



**City of London Corporation**  
**Department of Community & Children's Services**  
**Housing Service**

## **Safeguarding Policy**

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Approved by:	<i>Housing Management &amp; Almshouses Sub-Committee</i>
Original Approval Date:	<i>January 2016</i>
Reviewed:	<i>December 2020</i>
Re-approval Date:	
Review Date	<b>+3 years</b>

## **1. Purpose and scope**

- 1.1 Our Safeguarding policy statement sets out the approach of the City of London Housing Service to the safeguarding of adults and children at risk of harm, abuse or neglect who live in our homes or use our services. It supports and compliment the City Corporations statutory responsibility for safeguarding.
- 1.2 The City Corporation's overall approach is set out in our corporate safeguarding policy and overseen by the City and Hackney Safeguarding Children Partnership and the City and Hackney Safeguarding Adults Board.

## **2. Policy aims and objectives**

- 2.1 The aim of this policy statement is to provide guidance for all our staff to be able to identify potential safeguarding issues, and for us raise concerns and refer cases for further intervention when needed.
- 2.2 By publishing this policy statement, the Housing Service aims to achieve the following key objectives:
  - Raise awareness of safeguarding responsibilities
  - Increase vigilance about safeguarding issues
  - Ensure a prompt and proportionate response when it appears that a child, young person or vulnerable adult is at risk
  - Comply with the objectives of the City and Hackney Safeguarding Children Board and the City and Hackney Safeguarding Adults Board

## **3. Definitions**

- 3.1 The following definitions are used in this policy:

**Safeguarding** - Safeguarding means protecting children and adults at risk from abuse, neglect, maltreatment, or significant harm

**Adult at risk** - An adult who:

- a) Has need for care and support (whether or not the authority is meeting any of those needs),
- b) Is experiencing, or is at risk of, abuse and neglect, and
- c) As a result of those needs is unable to protect themselves against abuse or neglect or the risk of it. (Care Act 2014).

**Abuse of an adult** - Abuse of an adult is a violation of an individual's human and civil rights by any other person(s) who has power over the life of the

dependent individual or an adult in need of support or care who is unable to protect themselves from abuse, self-neglect or neglect because of those needs, regardless of the person's capacity to make decisions

**Child or young person** - A child or young person is anyone who has not yet reached their 18th birthday. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate, does not change their status or entitlements to services or protection.

**Abuse of a child or young person** - Abuse of children is any action that could cause them significant harm

#### **4. Service standards**

- 4.1 We aim to provide high quality services to our customers that are effective and culturally sensitive. When we identify concerns regarding the welfare of children and adults at risk we will:

- Maintain strict confidentiality whilst dealing with cases where abuse occurs or is suspected
- Inform victims that some personal information may need to be shared
- Make the safety and wellbeing of the person considered at risk our first priority
- Pass on our concerns swiftly through established referral arrangements
- Involve agencies such as the police where this would be appropriate
- Engage with key partners to facilitate effective responses

#### **5. Legal and regulatory obligations**

- 5.1 We have developed this policy using guidance from the Department of Health's Care and Support Statutory Guidance 2017 issued under the Care Act 2014.
- 5.2 There are no direct regulatory obligations linked his policy, however this policy will assist us to comply with the Neighbourhood and Community Standard by supporting vulnerable individuals who may be the victims of anti-social behaviour.

## **6. Our approach to safeguarding children and adults at risk**

### **6.1 General principles**

The City of London Housing Service recognises that we must do all that we can to protect children and adults at risk from abuse when they engage in services organised or delivered by us.

Our approach to adults at risk and our approach in general is underpinned by the six key principles set out in the Care Act 2014:

- **Empowerment** – presumption of person-led decisions and informed consent.
- **Prevention** – It is better to take action before harm occurs.
- **Proportionality** – Proportionate and 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.
- **Accountability** – Accountability and transparency in delivering safeguarding

### **6.2 How the policy will be delivered**

#### **Agreed procedures**

We will provide guidance for Housing Services staff to ensure that the signs of abuse can be identified and staff know how to raise concerns or suspicions of abuse and neglect of children, young people and adults at risk. Procedures will include arrangements for working with different agencies.

#### **Supervision and responsible officers**

Managers will ensure effective supervision and provide guidance to staff on the operation of this policy. We will nominate a senior manager to lead on safeguarding across the Housing Service to provide guidance and support to employees on safeguarding and vulnerability issues.

#### **Reporting**

Where abuse occurs or is suspected our principal concern will be the safety and wellbeing of the person considered at risk. All incidents or suspicions of abuse will be reported to the relevant service manager and be recorded as soon as possible after the event. All staff and contractors have responsibility for raising safeguarding concerns.

We will adopt arrangements to ensure that our concerns are passed to the appropriate agency. Where it is considered appropriate, we will report concerns to the police. Where allegations are made against staff or a contractor's employee, concerns should be reported to the manager responsible for the service area or the head of service.

## **Training**

Staff will receive training to ensure they are aware of their responsibilities and can identify signs of abuse and neglect, recognise harm and make appropriate referrals. A variety of training methods will be employed. We will ensure that all our contractors and external partners understand our approach to safeguarding and their responsibilities when they provide services on our behalf.

## **Recruitment**

We will ensure that recruitment of staff, contractors and volunteers takes account of safeguarding. All appropriate frontline employees will be subject to the relevant Disclosure and Barring Service (DBS) check. Induction arrangements for new staff will include safeguarding.

## **Sharing information and confidentiality**

We will share information securely where it is necessary to do so and is in the best interests of an individual to protect them from harm or abuse. We will normally seek consent before sharing information but if this is not possible or refused, we will share information with other agencies where there is a legal basis for doing so. We will maintain strict confidentiality whilst dealing with cases where abuse occurs or is alleged or suspected.

## **Working with others**

We recognise that safeguarding is achieved through good interagency and multidisciplinary working with other organisations and across local authority boundaries. As a provider of social housing and support services we will build and maintain partnerships and adopt agreed referral procedures to safeguard children and adults at risk.

## **7. Responsibilities, monitoring and performance**

- 7.1 Overall responsibility for this policy and its implementation rests with the Head of Housing Management. The Head of Housing Management will ensure that

staff receive the appropriate training and support to achieve the aims of this policy. We will monitor the number of safeguarding concerns raised and carry out an annual review.

- 7.2 Monitoring of the implementation of this policy and our performance in safeguarding children and adults at risk will be the responsibility of the Housing Management and Almshouses Sub-Committee.

## 8. **Associated policies**

- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Hate Incidents Policy

## 9. **Document management**

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<b>Consultation and assessment</b>	
Equality Analysis	
Data Protection Impact Assessment	

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1.0	N/A	February 2018	Original document
2.0	December 2020		Routine policy review.