

Safeguarding Policy		Policy Reference: CS2
Lead Department:	Operations	Approval Date: May 2021
Approved by:	Board	Review Date: May 2024
This document applies to the following areas of New Outlooks Business		
All Areas of the Association		
Appendices/forms:		

SCOPE

This Policy applies across the whole Association.

Safeguarding is the responsibility of everyone - all employees; Board members; tenants and residents. Everyone has a responsibility to notice and act upon any concerns of neglect or abuse.

This policy aims to protect the following from harm:

- Any person who is living at, or visiting, one of our schemes, whether or not they are receiving a Care and Support service from the New Outlook
- Any person receiving Care and Support from New Outlook at their own property
- Employees and contractors
- Anybody who is working, or volunteering for the Association.

The policy relates to all New Outlook schemes, offices and communities visited by any of our employees; Board members; contractors or, volunteers.

The policy has been developed in accordance with the statutory guidance recommendations and legal frameworks as outlined on page six.

POLICY STATEMENT

Describe the policy and the reason for the policy.

New Outlook believes in the fundamental right of every person to live free from harm, abuse and neglect. This view is promoted in all of our work and we recognise that safeguarding those at risk of abuse and neglect is the responsibility of everyone.

- New Outlook will ensure all reasonable and proportionate controls and interventions are in place to safeguard anyone identified at risk of harm.
- New Outlook will have due regard to statutory obligations set out in the Care Act 2014, and other guidance, to ensure compliance with requirements.
- New Outlook will provide additional support, assistance and guidance to any tenants and residents whose wellbeing is at risk to help them sustain independent living.
- The policy supports everyone to work with tenants and residents who have capacity in order to reach a desirable outcome. We will ensure choice, dignity and all rights are upheld and that all safeguarding and wellbeing interventions are undertaken with the person concerned, rather than 'to' them.
- The policy refers to the use of the Mental Capacity Act in supporting those who lack capacity in decision making about protection.
- New Outlook recognises that situations may arise whereby a person alleged to have caused harm may also be at risk of abuse or neglect. In these circumstances this person must also receive support and protection using a multi-agency approach.

TERMS AND DEFINITIONS

Define any acronyms, jargon, or terms that might have multiple meanings.

TERM	DEFINITION

POLICY INTRODUCTION

This Safeguarding Policy sets out the approach New Outlook will take to ensure that all tenants; residents; employees and other stakeholders are safeguarded from abuse or neglect.

It outlines the standards we will adhere to and also the process we will follow to ensure that we learn from any situations that arise and improve the way we work as a result.

The policy covers a broad definition of safeguarding and applies to any person and all areas of the Association.

The Association has statutory obligations to relevant Local Authorities to report safeguarding issues that relate to incidents, or suspected incidents, of abuse or neglect affecting any person who has Care and Support needs and may be 'at risk' of harm.

The framework for reporting and investigating under these requirements is detailed in Multi-Agency Safeguarding Guidance issued by partnerships of statutory agencies at either a local or regional level. There are separate guidelines relating to adults and children.

The actions we will take are driven by our Core Values:

- Approachable
- Supportive
- Professional
- Innovative
- Respectful
- Empowering

POLICY SECTION ONE

AIMS

New Outlook will take action to identify and protect our tenants, residents and their families and our colleagues from any risk of harm.

The actions we take are outlined in our Safeguarding procedures and will ensure that New Outlook:

- Are vigilant to all Safeguarding risks to vulnerable adults living in our properties and services, even when they are not in receipt of our care and support services.
- Prevent escalation through early intervention and by working with individuals, their families and other representatives to agree the outcomes they wish to achieve.
- Respond promptly and proportionately where abuse does happen, to stop or reduce the risk of harm.
- Assist people to sustain their tenancies or placement, to live independently and to have a safe place to live.
- Empower individuals to understand their rights and responsibilities.
- Colleagues; contractors; tenants and residents are all aware of safeguarding procedures and their responsibilities.
- Colleagues have all received Safeguarding training appropriate to their job role.
- Meet the statutory duty for safeguarding including sharing information with statutory agencies and other partners when appropriate to do so.

Our procedures for safeguarding reflect guidance issued, and the six key safeguarding principles set out, in the Care Act 2014 namely: Empowerment; Protection; Prevention; Proportionality; Partnership and Accountability.

POLICY SECTION TWO

SERVICE PROVISION

We will implement early intervention to achieve better outcomes for those at risk.

We will identify tenants and residents who are at risk of abuse or neglect as early as possible and offer support and advice to help them stay safe in their homes, maintain their tenancy and receive appropriate care and supported living services as required.

We will also ensure safeguarding concerns relating to employees and other stakeholders are identified at the earliest opportunity.

We will ensure that the ethnic, cultural or religious needs of those at risk are understood and met when dealing with cases of safeguarding or neglect; but we will not accept ethnicity, culture or religion as a reason for a perpetrator committing abuse.

Training courses designed for specific roles, including refresher training, will be delivered to all colleagues. Courses will advise colleagues what they need to do when they suspect abuse or neglect.

We will raise awareness, through internal communications and campaigns, on the importance of the protection of any person who may be at risk and of our employee's responsibilities in relation to this.

We will recognise, risk assess, respond and record all safeguarding concerns and incidents. All concerns, suspicions or allegations of abuse or neglect will be reported to the lead agencies responsible for carrying out safeguarding assessments and enquiries.

We will ensure the interests, human rights and chosen outcomes of the person at risk are respected and upheld (applying the Mental Capacity Act, 2005 as appropriate) unless a significant risk is posed to others, for example health and safety.

We will ensure that our tenants and residents understand what abuse and neglect is, and that they know what to do when they have a concern and who they should report it to.

We will actively promote awareness and understanding of safeguarding within our services.

We will work in partnership with local safeguarding children and adult boards, lead agencies and relevant partners, to respond to suspicions or incidents of abuse or make safeguarding enquiries in accordance with statutory procedures.

We will share information with statutory agencies for the purposes of safeguarding and will comply with the statutory duty to supply information where requested.

Where appropriate we will report incidents and/or allegations of abuse to the Police to investigate and determine if criminal prosecutions are appropriate.

We will maintain a secure system to keep confidential information relating to allegations of abuse or neglect.

We will ensure that tenants and residents are safeguarded and protected through robust staff recruitment and supervision procedures. We will recruit in accordance with the Disclosure and Barring Service (DBS) regulations and will also ensure that contractors and sub-contractors comply with this requirement.

POLICY SECTION THREE

MEASURES, MONITORING AND REPORTING

Effective governance and accountability for this policy is ensured by:

- Line Manager Safeguarding audits; One to One meetings and staff supervision
- Internal Quality Assurance audits
- KPIs reported to the Scrutiny Committee
- External Audit by regulatory bodies, eg The Care Quality Commission and Local Commissioners

The following measures will be reported to the Scrutiny Committee:

- The number, and type, of Safeguarding referrals made to Local Authorities
- The number, and type, accepted as Safeguarding by the Local Authority
- The number, and job role, of colleagues who have been the subject of a Safeguarding alert, investigation and/or action
- Training on Safeguarding and Wellbeing scheduled and delivered to colleagues
- Any Serious Case Reviews we've been involved in and subsequent learning and improvements that we have made

RELATED POLICIES AND OTHER REFERENCES

This policy is to be read in conjunction with the following New Outlook policies and procedures:

- Safeguarding Procedures
- Whistleblowing Policy
- Incidents Accident and Near Miss Policy and Procedure
- Health and Safety Policy
- Diversity Strategy
- Anti-Social Behaviour Policy

- Data Protection Policy
- Support Planning, Needs and Risk Assessment
- Recruitment and Selection Policy
- Rehabilitation of Ex-Offenders Policy
- DBS Risk Assessment Guidance
- Disciplinary Policy

LEGAL FRAMEWORK AND EXTERNAL GUIDANCE

The Care Act

This sets out a clear legal framework for how Local Authorities and other agencies should protect adults at risk of abuse or neglect.

S.9 places a duty on Local Authorities to carry out an assessment of need. S.42 places a duty on the Local Authority to investigate any risk to vulnerable adults and decide what action needs to be taken to mitigate such risk.

The Act specifically places obligations on housing providers to:

- Attend and provide information for Local Safeguarding Adult Boards and if necessary, participate in Safeguarding Adult Reviews.
- Co-operate with Local Authorities undertaking enquires of suspected adult safeguarding concerns.
- Have a Safeguarding policy and procedures in place.
- Keep clear and accurate records of safeguarding allegations, response and actions and share with appropriate organisations when in the best interests of the vulnerable adult.
- Have safe and robust recruitment practices and training relevant to safeguarding.

The Act also sets out six guiding principles around safeguarding and the sharing of information as follows:

- **Empowerment:** People being supported and encouraged to make their own decisions and give 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** and **transparency** in safeguarding practice

Other Legislation and Guidance:

- Adult Safeguarding Multi-Agency Guidelines (West Midlands)
- Working Together to Safeguard Children 2015
- Children's Act 1989 and 2004
- Data Protection Act 2018
- Sexual Offences Act 2003
- Equality Act 2010
- Human Rights Act 1998.
- Health and Social Care Act 2008 (Regulated activities) Regulations 2014 (CQC)
- Mental Capacity Act 2005 and Deprivation of Liberty Safeguards
- Safeguarding Vulnerable Groups Act 2006/Protection of Freedoms Act 2012 (DBS)
- Mental Health Act 1983 amended 2007
- Modern Slavery Act 2015
- Making Safeguarding Personal (ADASS / LGA)

ROLES AND RESPONSIBILITIES

ROLE	RESPONSIBILITY
Head of Operations	To ensure the policy is successfully implemented and the procedures followed
Executive and SMT	To ensure that all colleagues understand the importance of this policy and comply with the related procedures that apply to them.
Board	Overall responsibility for Scrutiny and oversight with New Outlook's Board

This policy will be reviewed every three years or earlier if required by changes in legislation or good practice.