



Wythenshawe Community Housing Group (WCHG) Safeguarding Policy

Policy Name:	Safeguarding Policy
Status:	Approved
Approved by:	Board
Drafted by:	Paula Marshall, Assistant Director of Housing.
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1. Introduction

- 1.1 Wythenshawe Community Housing Group (“the Group”, “WCHG”) is a community based landlord, providing a number of services to the residents of Wythenshawe.
- 1.2 This policy outlines WCHG’s approach to the Safeguarding of both children and adults at risk, and our commitment to working collaboratively with Manchester City Council and other partners to effectively safeguard vulnerable people.

2. Scope and Definitions

- 2.1 This policy applies to all tenants and families of Wythenshawe Community Housing Group and all users of the Group’s facilities or services. It also applies to young people who may take placements or work experience, apprenticeships or other forms of work training or volunteer programmes with WCHG. It applies to all colleagues and volunteers who work with, or come into contact with children, young people and adults at risk.
- 2.2 Children and young people are those below the age of 18 years.
- 2.3 Adults at risk are defined as:
 - Aged 18 years and over
 - Are, or may be, in need of Community Care Services because of learning or physical disability, older age or physical or mental illness
 - Are, or may be, unable to take care of themselves, or unable to protect themselves from harm or exploitation by others
- 2.4 Abuse is defined as: ‘a violation of an individual’s human and civil rights by any other person or persons. Abuse may be physical, psychological, sexual, emotional, financial, neglect or acts of omission. It may involve people taking money without permission, or not looking after someone properly. It may take place online.

It may include poor care practices, bullying or humiliating, or not allowing contact with friends and family. Abuse often involves criminal acts. Abuse can be a single act or may continue over a long period. It can be unintentional or deliberate, but will result in harm to the victim, either physically, emotionally or in its effect on the person’s wellbeing or development.’

Abuse can take many forms including:

1. Sexual (including sexting and child grooming)
2. Physical
3. Emotional (including cyberbullying)
4. Psychological
5. Financial
6. Neglect

3. Objectives

3.1 The objectives of this policy are set in line with Manchester City Council's Safeguarding Standard (**Appendix 1**), and the Adult Neglect Strategy and aim to provide effective guidance for all our staff to be able to identify potential safeguarding issues, and for us to investigate and refer cases where necessary.

Our objectives are:

3.2 To comply with all relevant legislation and best practice and ensure that this policy and toolkit are published and promoted within the organisation so that all staff are made aware of their responsibility to be vigilant about safeguarding issues, their own conduct, and how to respond to any concerns or suspicions they may have.

3.3 To ensure a prompt and proportionate response when it appears that a child, young person or adult at risk may be at risk of abuse or neglect.

3.4 To work with partner agencies and Manchester City Council to minimise risk and to ensure that where concerns are identified, they are swiftly and appropriately raised, and information is effectively shared.

3.5 To ensure that the policy is publicised so that children, young people and vulnerable adults are aware of the Group's approach and responsibilities.

4. Policy

4.1 The Group will comply with Manchester City Council's Safeguarding Standards (Appendix 1) and we aim to ensure that our staff are equipped to identify and investigate cases as appropriate, making further referrals as needed.

4.2 We will:

- Ensure our services are open and accessible, take users' views into account, and promote equal access
- Promote our safeguarding commitment to users via our website and provide a contact telephone number to enable users to raise any safeguarding concerns. We will display specific safeguarding posters through our community centres and other public places where users visit
- Support and encourage individuals to recognise abuse and ensure this is easy to report
- Investigate appropriately all potential safeguarding cases and carry out a risk assessment so that appropriate referrals or support can be effected
- Treat all concerns confidentially, on a need-to-know basis
- Share information with partners in the best interests of the person to ensure that their safety and security is the overriding factor in any process, within the guidelines of GDPR.
- Work in partnership with other agencies, and collaborate with the Manchester Safeguarding Children Board (MSCB) and/or Manchester

Safeguarding Adults Board (MSAB) as required, incorporating learning from serious case reviews as appropriate

- Promote e-safety to protect children, young people and adults at risk from harm whilst using technology and the internet
- Have a named safeguarding lead, and a member of our Board who champions safeguarding for the Group, and an e-safety lead
- Promote details for staff who lead on safeguarding investigations
- Ensure adequate training is available for all safeguarding leads and that other members of staff receive regular information briefings
- Ensure that safer staffing is adhered to, and recruitment processes reflect this, with a probation period and induction, and Disclosure and Barring Service (DBS) checks are completed where necessary
- Respond to allegations against staff using the MSCB and MSCA guidelines. Where relevant, we will use the Group's own disciplinary procedures and, where appropriate, referral to external organisations.
- Provide guidance for employees managing working relationships with young people who may be part of the organisation as volunteers, work placements, apprenticeships or any such work training programme.
- Ensure that the vulnerable residents of our Extra Care scheme are adequately protected by ensuring our on site staff are appropriately briefed and know how to raise a concern appropriately – this may be in relation to care being received or family members and needs to be managed sensitively

4.3 Training

- We will support staff across our business in understanding how to recognise the signs of abuse and what to do if they have a concern via annual safeguarding briefings
- A training matrix will be used to ensure that staff who have safeguarding responsibilities receive adequate training and that this is refreshed at least every three years
- We will monitor training records so that we are able to offer training opportunities where there are gaps
- Training and support is available for staff managing working relationships with young people who may be part of the organisation as volunteers, work placements, apprenticeships or any such work training programme

5. Responsibility

- 5.1 The Executive Director of Housing shall act as Safeguarding Lead and shall be responsible for the implementation and review of this policy.

6. Consultation, Monitoring and Review

- 6.2 The Safeguarding Policy is reviewed annually, and an annual update to Common board will provide an assurance of our compliance.

7. Equality & Diversity

- 7.1 The Group ensures that the Safeguarding Policy and procedure is accessible to its diverse customers and will take into account the different needs of our customers when considering action.
- 7.2 WCHG recognises that customers of all races, ages, religions, gender, sexual orientation, literacy levels and disability should be treated equally and fairly.
- 7.3 WCHG will provide information in languages other than English, in Braille, Large Print and Audiotape. Our receptions and interview rooms are fitted with a hearing loop system.
- 7.4 If you require assistance with translation of this policy, large print, braille, or an audio copy, contact us by phone on: 0300 111 0000 or: 0800 633 5500 or by email: communications@wchg.org.uk

8. Associated Strategies, Policies and Documents

- Safeguarding Toolkit
- Financial Inclusion Strategy
- Youth Involvement Strategy
- Community Learning Strategy
- Health Strategy
- Community Safety Strategy
- Support Strategy
- Regeneration Strategy
- Whistleblowing Policy
- Critical Incident Policy
- Disciplinary Policy

Reference material

- [Greater Manchester Safeguarding Children Procedures Manual](#) (June 2015)
- [Working Together to Safeguard Children - A guide to inter-agency working to safeguard and promote the welfare of children](#) (March 2015)
- [Manchester City Council Safeguarding Adults Policy 2010](#)
- [Information sharing guidelines: March 2015](#)