



**Date:** 17 February 2015

**Subject:** Safeguarding

**Report Author:** R2R Resident Inspectors

**Purpose:** To provide findings and recommendations from R2R scrutiny of the Safeguarding Process

## Introduction

The R2R panel decided on the Safeguarding process as the topic for quarter four's scrutiny activity. This report outlines the key findings from the scrutiny panel and provides a number of recommendations where the R2R resident inspectors feel that the safeguarding process could be improved.

## Methodology Used for Scrutiny

This quarter's scrutiny topic "Safeguarding" was selected by the Association as an area they wanted residents to feedback their thoughts and views on the effectiveness of the process across saha's various services.

The R2R resident inspectors decided that a desktop review involving the foyer and supported housing residents would be the best approach for gauging residents' views on Safeguarding.

The scrutiny meetings took place via video link at saha's Head Office in London and Regional Office in Bolton on 17 February 2015, as well as local residents' meetings that were held at the Foyers and Supported Housing Services.

In order to develop an informed understanding of the various elements involved in the Safeguarding process, the panel assessed and reviewed the following key documents/information:

- Safeguarding Adult and Children's Policies and Procedures
- Residents' understanding of Safeguarding
- Review of the Association's safeguarding registers
- Review safeguarding case studies (Adults and Children)
- Compared findings against the internal auditor's report

## Scrutiny Findings

Overall the R2R panel concluded that the safeguarding process works well and the Association has in-depth processes in place. The panel acknowledged that it can be difficult for saha to ensure that it accommodates each local authority's safeguarding procedures and understands the importance of multi-agency working especially as the Association works within 64 local authorities.

### ***Safeguarding Policies and Procedures***

The panel reviewed the safeguarding adults and children's policies and procedures and generally felt that the Association had a handle on safeguarding. The panel was also aware that saha was currently in the process of conducting a review of its current policies and procedures as these were due for review and were happy to be involved in the consultation process of these documents.

### ***Residents' Understanding of Safeguarding***

As part of understanding residents' comprehension of safeguarding, we asked both the R2R panel members, the foyer groups and supported housing residents the following questions regarding safeguarding, to see what their understanding of the process at their service/scheme was:

- What is your understanding of the term safeguarding? **Mixed feedback was received from the residents on this question, as some residents understood the term safeguarding and others didn't. (More promotion needs to be done at all services/schemes).**

- Do you know what the signs of abuse or neglect are? All residents knew the signs of abuse or neglect, including those who didn't understand the term safeguarding.
- Do you know who you would speak to if you had a concern or issue? All residents knew who to speak to if they had a concern or issue, even the residents who didn't understand the term safeguarding.
- Is safeguarding publicised at the foyer/scheme? If yes, how is this done? Mixed feedback was received on this question, as some residents said this was well advertised at the scheme/service whilst others said they hadn't seen anything at the scheme/project.

**Appendix B** sets out the responses given at the foyers and supported housing schemes.

We also uploaded a questionnaire on our website regarding safeguarding, but unfortunately we did not have any responses.

### ***Safeguarding Registers***

The panel reviewed both the adults and children's safeguarding registers, and felt that the Association captured sufficient detail relating to safeguarding cases and had no recommendations. The panel was aware that the Association was looking into implementing an electronic recording system of safeguarding cases via the Housing Management System.

### ***Safeguarding Case Studies***

The panel had the opportunity to review two safeguarding cases, one from each register, to enable them to see how the safeguarding process worked. Although the cases were a bit upsetting, the panel felt that staff had been thorough.

The panel only had one recommendation: To ensure that staff have enough support at the end of each safeguarding case, i.e. a de-brief session with staff/managers to give them an opportunity to receive support if they have been affected by the case.

### ***Auditors' report***

The panel reviewed the auditors' report on safeguarding and agreed with their findings.

### **Assurance Level Rating:**

Overall the R2R panel rated Safeguarding as: **Substantial** with some recommended actions for the Association to implement.

### **Recommendations:**

**Appendix C** sets out saha's Management Feedback on the Performance Reporting Report.

<b>Recommendations:</b>	
1	Safeguarding Children's procedure makes reference to "holding a Strategy Meeting". This term should be amended to "Child Protection Conference".

2	<p>For saha to raise awareness of Safeguarding within all its services (especially General Needs), as currently this is not being done.</p> <ul style="list-style-type: none"> <li>• To produce a safeguarding leaflet that is sent to all residents within the quarterly rent statements.</li> <li>• To add a copy of the safeguarding leaflet to all new sign up packs.</li> <li>• To promote the term “Safeguarding” with all residents within saha services.</li> <li>• To have a regular article in the newsletter regarding Safeguarding.</li> </ul>
3	<p>For Safeguarding to be a standard agenda item on all residents’ meetings.</p>
4	<p>To ensure that there’s a consistent approach to publicising safeguarding information at schemes/services as some services publicised this everywhere, i.e. communal space, lounge, residents’ kitchen etc. and others didn’t.</p>
5	<p>To speak to local authority safeguarding teams to see if they can provide some training on Safeguarding for residents.</p>
6	<p>To add the ‘If you had an issue regarding abuse of a vulnerable adult would you know who to report it to’ question to the General Needs star survey so that all residents are asked the question.</p>
7	<p>For the R2R panel to produce a safeguarding video/DVD for residents and to promote this via our website and other social media.</p>
8	<p>To ensure that staff have enough support at the end of each safeguarding case, e.g. a de-brief session with staff/managers.</p>

## R2R Definition of Recommendation Priorities

Assurance level	Definition
<b>SUBSTANTIAL</b>	We feel that the overall service delivery is effectively managed by the organisation and there are robust processes in place.
<b>ADEQUATE</b>	We feel that overall saha has effective processes in place although there is room for improvement.
<b>LIMITED</b>	We feel that saha has no effective processes in place and needs to implement recommended changes immediately.
Recommendation Priority	Definition
<b>ESSENTIAL</b>	Essential recommendations for changes to saha's process to improve service delivery to be implemented immediately.
<b>IMPORTANT</b>	Important recommendations for changes to saha's process to improve service delivery to be implemented within the next financial year.
<b>HOUSEKEEPING</b>	Housekeeping recommendations show areas where we have highlighted opportunities to implement a good or better practice.

## Foyer and Supported Housing Feedback on Safeguarding

Questions	Feedback from the Foyers and Supported Housing Services
What is your understanding of the term Safeguarding?	<p><u>Braintree Foyer</u>: One resident didn't know, three thought it was about keeping everyone safe, and one thought it was about confidentiality.</p> <p><u>Middlesbrough</u>: To keep yourself safe. It is the future for saha. Keep a look out for each other.</p> <p><u>Newhaven</u>: All residents present stated that they understood the term Safeguarding and how we operate our Safeguarding at the foyer.</p> <p><u>Doncaster</u>: Residents said that they understood Safeguarding to be based on the Police with rules and regulations. Residents said that Safeguarding is about protecting people and that the Data Protection Act is used.</p>
Do you know what the signs of abuse or neglect are?	<p><u>Braintree Foyer</u>: Sexual, verbal, written, physical, emotional, mental, domestic violence, religious, ethical, cyber-bullying were given as examples of abuse/neglect.</p> <p><u>Middlesbrough</u>: Fear, marks on the body. People can go quiet and inwards; they don't want to talk about it. You can tell by the way they look at you. They have bruises.</p> <p><u>Newhaven</u>: All residents present at the meeting stated that they understood how we operate safeguarding processes. Residents were reminded again of what constitutes abuse and what is and is not acceptable and who to report it to.</p> <p><u>Doncaster</u>: Residents said that abuse can be domestic violence between people in a relationship and that neglect is when someone ignores another person and does not take care of them anymore.</p> <p>Some residents spoke about how they were not 100% sure of the signs to look for when it comes to abuse and neglect.</p>
Do you know who you would speak to if you had a concern or issue?	<p><u>Braintree Foyer</u>: Staff, adult, police or friend.</p> <p><u>Middlesbrough</u>: Staff at Roseberry, Manager.</p> <p><u>Newhaven</u>: All residents present at the meeting stated that they understood how we operate safeguarding processes. Residents were reminded again of what constitutes abuse and what is and is not acceptable and who to report it to.</p> <p><u>Doncaster</u>: Residents said that they would speak to the following people if they had a concern about someone:</p> <ul style="list-style-type: none"> <li>• Staff at the Foyer</li> <li>• Police</li> </ul>

	<ul style="list-style-type: none"> <li>• Call a support line to be anonymous</li> <li>• Citizens Advice Bureau</li> <li>• Councillor</li> </ul>
<p>Is safeguarding publicised at the foyer/scheme? If yes, how is this done?</p>	<p><u>Braintree Foyer:</u> One resident was not aware of any information about this; the remaining four felt we did not display enough information around the building and were only aware of our grievance forms. One thought we would support the victim.</p> <p><u>Middlesbrough:</u> Yes, can ask staff. Staff watch over you.</p> <p><u>Newhaven:</u> All residents present stated that they understood how we operate our Safeguarding and that the flow charts and posters distributed throughout the building clearly stated what to do if they felt there was a safeguarding concern.</p> <p><u>Doncaster:</u> Residents said they felt Safeguarding was not publicised as much around the Foyer and that it would be a good idea to have more information around for residents to read.</p> <p>Residents said they knew a little information on Safeguarding and felt it would be beneficial if more information was available to all residents.</p>

### Saha Management Feedback on Performance Reporting

	Comments Taken From Performance Reporting	Respondent (Name and Job Title)	Management Response To Recommendations	R2R Priority Levels	Target Completion Date
1	Safeguarding Children's procedure makes reference to "holding a Strategy Meeting". This term should be amended to "Child Protection Conference".	Peter Latham - Head of Business Support and Innovation	An amendment will be made to the procedure to reflect this comment.	Housekeeping	April 2015
2	For Saha to promote Safeguarding within all its services (especially General Needs), as currently this is not being done. <ul style="list-style-type: none"> <li>• To produce a safeguarding leaflet that is sent to all residents within the quarterly rent statements.</li> <li>• To add a copy of the safeguarding leaflet to all new sign up packs.</li> <li>• To promote the term "Safeguarding" with all residents within saha services.</li> <li>• To have a regular article in the newsletter regarding Safeguarding.</li> </ul>	Pat Cross – Head of Housing (South) and Vina Mistry – Head of Housing (North)	<p>Our safeguarding specialist to help produce the content of the safeguarding leaflet.</p> <p>We will promote Safeguarding and welfare of our residents within our services and we will attach a copy of the leaflet in the next rent statement and an article in the residents' newsletter.</p> <p>We will ensure that the safeguarding leaflet is added to the new residents' handbook for all new residents.</p> <p>We will also set up a mini training/ workshop programme at our directly managed services and sheltered schemes on Safeguarding.</p>	Housekeeping	<p>May 2015</p> <p>Summer Edition of Saha news</p> <p>2015/2016</p>
3	For Safeguarding to be a standard agenda item on all residents meeting.	Pat Cross – Head of Housing (South) and Vina Mistry – Head of Housing (North)	We will add Safeguarding as a standard agenda item at resident meetings.	Housekeeping	April 2015

	<b>Comments Taken From Performance Reporting</b>	<b>Respondent (Name and Job Title)</b>	<b>Management Response To Recommendations</b>	<b>R2R Priority Levels</b>	<b>Target Completion Date</b>
4	To ensure that there is a consistent approach to publicising safeguarding at schemes/services as some services publicised this everywhere, i.e. communal space, lounge, residents' kitchen etc. and others didn't.	Pat Cross – Head of Housing (South) and Vina Mistry – Head of Housing (North)	We will ensure that we consistently advertise Safeguarding at our schemes/services via noticeboards and communal spaces where possible.	Housekeeping	May 2015
5	To speak to local authority Safeguarding teams to see if they can provide some training on Safeguarding for residents.	Pat Cross – Head of Housing (South) and Vina Mistry – Head of Housing (North)	We will speak to our local authority contacts and try to arrange for local safeguarding training at our services (where possible) and also run in-house training for residents.	Housekeeping	September 2015
6	To add the 'If you had an issue regarding abuse of a vulnerable adult would you know who to report it to' question to the General Needs star survey so that all residents are asked the question.	Louise Coulson - Customer Communications and Involvement Officer	Agreed, a separate question will be added to the Star Survey to reflect the panel comments.	Housekeeping	Completed
7	For the R2R panel to produce a safeguarding video/DVD for residents and to promote this via our website and other social media.	R2R Panel Members (All)	The R2R panel will get together to produce a safeguarding video for residents.	Housekeeping	2015-2016
8	To ensure that staff have enough support at the end of each safeguarding case, i.e. a de-brief session with staff/managers.	Pat Cross – Head of Housing (South) and Vina Mistry – Head of Housing (North)	All staff receive adequate support when dealing with safeguarding cases, either through meetings with managers for a de-brief after an incident as well as access to our employee support services help line.	Housekeeping	As and when required/ Ongoing

**R2R Recommendations Tracking Table  
(March 2015)**

Scrutiny Topic	Number of Recommendations	Number Completed	Number Outstanding		No Further Action Possible
			Still in Target	Past Target Date	
Estate Services	37	30	5	0	2
<b>Complaints</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>0</b>	<b>0</b>
Voids	24	20	4	0	0
Communication (Residents' Meetings)	18	16	2	0	0
Rents & Service Charges	9	7	1	0	1
Repairs and Maintenance	6	1	3	0	2
Performance Reporting (KPIs)	8	1	7	0	0
Safeguarding	8	1	7	0	0