

# Safeguarding Children, Young People and Adults Policy

May 2024

<b>Company</b>	Thirteen
<b>Service Director</b>	Director of Governance
<b>Date of Final Draft and Version Number</b>	May 2024
<b>Review Date</b>	May 2027
<b>Officer Responsible for Review</b>	Head of Governance & Corporate Support

### Policy Review History

<b>Version</b>	<b>Action &amp; Changes</b>	<b>Author</b>	<b>Date</b>
1	Review and amalgamation of the Prevent and Safeguarding Children, Young People Policy and the Prevent and Safeguarding Adults Policy	Safeguarding & Inclusion Business Partner	April 2021
2	3-year fundamental review, and re formatting policy style and inclusion of consumer standards	Head of Governance & Corporate Services / Safeguarding & Inclusion Business Partner	November 2023

### Governance Information

<b>Equality and Diversity</b>	Initial screening did not identify any barriers to any protected characteristic
<b>Customer Involvement and Consultation</b>	The policy was shared with Involved Customers who gave positive feedback and found the policy clear and easy to read.
<b>Monitoring and Review</b>	Every 3 years or on change of legislation or regulation.
<b>Responsibility</b>	Overall implementation of the policy – Head of Governance & Corporate Support Operational delivery of the policy and associated procedures - Safeguarding & Inclusion Business Partner

### Relevant Regulations

<b>Regulation / Consumer Standard</b>	<b>Code of Practice</b>	<b>Policy reference</b>
<b>Regulator of Social Housing Transparency Influence and Accountability Standard</b>	Registered providers, working with tenants, must regularly consider ways to improve and tailor their approach to delivering landlord services including tenant engagement. They must implement changes as appropriate to ensure services deliver the intended aims.	Section 5
	Registered providers should foster a strong culture throughout their organisation of fairness, courtesy and respect, where tenants are listened to and can trust their landlord. Providers should consider how they can adapt their services and communications to meet individual tenants' needs.	Section 1 & Section 5
	Registered providers should regularly assess whether all tenants have fair access to, and equitable outcomes of, housing and landlord services. Providers should take account of the findings of their assessments and should be able to demonstrate actions they have taken as a result.	Section 3 & Section 5
	Registered providers should make tenants aware of the different ways in which services are tailored to meet their needs. This could include, for example, by informing tenants when they report a repair that a choice of appointment time is available, or that information can be supplied in alternative formats such as pictorial and in different languages on request.	Section 6
	Registered providers should take reasonable steps to ensure that all tenants have an equitable opportunity to be involved in influencing and scrutinising strategies, policies and services, taking into account the diverse needs of tenants.	Section 5
	Registered providers must ensure that communication with and information for tenants is clear, accessible, relevant, timely and appropriate to the diverse needs of tenants.	Section 5
<b>Regulator of Social Housing Safety Standard</b>	Registered providers should have an effective approach to proactively identifying the risks to tenants' safety and eliminating or mitigating those risks.	Section 3

## **1 REFERENCE MATERIAL**

1.1 Thirteen will comply with all relevant legislation and regulations including, but not restricted to, those listed below:

- Mental Health Act 1983
- Sexual Offences Act 2003
- Housing Acts 2004
- Disability Discriminations Act 1995 & 2005
- Domestic Abuse Act 2021
- Human Rights Act 1998
- General Data Protection Regulations 2018
- Mental Capacity Act 2005
- Safeguarding Vulnerable Groups Act 2006
- Working Together to Safeguard Children 2018
- Equality Act 2010
- Care Act 2014, and associated guidance
- Domestic Violence Crime and Victims Act 2004
- Anti-Social Behaviour Act 2003
- Freedom of Information Act 2000
- Counterterrorism and Security Act 2015
- Prevent Duty guidance 2019
- Modern Slavery Act 2015
- Children Act 1989 and 2004
- Homeless Act 2002
- Counterterrorism and Security Act 2015
- NICE Guidance on Child Abuse and Neglect Oct 2017
- Statutory Guidance on Female Genital Mutilation

## **2 WHY WE NEED THIS POLICY**

- 2.1 The abuse of anyone at risk and the harmful effect that abuse has on the victim, their families and the wider community is wholly unacceptable.
- 2.2 Thirteen believes the safeguarding and welfare of children, young people and adults at risk is paramount and that everyone has the right to protection from abuse regardless of age, culture, disability, gender, racial origin, language, religious belief or sexual orientation.
- 2.3 We understand our responsibilities to ensure the services provided by care providers to adults within Thirteen facilities meet Care Quality Commission standards.
- 2.4 We are responsible for ensuring customers know that reports of abuse or suspected abuse are taken extremely seriously and we are committed to identifying, responding to and addressing any issues identified in confidence and in a manner which respects people's dignity.
- 2.5 We recognise our wider Safeguarding responsibilities under the Prevent duty to protect children, young people and adults from radicalisation, whether within their family or from outside influences.
- 2.6 We recognise and promote the importance of effective multi-agency partnership working.
- 2.7 The policy supports our compliance with relevant legal and regulatory requirements and our commitment to keep our customers and colleagues safe.

2.8 We are fully committed to acting ethically and with integrity in all our transactions and relationships.

### **3 HOW WE DO THIS**

3.1 This policy is supported by the PREVENT and Safeguarding children, young people and adults' guidance.

3.2 We are committed to protecting our customers and employees through the use of safeguarding and hold ourselves and our supply chain fully accountable.

3.3 We adhere to the provisions of the Modern Slavery Act 2015 and do not tolerate forced labour or child labour in any aspect of our business.

3.4 We support adult safeguarding, using the six, safeguarding principles as detailed in the Care Act 2014 to inform us and service delivery.

3.5 We comply with Section 11 of the Children Act (2004) that specifies 'organisations should have in place arrangements that reflect the importance of safeguarding and promoting the welfare of children'.

3.6 We ensure that colleagues and volunteers are competent to carry out their responsibilities for safeguarding and promoting the welfare of children, young people and adults, creating an environment where staff feel able to raise concerns and feel supported in their safeguarding role.

3.7 We follow Teeswide Safeguarding Adults' guidance and the Tees Safeguarding Children Partnerships' guidance and recommendations when reporting safeguarding matters to external services.

3.8 Any information is recorded, stored, shared and destroyed in accordance with the GDPR.

3.9 We comply with the requirements of Data Sharing Agreements of the relevant authorities involved in Safeguarding children, young people and adults.

3.10 We work in partnership with outside agencies to safeguard children, young people and adults at risk, which requires sharing of information between partners' services.

3.11 We work closely in partnership with a range of organisations, including local authorities, who work within statutory duties to ensure the safeguarding and welfare of children, young people and adults at risk whilst taking a person-centered approach that actively involves individuals in safeguarding risk assessments and risk management plans.

3.12 We work in partnership with the local Channel & Prevent Multi-Agency Panel focusing on providing support at an early stage to people who are identified as being vulnerable to being drawn into terrorism. Prevent (counterterrorism) teams in the relevant police authority will be informed, in cases of suspected radicalisation of a child, young person or adult at risk.

3.13 We follow legislative frameworks to strengthen multi-agency working including statutory duties for local authorities to promote co-operation between the relevant agencies.

3.14 The services provided by care providers to adults within Thirteen facilities meet with Care Quality Commission standards.

- 3.15 We understand our duty to safeguard and take all reports of abuse and neglect seriously, working alongside other organisations to safeguard adults at risk, working with the principles of Making Safeguarding Personal (MSP).
- 3.16 We have arrangements in place for dealing with anti-social behaviour and hate crime incidents and any safeguarding concerns arising from anti-social behaviour or hate crime will be reported in accordance with this and related procedures.
- 3.17 The Safer recruitment process ensures we use the Disclosure and Barring Service (DBS) to assess the suitability of applicants for positions of trust and fully comply with DBS guidance.
- 3.18 We educate and raise awareness of abuse to both colleagues and the wider community to help ensure that they understand the role they have and to encourage them to report any suspected cases of abuse to the relevant agency.
- 3.19 It is everyone's responsibility to report concerns about colleagues, customers, the wider community, and themselves. Statutory guidance makes specific reference to responsibility or 'Duty of Care', which is shared by staff at all levels, to take appropriate action where there is a suspicion, concern, or allegation of abuse.
- 3.20 Our Transparency Policy and supporting documents provide guidance for all colleagues around whistleblowing, including their responsibility to raise any concerns without fear of reprisal and receive support throughout any investigations.
- 3.21 All colleagues and board members of Thirteen complete mandatory e-learning training on an annual basis.
- 3.22 The Designated Safeguarding Leads, Designated Safeguarding Referrers and Designated Safeguarding Champions will receive specialist training in both PREVENT and safeguarding to enable them to carry out their role effectively and support our customers' diverse and complex needs.
- 3.23 We recognise that safeguarding children, young people and adults' cuts across a wide range of topics including the Prevent Strategy, domestic abuse, stalking and honour-based violence, sexual and criminal exploitation, mental health and mental capacity, substance misuse, self-neglect and hoarding.
- 3.24 Records of all safeguarding training are stored and managed on internal management systems, and training is audited regularly for quality.
- 3.25 Specific content has been included in all projects, contract, tender and procurement documents, to outline minimum requirements relating to safeguarding children, young people, and adults at risk. Failure to meet these requirements will result in ineligibility.
- 3.26 Any actions required will be taken within the requirements of legislation.
- 3.27 We assume that a customer has the capacity to make decisions about their personal safety unless information or advice received suggests otherwise.
- 3.28 Any allegation or suspicion of abuse by a Thirteen colleague will be addressed through formal statutory investigation procedures and internal disciplinary procedures.

#### **4 HOW WE MEASURE THE EXPECTATIONS AND OUTCOMES OF THIS POLICY**

- 4.1 Safeguarding arrangements, including recording and monitoring processes will be monitored and reviewed to ensure service quality and improvement.

- 4.2 Safeguarding and performance information will be reported quarterly to Executive and Service Directors.
- 4.3 The Board will receive an annual update, to include trend analysis of safeguarding statistics for the year.
- 4.4 As a Teeswide Safeguarding Adults Board (TSAB) partner agency; we are required on a bi-annual basis to complete a self-audit to provide assurance to TSAB on our approach to adult safeguarding. This is evaluated by other board partners and we receive feedback from their findings.
- 4.5 We receive and consider feedback received from TSAB and action recommendations to ensure best practice.

## **5 CONSIDERATIONS FOR OUR CUSTOMERS**

- 5.1 We endeavor to understand who our customers are and any specific needs they may have to underpin our service delivery and ensure our customers are treated fairly and with respect.
- 5.2 We carry out Enhanced DBS checks prior to starting employment where the role involves direct provision of services to people at risk.
- 5.3 We consider the expectations of the consumer standards when considering how we communicate; especially with regard to customers' diverse needs and how we inform them in an appropriate way that is clear, accessible, relevant and timely.
- 5.4 We use our involved customers to consider policies from a customer's perspective, To judge if our policies are fair, reasonable, transparent, and understandable, using their constructive feedback to inform any changes.
- 5.5 We listen and learn from our customers, through feedback and complaints to help inform further service improvements.
- 5.6 We further consider customers' diverse needs we have made it accessible for customers to contact and engage with us, methods of communication can be seen in the supporting documents.

## **6 TRANSPARENCY ARRANGEMENTS ASSOCIATED WITH THIS POLICY**

- 6.1 We will ensure transparency in relation to this policy by:
- 6.2 Safeguarding information is communicated to Thirteen colleagues', customers and local communities using a range of methods to best meet the diverse needs of our service users.
- 6.3 Publishing this policy and supporting documentation in all relevant forms and accessible formats.
- 6.4 Publicising our work and document activities and good practice through the use of photographs and film.
- 6.5 TSAB publishes the results of our quality assurance self-assessments.
- 6.6 For a copy of this policy or any information in an alternative format, such as large print, braille or a translation, please [contact us](#).

## 7 SUPPORTING DOCUMENTATION

<b>Contents of supporting documentation</b>	
<b>1.</b>	Definitions
<b>2.</b>	Forms of Abuse and support relating to that form of abuse
<b>3.</b>	Care Quality Commission Standard
<b>4.</b>	Six Safeguarding Principles
<b>5.</b>	Recording, Storing and Sharing Information
<b>6.</b>	Link to: Teesside Safeguarding Adult Board (TSAB) Service Standards
<b>7.</b>	How customers can contact us
<b>8.</b>	Policies related to this policy



## 1 Definitions

<b>The safeguarding and promoting the welfare of children</b>	Protecting children from maltreatment. Preventing impairment of children’s health or development. Ensuring that children are growing up in circumstances consistent with the provision of safe and effective care
<b>Children</b>	a child is defined as anyone who has not yet reached their 18 <sup>th</sup> birthday, any child or young person will be referred to as Children
<b>Safeguarding (Children &amp; Young People)</b>	NSPCC defines safeguarding as ‘the action that is taken to promote the welfare of children and protect them from harm’.
<b>Safeguarding (Adults)</b>	the Care Act 2014 defines safeguarding as ‘Protecting an adult’s right to live in safety, free from abuse and neglect’
<b>Thirteen Representative</b>	any employee, volunteer, apprentice, contractor delivering a service on behalf of Thirteen
<b>GDPR</b>	General Data Protection Regulations
<b>DSL</b>	Designated Safeguarding Lead
<b>DSR</b>	Designated Safeguarding Referrer
<b>DSC</b>	Designated Safeguarding Champion
<b>Prevent</b>	Part of a Government counter-terrorism strategy aimed at stopping people becoming terrorists or supporting terrorism
<b>Channel</b>	Key part of Prevent Strategy - a multi-agency approach to identify and provide support to individuals who are at risk of being drawn into radicalisation.
<b>MSP</b>	Making Safeguarding Personal - is an initiative which aims to develop a person-centered and outcomes focus to safeguarding work in supporting people to improve or resolve their circumstances.
<b>DBS</b>	Disclosure and Barring Service
<b>TSAB</b>	Teeswide Safeguarding Adults Board
<b>HSSCP</b>	Hartlepool and Stockton Safeguarding Children’s Partnership
<b>STSCP</b>	South Tees Safeguarding Children’s Partnership
<b>OFSTED</b>	Office for Standards in Education, Children’s Services and Skills
<b>Types of Abuse</b>	Definitions within section 2 of supporting documents

## 2 Types of abuse and signposting

Type of Abuse	Information
<b>Physical Abuse</b>	<a href="https://www.tsab.org.uk/general-public/physical-abuse/Physical%20abuse%20 %20NSPCC">https://www.tsab.org.uk/general-public/physical-abuse/Physical abuse   NSPCC</a>
<b>Domestic Abuse</b>	<a href="https://www.tsab.org.uk/general-public/domestic-violence/">https://www.tsab.org.uk/general-public/domestic-violence/</a>  <a href="#">Domestic abuse   NSPCC</a>
<b>Sexual Abuse/Exploitation</b>	<a href="https://www.tsab.org.uk/general-public/sexual-abuse/">https://www.tsab.org.uk/general-public/sexual-abuse/</a>

	<a href="#">Sexual abuse   NSPCC</a>
<b>Child Sexual exploitation</b>	<a href="#">Child sexual exploitation: at a glance   NSPCC</a>
<b>Psychological/Emotional Abuse</b>	<a href="https://www.tsab.org.uk/general-public/psychological-abuse/">https://www.tsab.org.uk/general-public/psychological-abuse/</a>  <a href="#">Emotional abuse   NSPCC</a>
<b>Neglect and Omission</b>	<a href="https://www.tsab.org.uk/general-public/neglect-and-acts-ofomission/">https://www.tsab.org.uk/general-public/neglect-and-acts-ofomission/</a>  <a href="#">Child neglect   NSPCC</a>
<b>Modern Slavery/Child Trafficking</b>	<a href="https://www.tsab.org.uk/general-public/modern-slavery/">https://www.tsab.org.uk/general-public/modern-slavery/</a>  <a href="#">Child trafficking   NSPCC</a>
<b>Grooming</b>	<a href="#">Child grooming   NSPCC</a>
<b>Online Abuse</b>	<a href="#">Online abuse   NSPCC</a>
<b>Bullying and Cyber bullying</b>	<a href="#">Bullying and cyberbullying   NSPCC   NSPCC</a>
<b>Female Genital Mutilation (FGM)</b>	<a href="#">Female genital mutilation (FGM)   NSPCC</a>
<b>Harmful Sexual Behaviour</b>	<a href="#">Harmful sexual behaviour   NSPCC</a>
<b>Self - Neglect</b>	<a href="https://www.tsab.org.uk/general-public/self-neglect/">https://www.tsab.org.uk/general-public/self-neglect/</a>
<b>Financial and material abuse</b>	<a href="https://www.tsab.org.uk/general-public/financial-or-materialabuse/">https://www.tsab.org.uk/general-public/financial-or-materialabuse/</a>
<b>Organisational Abuse</b>	<a href="https://www.tsab.org.uk/general-public/organisational-abuse/">https://www.tsab.org.uk/general-public/organisational-abuse/</a>
<b>Discriminatory Abuse</b>	<a href="https://www.tsab.org.uk/general-public/discriminatory-abuse/">https://www.tsab.org.uk/general-public/discriminatory-abuse/</a>

### 3 Care Quality Commission Standard

[The fundamental standards - Care Quality Commission \(cqc.org.uk\)](https://www.cqc.org.uk)

## 4 Six Safeguarding principles as set out in the Care Act 2014.



## 5 Recording, storing, and sharing information.

The consent of the individual should be secured, however if consent is not received information can still be processed if there is a legitimate purpose, such as preventing serious harm to an adult at risk, protecting a child's health and well-being, providing urgent medical treatment or in the detection or prevention of crime.

Thirteen employees are responsible for recording all concerns and ensuring that the status of open cases and the outcome of closed cases can be accessed. All information is recorded and stored on a secure internal management system.

Images of anyone under 18 years of age will not be used without prior permission of a parent, carer or guardian.

## 6 Useful Links

### **Teeswide Safeguarding Adults' Board (TSAB) Website**

[Teeswide Safeguarding Adults Board \(tsab.org.uk\)](https://www.tsab.org.uk)

### **Service Standards**

[Service standards - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

## 7 How Customers can contact us

[Contact Us - Thirteen \(thirteengroup.co.uk\)](https://www.thirteengroup.co.uk)

## 8 Related Policies

This policy has links to other internal policies as listed:

- Information Governance Framework
- People Framework
- Anti-Social Behaviour and Hate Incidents Policy
- Transparency Policy

Equality Diversity & Inclusion Policy  
Lone Working Policy and Procedure  
Safeguarding for children, young people and adults Procedure  
Personal digital assistance (PDA) procedure