are respected and listened to; that whatever possible consent is sought to share information whilst making clear that absolute confidentiality cannot be provided in cases where there are concerns about abuse.
- Publicise and provide information to our customers on our commitment to safeguarding and how to recognise and report abuse themselves to the relevant organisations.

Complaints and allegations against staff

- Deal appropriately and affectively with complaints or allegations of abuse that are made against employees or contracted staff.

Related legislation

The Children Act 1989, section 27 and 47 – duties to co-operate in the interests of children in need and to assist local authorities in carrying out enquiries into whether or not a child is at risk of significant harm.

The Children Act 2004, section 10 and 11 – duties to co-operate with the local authority and other bodies to improve the wellbeing of children and to make arrangements for safeguarding and promote the welfare of children.

The Mental Capacity Act 2005 – sets out the legislation for protecting and supporting adults who do not have the ability to make decisions for themselves.

Safeguarding Vulnerable Groups Act 2006 – sets out vetting and barring scheme for regulated activities.

The Children and Families Act 2014 – outlines changes to the laws to give greater protection to vulnerable children, better support for children whose parents are separating, a new system to help children with special educational needs and disabilities and help for parents to balance work and family life. major reforms to improve the lives of looked after children

The Care Act 2014 – sets out local authority's duties in relation to assessing people's needs and their eligibility for publicly funded care and support.

Working Together to Safeguard Children 2015, 2018 & 2020 pending publication - the key statutory guidance for anyone working with children in England. It sets out how organisations and individuals should work together and how practitioners should conduct the assessment of children.

The Children and Social Work Act 2017 – includes a wide range of measures to give greater clarity to the roles of councils as 'corporate parents of children and young people in care and

care leavers, as well as to what councils and other agencies should do in safeguarding cases.

Definitions

Child

A child is defined as anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently, is in further education, is a member of the armed forces, in hospital, in custody in the secure estate does not change the fact that they are still legally children and should be given the same protections and entitlements as any other child.

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. Guidance and legislation applies to all children up to the age of 18.

Safeguarding means:

Protecting children from abuse and maltreatment

Preventing harm to children's health and development

Ensuring children grow up with the provision of safe and effective care

Taking action to enable all children and young people have the best outcomes.

Adult

An adult at risk is defined as any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

The aims of safeguarding adults are:

To prevent harm and reduce the risk of abuse and neglect to adults with care and support needs.

To safeguard individuals in a way that supports them in making choices and having control in how they choose to live their lives. 'Making safeguarding personal'.

To promote an outcomes approach in safeguarding that works for people resulting in the best possible experience possible.

To raise public awareness so that professionals, other staff and communities as a whole play their part in preventing, identifying and responding to abuse and neglect.

Salix Homes uses the six principles of safeguarding:

- **Empowerment**
People being supported and encouraged to make their own decisions and informed consent.
- **Prevention**
It is better to take action before harm occurs.
- **Proportionality**
The least intrusive response appropriate to the risk presented.
- **Protection**
Support and representation for those in the greatest need.
- **Partnership**
Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability**
Accountability and transparency in safeguarding practice.

Making safeguarding personal

In addition to these principals, it is also important that all safeguarding partners take a broad community approach to establishing safeguarding arrangements that are there to protect individuals.

Making safeguarding personal means it should be person led and outcome focussed. It engages the person in a conversation about how best to respond to their safeguarding situation in a way that enhances involvement, choice and control as well as improving quality of life, wellbeing and safety.

3. Policy

Accountability and leadership

Salix Homes will:

- Have a designated strategic lead for safeguarding, who is responsible for maintaining knowledge and ensuring effective working relationships are in place.
- Ensure there are simple and consistent procedures in place for identifying, reporting and monitoring concerns, including where allegations are made against employees; and that all employees and contractors are aware of these procedures.

- Have a secure system in place for recording and monitoring concerns and any ongoing case management, ensuring that any information held about families and adults in relation to safeguarding is accurate, up to date and kept confidential when appropriate.
- Carry out a bi annual audit and review of our safeguarding practice and procedures, ensuring compliance with the requirements of s.11 Children Act 2004.

Recruitment, training and support

Salix Homes will:

- Carry out an evaluation of any job roles where staff engage with children / vulnerable adults and request disclosure and barring checks for all employees, recruited to posts which involve carrying out regulated activity with children and adults.
- Ensure our recruitment and selection procedures are in line with the Safeguarding Children Partnership Safer Recruitment Guidance.
- Include information about safeguarding in the induction for all new employees.
- Provide all new employees with safeguarding awareness training within 6 months of starting in post.
- Provide refresher training for all employees on safeguarding awareness at least every 3 years.
- Offer training to contracted staff on safeguarding awareness.
- Ensure that all employees with responsibility for making referrals to social care attend multi agency training where it is arranged by the local Safeguarding Board/Partnership.
- Ensure safeguarding practices are in line with Salix Homes health and safety procedures, including those for lone working.
- Have a designated safeguarding lead who can support other employees in dealing with and reporting safeguarding concerns.

Working together and information sharing

Salix Homes will:

- Share information with other professionals working to safeguarding children and adults with care and support needs, in line with GDPR and Child Protection requirements.
- Ensure that all safeguarding referrals have a record of ethnicity and diversity, where this

information is known and available.

- Participate in multi-agency conferences, meetings and forums, where we have an active involvement with a family or adult who are part of the safeguarding process.
- Challenge safeguarding decision we do not agree with in line with the local Safeguarding Board/ Partnership escalation policy.
- Be an active member of the local Safeguarding in Housing Forum, sharing good practice with other housing providers working in Salford.
- Support specific policy and practice areas developed by the local Safeguarding Board/Partnership, within our available resource and where there is no conflict with our business priorities.
- If safeguarding concerns are raised these will override information governance in place within the organisation. There is a duty to share information to safeguard adults at risk and children.

Communication and consultation

Salix Homes will:

- Have a communications plan in place for communicating key messages on safeguarding to employees, contractors and customers and review the plan periodically.
- Distribute information from the local safeguarding boards to any other employees with responsibility for making safeguarding referrals and managing safeguarding cases.

Complaints and allegations against staff

Salix Homes will:

- Have a procedure for dealing with any allegations of child or adult abuse made against employees, within the overall safeguarding procedures.
- Have a designated safeguarding lead with responsibility for ensuring these procedures are followed effectively.

4. Service Standards & Performance Measures

Accountability and Leadership

- Successful s11 audit of our safeguarding practice and procedures.
- 100% of serious case review audits are completed by targets set by the Local Safeguarding Board / Partnership.

Recruitment, Training and Support

- All new employees to have received information about safeguarding at induction and safeguarding awareness training within 6 months of their start date.
- All employees to have received safeguarding refresher training within the last 3 years.
- All employees making safeguarding referrals to social care to have attended multi-agency introductory safeguarding training where made available by the Local Safeguarding Board/Partnership.

Working together and information sharing

- 100% of reported safeguarding concerns appropriately handled
- 100% of safeguarding referrals that have an outcome subject to a monitoring plan.

Communication and consultation

- Annual report to Salix Homes Board on safeguarding.

Complaints and allegations

- 100% of allegations of abuse received against employees appropriately handled and with a clear outcome.

5. Risks

Accountability and Leadership

Risk	Control	Lead Officer
Designated strategic lead for safeguarding leaves the company	Strategic lead is incorporated within the job role and new post holder would fulfil this role.	Warren Carlon Service Director – Communities
Employees are unaware of	Communications and training	Helen Byrne

procedures for reporting safeguarding concerns	plan	Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding. Deputy – Kate Burns - Partnership Coordinator
Damage to the Organisation following negative outcomes from a serious case review.	A robust policy and procedure are in place for employees to follow and safeguarding cases are monitored to review outcomes.	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for safeguarding. Deputy – Kate Burns – Partnership Coordinator

Recruitment, Training and Support

Risk	Control	Lead Officer
An employee fails to follow the safeguarding policy and procedure.	All employees receive awareness at induction and training to identify and report safeguarding	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding. Deputy – Kate Burns – Partnership Coordinator Gina Bayliss Peoples Services Manager
Salix Homes fails to provide adequate training to all staff	Ensure training programme is properly administered and reviewed regularly to ensure compliance with legislative changes. Ensure an assessment of all job roles have taken place.	Gina Bayliss People Services Manager:
Staff employed to carry out regulatory activity without a suitable Disclosure and Barring check being in place	Records kept of all posts requiring DBS checks New posts assessed at point of creation as to whether DBS checks are required. Job offers not confirmed until	Gina Bayliss Peoples Services Manager:

	DBS check complete.	
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Working together and information sharing

Risk	Control	Lead Officer
Confidential information is shared when it should not have been	Defined staff roles given responsibility for making referrals and sharing information externally. These staff are trained in information sharing and confidentiality requirements. Data Protection Policy DPA Act & Confidentiality training is provided to all staff.	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding Deputy – Kate Burns – Partnership Coordinator
Confidential information is not shared when it should have been	Multi agency information sharing protocols are implemented and followed	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding Deputy – Kate Burns – Partnership Coordinator

Communication and consultation

Risk	Control	Lead Officer
Customer consultation not appropriate.	Review who we consult with periodically.	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding Deputy – Kate Burns – Partnership Coordinator
Customers misinterpreting the organisations role in safeguarding and reporting third party concerns.	Clear messages are communicated to Customers, using marketing provided by local safeguarding Boards where possible. Guidance in place for	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding

	employees on dealing with third party concerns.	Deputy – Kate Burns – Partnership Coordinator
Adults at risk of abuse feeling that their rights, wishes and feeling have not been respected.	Adhering to the Care Act and Making Safeguarding Personal. Consent sought wherever possible prior to making a safeguarding referral and explanations given where actions need to be taken that go against the expressed wishes of the Customer. Clear case records kept.	Helen Byrne Tenancy Sustainment & Partnership Development Manager Strategic Lead for Safeguarding Deputy – Kate Burns – Partnership Coordinator

6. Related Procedures & Documents

- Safeguarding procedures
- Anti-Social Behaviour, Hate Crime and Domestic Abuse Procedures
- Lone Working procedures
- Health and safety procedures.
- Data protection privacy statement and information security policy
- Whistle blowing policy
- Safeguarding allegations against employee's initial report form and decision-making form
- Data Protection Policy

7. Responsibilities

Accountability and Leadership

Service Director of Communities

Tenancy Sustainment & Partnership Development / Strategic Lead for Safeguarding

Recruitment, Training and Support

Peoples Services Team / Peoples Services Manager / Skills and Development Business Partner / Tenancy Sustainment & Partnership Development Manager / Strategic Lead for Safeguarding.

Working together and information sharing

Tenancy Sustainment & Partnership Development Manager / Strategic Lead for Safeguarding.

Communication and consultation

Tenancy Sustainment & Partnership Development Manager / Strategic Lead for Safeguarding.
Marketing & Brand Manager

Complaints and allegations against staff

Service Director of Communities

Tenancy Sustainment & Partnership Development Manager / Strategic Lead for safeguarding.

Peoples Services Manager