



Safeguarding and Domestic Abuse Policy

Date: May 2019

MONITORING, APPROVAL AND REVIEW	
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Version Nu/Date	No 2, May 2019
Version Notes	This could be a new policy or note key changes which have been made from current policy
Publication	Public/Published (available on Website)
Consultation	Executive Team, 30 April 2019, Kelly Webb, AD for Health and Housing Needs
Equality Analysis	EIA Completed April 2019
Approved by	Executive Team 30 April 2019
Policy Review	The Policy will be reviewed every 2 years or in line with legislative or regulatory changes. Due July 2021
Electronic File Location	S:drive/hsg-general/policies, strategies and assurance/current policies FCHO Website FCHO Colleague Hub
Copy available from	Joanne Goodall, Governance and Corporate Support Manager

SAFEGUARDING AND DOMESTIC ABUSE POLICY

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1. Purpose

- 1.1 To provide effective and consistent support through partnership working to prevent abuse.
- 1.2 To comply with the Regulatory Framework for Social Housing in England and relevant legislation for example The Care Act 2014.
- 1.3 To outline our commitment to ensuring that all children and adults are protected and kept safe from harm whilst engaged in services organised by FCHO.
- 1.4 This policy is for all FCHO Colleagues, Non-Executive Directors, volunteers or anyone working on behalf of, delivering a service for or representing FCHO.

2. Policy Details

2.1 Aims of the Policy

- 2.1.1 This policy aims to ensure that FCHO will:
 - Provide sensitive, timely and appropriate responses to customers and colleagues;
 - Provide a range of services that maintain the safety and security of customers;
 - Recognise the different access needs of diverse communities and respond positively to the sensitive personal needs and issues facing customers;
 - Provide responsive and timely support to FCHO tenants through Neighbourhoods and the Independent Living Service to enable them to sustain their tenancies;
 - Provide advice on the housing options that are available to both the victims and the perpetrators of domestic abuse. Set out the consequences of action as to how they may affect these options;
 - Provide timely intervention to prevent and reduce homelessness in relation to domestic abuse;
 - Use a partnership approach to dealing with safeguarding and domestic abuse, by working with local, regional and national agencies in order to achieve a person centre approach (for example Oldham Refuge, Women's Aid, Mash, Vulnerable Adult Services and the Forced Marriage Unit);
 - Provide our colleagues with training and support to enable them to take appropriate action in relation to this policy and the needs and circumstances of individual customers;
 - Contribute through our service provision and participation, in all protection arrangements (for example MARAC and MASH);
 - Refer adult 'victims' of Familial Abuse to the Multi-Agency Safeguarding Hub (MASH) through the safeguarding route where information suggest this for example by children towards their parents or older siblings;
 - Take positive action to gain possession of FCHO tenancies where the perpetrator is left in the property and is under-occupying;
 - Will safeguard adults at risk of abuse or neglect including FCHO customer(s); and
 - Will safeguard children and make sure staff at FCHO have regular training on this.

2.3 Monitoring and implementation

- 2.3.1 Key performance indicators for safeguarding are recorded on a monthly basis including number of safeguarding referrals received and number of safeguarding referrals actioned by MASH.
- 2.3.2 FCHO will regularly monitor and review our services to ensure continuous improvement with regard to dealing with safeguarding and domestic abuse. This information will be used to inform further service and policy development, training and raising awareness of safeguarding and domestic abuse.

- 2.3.3 Mandatory safeguarding training is provided to all FCHO colleagues at induction and refreshed every three years. Clear guidelines and processes are in place for colleagues in the event they identify a safeguarding concern or domestic abuse.

3. Our Approach

- 3.1 Mandatory safeguarding training is provided to all FCHO colleagues at induction and refreshed every three years.
- 3.2 FCHO has an identified Safeguarding Lead, as well as Designated Safeguarding Officers across the business. The role of Designated Safeguarding Officers is to act as a point of contact for colleagues to discuss and record concerns; offer support to members of staff and facilitate the contact with the relevant Social Care Agency/Police.
- 3.3 Designated Safeguarding Officers also record safeguarding concerns on FCHO systems, highlight any issues or training gaps at the Safeguarding Group meeting and promote the Safeguarding Agenda within teams.
- 3.4 Current Safeguarding Lead and Designated Safeguarding Officers are made available to colleagues through mandatory training and via our Intranet. These are reviewed on a six monthly basis (minimum) to ensure they remain current.
- 3.5 Clear guidelines and processes are in place for colleagues in the event they identify a safeguarding concern or domestic abuse (Appendix 1 and 2).

4. Legislative or other Guidelines

- 4.1 FCHO will ensure that its approach to working with customers at risk of safeguarding and victims of domestic abuse is in line with the Regulator of Social Housing regulatory framework.
- 4.2 The Care and support statutory guidance states that 'all workers need to be vigilant about adult safeguarding concerns' and that safeguarding practice should be underpinned by the six safeguarding principles:
- **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 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.

5. Links to First Choice Home's Strategic Plan

- 5.1 Excellent Landlord:
- Improve customer services
 - Develop options that allow us to meet greater housing need
- 5.2 Create Thriving Communities:
- Develop successful services that provide effective partnerships and joint evaluation with health, support and criminal justice services