

## Safeguarding Policy

This policy sets out the roles and responsibilities of Capture Housing in working together with other professionals and agencies in promoting safeguarding from abuse and neglect.



This policy applies to Capture's customers including:

- Residents living in Capture's homes
- Customers who are not residents in a property owned by Capture but who receive a service from us
- Customers that we meet in a professional capacity e.g. applicants for housing

**The Local Authority has the lead role in safeguarding adults and children who may be at risk** (in addition to the Police who will lead on all criminal investigations). Safeguarding authorities under the Care Act 2014 have responsibility for:

- Making enquires, or requesting others to gather more information when they think an adult with care and support needs may be at risk of abuse or neglect
- Taking all reports of safeguarding seriously, making an assessment of the abuse/risk, arranging and resourcing appropriate protection and support interventions and leading the management of cases
- Promoting the wellbeing in the communities they serve
- Establishing Safeguarding Adults Boards and undertaking safeguarding adult reviews when someone with care and support needs dies due to neglect or abuse and there is a concern that the local authority or its partners could have done more to protect them or if an adult in its area has not died, but the SAB knows or suspects that the adult has experienced serious abuse or neglect.
- Arranging for an independent advocate to represent/support a person subject to a safeguarding enquiry or review, if required.

### General safeguarding principles.

Our approach supports national guidance, and Section 14 of the Care Act. We will work within the six principles as defined in the Care Act 2014 Statutory Guidance (empowerment, prevention, proportionality, protection, partnership and accountability) which underpin safeguarding work:

- Take all disclosures seriously and act on any suspicion immediately
- Work collaboratively with other agencies to safeguard and protect customers
- Consider the impact that diversity (beliefs, language etc.) may have on a customer's vulnerability to abuse and their ability to understand and access support services
- Respect the right of people to decide how they live and the risks they take, unless:

- others are being put at risk (e.g. letting abusive/exploitive friends into a shared living environment, which may put others at risk)
- a child is involved
- alleged perpetrator has care and support needs and may also be at risk
- a serious crime has been committed
- staff are implicated
- coercion is involved
- Make a referral to the local authority where there are concerns that a person being abused lacks mental capacity
- Work with partners to support risk assessments and manage situations when a customer may be accused, or indeed be the perpetrator of abuse.

A history/allegation of abuse may not be a bar to housing and/or support services, but where the assessed risk is too high, we may need to consider not offering a service or taking tenancy enforcement action in order to ensure the safety of other customers and the local community.

If a safeguarding concern is not accepted by the local authority, or there is a delay in the assessment or where the support provided is ineffective and the concern persists, we may challenge the local authority decision or consider tenancy enforcement action to safeguard the individual and in consideration of other customers, staff and contractors.

### **Those working on behalf of Capture**

**Contractors** working in customers' homes (e.g. gas servicing/maintenance contractors) or providing services to customers and;

**Managing agents** – responsible for managing the tenancy and dealing with day-to-day issues must have:

- A safeguarding policy and procedure which covers domestic abuse and which must be in line with this policy and associated procedure
- Arrangements for training staff and making them aware of procedures
- Procedures for ensuring that all staff engaged in Regulated Activity are subject to a valid enhanced disclosure check undertaken through the Disclosure and Barring Service (DBS)
- Arrangements for monitoring referrals and provide information as required to enable Capture to ensure that their policies and processes are effective
- Agreed arrangements with Capture to exchange safeguarding information that relates to a potential health and safety risk for anyone visiting the property or information relating to a breach of tenancy.

### **CONCERNS ABOUT A MEMBER OF STAFF, AGENT OR CONTRACTOR**

Capture will fully support and protect anyone who, in good faith, reports a concern relating to a child or vulnerable adult. The Public Interest Disclosure Act (1998) protects workers from detrimental treatment or victimisation from their employer if they blow the whistle on wrongdoing, such as the abuse of customers. Staff who whistle blow can remain anonymous. However, this cannot necessarily be guaranteed if it results in a criminal investigation.