

Safeguarding Policy

2022-2025

Document control

Policy approval	EDT May 2022
Replacing	Safeguarding Policy – 2019-2022
New review date	April 2025
Responsible Executive Director	Executive Director – Customer Insight
Author	Head of Customer Relationship Management
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Version	5

Version	Date of review	Details of review
1	Feb 2016	Original document. Introduces new safeguarding policy statement. Includes Care Act 2014 and reference to child sexual exploitation and radicalisation.
2	April 2016	Revised following feedback from KMBC to separate and have separate documents for adult and children's safeguarding policies.
3	April 2019	Combined Adult Safeguarding Policy and Children Safeguarding Policy into a single overarching Safeguarding Policy. Incorporated recommendations from Internal Audit Review of Safeguarding, December 2017.
4	July 2021	Moved into new template
5	April 2022	Revision of previous policy in line with Group policy framework

1. **Introduction**

We aim to provide the highest possible standard of service to our customers and in doing so, we recognise that we must do all that we can to protect children and adults at risk from abuse when they are engaged in services organised or delivered by us.

We have working practices in place that help to us identify the signs of abuse and enable us to take action that is proportionate, focused on prevention and that offers protection for those most in need. Our approach is governed by the principles as set out in the Care Act (2014) and focuses on our role as a partner delivering local solutions in so far as our role as housing provider allows.

2. **Scope**

The implementation and scope of the policy applies and is applicable to:

Livv Housing Group	
Livv Homes	
Livv Maintenance	
First Ark Social Investment (Operating as Livv Investment)	
All entities	X

3. **Compliance**

The policy is in place in order to support:

Regulatory Compliance, in particular the: <ul style="list-style-type: none">• Tenancy Standard• Neighbourhood and Community Standard	X
Legislative Compliance, in particular the: <ul style="list-style-type: none">• Children Act 2004 (Sec 11)• Care Act 2014.• Working Together to Safeguard Children 2018	X
Best Practice	X

4. **Policy Statement**

Livv is required to co-operate with and provide information to the Local Authority in relation to safeguarding of children and adults. This is legislated for in the Children Act 2004 (Sec 11) and the Care Act 2014. These Acts set out arrangements that local authorities and their partners should have in place to reflect the importance of safeguarding and promote the welfare of children and adults.

Whilst we do not have any direct statutory duties under these Acts, we have a key safeguarding role to play, alongside colleagues in Social Care, Health and the Police, in keeping people safe. Our role as a housing provider means that we are well placed to be proactive, identify people with care and support needs, recognise where there is risk of harm and share information and work in partnership to coordinate responses to keep people safe.

Definitions

Child – any person who has not attained the age of 18

Adult at risk –a person aged 18 years or over and at risk of abuse or neglect because of their need for care and support (Department of Health).

An adult at risk may therefore be a person who, for example:

- is an older person who is frail due to ill health, physical disability or cognitive impairment
- has a learning disability
- has a physical disability or sensory impairment
- has mental health needs including dementia or a personality disorder
- has a long-term illness or condition
- misuses substances or alcohol
- is a carer such as a family member or friend who provides personal assistance and care to adults and is subject to abuse
- lacks the mental capacity to make particular decisions and is in need of care and support.

Abuse –a violation of an individual’s human and civil rights by any other person or persons (Department of Health)

Abuse can take many forms and can include:

- Physical abuse
- Sexual abuse including child sexual exploitation
- Psychological and emotional abuse
- Financial abuse
- Neglect or acts of omissions
- Institutional abuse
- Discriminatory abuse
- Radicalisation of children and young people by political and religious extremists
- Domestic abuse
- Modern slavery

Responsibility and Training

All employees, agency workers, contractors are responsible for safeguarding. This includes sharing information and raising alerts where there is a concern.

We will do this by:

- Employing recruitment and induction arrangements for new staff that have regard to our approach to safeguarding through our employee selection policy.
- Ensuring all employees and contractors, are made aware of our Safeguarding Policy and how to report a concern.
- Identifying a Safeguarding Lead who can advise staff and managers within the organisation.

- Where appropriate, offer support for customers through our Advisory and Customer Relationship Management teams.

Training

- Level One (mandatory) - ALL staff – Annual online training (LIFE). What is Safeguarding and how to report a concern. Link to Safeguarding Policy.
- Level Two (mandatory) – Customer Insight - Additional classroom-based training session to cover: MASH process, how to complete a multi-agency referral, Child protection conferences & reports, Case management.
- Level Three (enhanced/best practice) – we actively promote and encourage attendance of Local Authority & other external training as appropriate

Raising concerns

Any employee or contractor who identifies potential harm or risk of harm to a customer can log a 'concern' and a Local Authority referral will be completed if required.

When we identify concerns regarding the welfare of children and adults at risk we will:

- Maintain strict confidentiality whilst dealing with cases where abuse occurs or is suspected
- Make the safety and wellbeing of the person considered at risk our first priority
- Inform customers that some personal information may need to be shared even without the consent of the individual
- Refer our concerns swiftly to Knowsley Council (or other relevant Local Authority) through established referral arrangements, where the appropriate thresholds are met
- Involve other agencies such as the police where this would be appropriate
- Engage with key partners to facilitate effective responses to instances of abuse.

Partnership Working

Our Partner Liaison Assistant role is embedded within the Local Authority Multi Agency Safeguarding Hub. This enables us to monitor the quality of referrals and provide & receive up to date information on our customers to ensure their needs are met and relevant support is in place.

Livv is represented in key Local Authority forums including the Safeguarding Children Board, Safeguarding Adults Board and the Community Safety Partnership. We engage in serious case reviews and multi-agency case reviews as requested by the Local Authority.

Sharing information and confidentiality

We have an information sharing protocol with partners to enable sharing of information to safeguard customers. We will normally seek consent before sharing information but if this is not possible or refused, we will share information with other agencies if we believe it is in the best interests of the child or adult at risk. There are also times when legally we must also share such information.

5. Policy Outcomes

- To Identify and respond appropriately to safeguarding concerns.
- To ensure a high-level awareness of safeguarding responsibilities is maintained throughout Livv Housing Group and with agency staff, contractors and volunteers who work with us
- To promote and implement working practices to safeguard the wellbeing of children and adults at risk
- To ensure our approach supports the objectives of the Safeguarding objectives of the Local Authority

6. Monitoring and Review

In order to ensure that the policy is effective and delivering the intended impact, the following Key Performance Indicator (KPI) is in place to monitor the performance of the policy:

- Number of open safeguarding cases per month
- Number of concerns raised each month

In line with the Group Audit Programme, an internal audit of our safeguarding approach will provide independent assurance of the effectiveness of controls and processes

We will complete an annual S11 audit and respond to any requests for information as part of our commitment to Knowsley Safeguarding Children's Partnership.

The Board recognises safeguarding as a key strategic risk and a report will be provided to Board every six months to highlight any trends, areas of concern and good practice.

In line with the Group's Policy Framework, this policy is scheduled to be reviewed every three years or earlier if required due to a change in Government legislation or regulatory requirements

7. Roles and Responsibilities

The Policy Framework documents the approval routes for all Policies & Strategies, however under this policy the following teams/employees have the following responsibilities.

Group Board	Has responsibility for oversight of the policy
Executive Directors Team (EDT)	Has responsibility for final approval of the policy under the Policy Framework
Executive Director – Customer Insight	Responsible for overall implementation of the policy
Director – Customer Relationship Management	Has overall responsibility for ensuring that the policy is appropriate, fit for purpose and approved within timescale.
Manager – Advisory Services	Responsible for reviewing the Policy, amending it accordingly so it supports the associated strategic aims and reflects the service it relates to. Responsible Safeguarding Lead at operational level.
Partner Liaison Assistant	Champion the service and the policy Process all concerns Complete all MASH enquiries
Advisory Team	Responsible for safeguarding triage, case recording and management.
Housing Advisors	Responsible for safeguarding case recording and management

8. Equality & Diversity

We acknowledge that some of our customers may face additional difficulties and may be more likely to experience some form of abuse. We work with our customers and partners to identify and respond effectively in circumstances where children and adults may be vulnerable or at risk.