



Safeguarding Policy

Policy Category	Corporate
Policy Reference Number	HG_GRP_CORP_207
Version Number	2.0
Date Effective From	22/05/2024
Last review completed	09/05/2023
Next review of policy due	22/05/2025
Approved by	Board
Equality Assessment	Safeguarding Equality Analysis
Distribution	Internal: All Home Group colleagues, volunteers and agency workers. Communicated via Home World Intranet and Workplace. External: Summary on Home Group website. Full policy available on request to Home Group policy team
Key search terms	Safeguarding; concerns; allegations; disclosure; abuse; harm; neglect; physical abuse; domestic abuse; sexual abuse; psychological abuse; emotional abuse; online abuse; cyber bullying; financial abuse; material abuse; modern slavery; human trafficking; child trafficking; discriminatory abuse; organisational abuse; self-neglect; hoarding; acts of omission; elder abuse; cuckooing; hate crime; mate crime; extremism; radicalisation; terrorism; empowerment; prevention; proportionality; protection; partnership; accountability; mental capacity; incapacity; Deprivation of Liberty Standards; restraint; risk of harm; legal highs; safe; recruitment; grooming; child sexual exploitation; fabricated or induced illness; ritual child abuse; local authority; referral; alert; designated person; designated manager; information sharing; MAPPA; MASH; MARAC; Safeguarding Adults Board; Adult Protection Committees; Coroner's Court enquiries; Serious Case Review; Appropriate adult; advocate; whistleblowing; local safeguarding procedure; support practice
	<ul style="list-style-type: none"> For the full version history of this policy, click HERE Please avoid referring to printed versions of this policy or saving it on shared/ individual drives. All policies and supporting resources can be found under 'Policy and Procedures' on the intranet. Printed and saved versions may quickly go out of date- contact policy@homegroup.org.uk for support and advice

1.0 Safeguarding policy statement

At Home Group we take Safeguarding concerns very seriously. We believe every person has the right to live in safety and free from abuse, harm, and neglect.

As we deliver our mission to build homes, independence, and aspirations, we recognise that Safeguarding is everyone's business and that anyone can witness or become aware of an adult, child or young person who is at risk.

To ensure a comprehensive Safeguarding approach across the whole of our organisation, our Safeguarding work is underpinned by six nationally recognised key principles: **empowerment, prevention, proportionality, protection, partnership, and accountability.**

We are committed to Safeguarding all customers and have robust processes and systems in place to recognise, respond, report, and record all Safeguarding concerns. We recognise the different types of abuse:

Physical Abuse, Domestic Violence or Abuse, Sexual Abuse, Psychological or Emotional Abuse, Financial or Material Abuse, Modern Slavery, Discriminatory Abuse, Organisational or Institutional Abuse, Neglect or Acts of Omission and Self-neglect.

We understand that individuals can experience more than one type of abuse at the same time and know that some forms of abuse are also criminal offences and will be treated that way.

We work in line with our legal duties to Safeguard children and vulnerable adults whilst protecting and promoting individual human rights. This includes making sure that we consistently achieve or exceed standards set by our regulators including the Care Quality Commission, Ofsted and housing regulators in both England and Scotland.

Our approach aims to build trust, respect and understanding. We work with customers in a person-centred way to promote positive relationships and to deliver a consistent and quality service.

We are committed to promoting safety and managing associated risks effectively. We conduct appropriate risk assessments and put actions plans in place to help reduce risk.

In Rented and Home Ownership services we work in line with our Housing and Communities policies and procedures to help us identify and manage risks to both individuals and the communities they live in.

In our Care and Supported services additional Safeguarding resources are available to further support risk management.

This policy aims to demonstrate our commitment to Equity, Diversity, Inclusion and Belonging. All customers have their individual needs addressed and are treated equally and without discrimination.

We acknowledge that some individuals can be more vulnerable to abuse, such as those with one or more Protected Characteristic of **age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and/or sexual orientation**, as defined in The Equality Act 2010, and we do our utmost to promote equality and avoid unintentional exclusion on these grounds.

We are committed to working in partnership with others. We recognise that information sharing, joint working and communication are essential in keeping people safe and we

work to build and maintain strong professional relationships to support the Safeguarding process.

Contractors and other suppliers who are directly involved with delivering Home Group activities are required to demonstrate they share our values, principles, and Safeguarding commitments. This includes the raising and reporting of concerns.

We recognise that while some individuals may not meet eligibility for statutory Safeguarding support from the Local Authority, they may be dealing with situations which increase the risk of abuse, harm, or neglect. We report, escalate, and share information in line with our Information Governance policy. We collaborate with customers and other agencies to access relevant services and support to help keep them safe.

This policy has been developed in consultation with customers and colleagues. It reflects best practice, our Customer Promise, and our organisational strategy.

2.0 Policy scope

This policy sets out our group wide approach to Safeguarding **all** customers, (**adults, children and young people**); who are at risk of abuse, harm and neglect in line with the legal frameworks below. This includes Safeguarding individuals who come into contact with us who are not customers, for example, attendees at events or visitors to Home Group properties and services.

This policy is relevant to all colleagues, agency workers, volunteers, Involved Customers, contractors, and others directly involved with delivering Home Group activities. It should be used with supporting documents and procedures which support the policy standards and related policies.

Safeguarding colleagues who may be at risk of abuse, harm or neglect is not covered within this policy. Human Resource processes are in place for these concerns.

2.1 Compliance Requirements

We define Adult Safeguarding as: Protecting a person's right to live in safety and free from abuse and neglect in line with the statutory definition in England and Scotland.

We define Childrens Safeguarding as: Protecting children from abuse and maltreatment; preventing harm to children's health or development; ensuring children grow up with the provision of safe and effective care,

Both adult and children's Safeguarding adhere to the relevant statutory frameworks for Safeguarding in England and Scotland as summarised below.

We recognise the key differences between Child Safeguarding and Adult Safeguarding; the main distinctions being legislation and an adult's right to make their own choices (unless they have been assessed as lacking in Mental Capacity).

Our approach reflects the statutory guidance where we operate in England and Scotland. We work in line with the separate laws and legal frameworks as detailed below:

Adults in England - The Care Act 2014. We aim to Safeguard adults by protecting their right to live in safety, free from abuse and neglect (because of their care or support needs).

Adults in Scotland - The Adult Support and Protection (Scotland) Act 2007. We aim to protect adults who are unable to safeguard their own interests and are at risk of harm. This includes those affected by disability, mental disorder, illness or physical or mental infirmity.

Children in England - The Children Act 1989 which protects children who have not yet reached their 18th birthday.

Children in Scotland - The Children (Scotland) Act 1995 which protects children aged 0-15 years and young people aged 16 and 17 years who are receiving on-going support and protection through the Children's Hearing and / or local authority services.

In line with Ofsted regulations this policy includes arrangements in relation to dealing with allegations involving staff members, Online Safety and countering risks of self-harm and suicide.

It also includes arrangements for Out of Contact and Missing Persons, and Positive Relationships and Behaviour Management.

Other key legislative and regulatory requirements include but are not limited to, those set out below:

The Care Act 2014 and Care and Support Statutory Guidance (October 2014); The Adult Support and Protection (Scotland) Act 2007 and Code of Practice (May 2014); The Mental Capacity Act 2005 (England); Adults with Incapacity Act 2000 (Scotland); Department of Health, Positive and Proactive Care: reducing the need for restrictive interventions (2014); National Guidance for Child Protection 2014 in Scotland; Regulatory standards for Care Quality Commission registered services in England; Care Commission (Care Inspectorate Scotland); The Human Rights Act 1998; The Data Protection Act 2018; and The Supported Accommodation (England) Regulations 2023 and related quality standards.

This policy meets the responsibilities set out by the Equality Act 2010 and it reflects Safeguarding best practice including (but not limited to):

Working Together to Safeguard Children (2023) (England); Getting It Right For Every Child (GIRFEC) (Scotland); Social Care Institute for Excellence Guide 53 -Adult Safeguarding for Housing Staff; and National Competence Framework for Safeguarding.

3.0 Standards

Standard 1: A Person-Centred Approach

At Home Group we use a person-centred approach to Safeguarding. We focus on what matters to our customers and help to enable them to keep safe.

Our approach aims to foster a safe and secure environment where customers can feel comfortable to talk about their concerns and feel confident that they will be listened to.

We recognise that certain factors such as age, isolation, disability, mental health, and language, can make it more difficult for our customers to tell us about Safeguarding concerns. We adapt our approach to meet their individual needs and preferences and work closely with them, their representatives, and other agencies to help customers feel comfortable to speak about things that are worrying them.

In services that provide Care and Support, our person-centred approach is underpinned by the LIFE (Living Independently Feeling Enabled) model.

This provides a common framework and structured approach to assessing and managing risk. It focusses on customers strengths and on improving their emotional and psychological wellbeing to help reduce risk, and to support positive risk taking.

When we work with children we take a child-centred approach to Safeguarding and advocate their needs and preferences. We listen to and respect their views when responding to concerns. We help children to make informed and positive choices about their safety.

Raising awareness: We provide customers with information about Safeguarding in lots of different ways, including on our website, social media campaigns, involvement sessions and communal notice boards in services.

We aim to make it easier for people to disclose concerns by providing information on Safeguarding in a range of formats, for example child-friendly and other accessible ways relevant to specific needs.

We let our customers know how to report Safeguarding concerns, and about the support we can provide to help protect people from abuse. We support customers to understand and use this knowledge to help keep themselves and others safe.

We use our network of Designated Safeguarding leads to keep our colleagues in Supported services and Care services up to date about changes in regulations to ensure compliance. We share information about best practice from nationally recognised bodies such as the NSPCC, the Chartered Institute of Housing, and the Social Care Institute for Excellence.

We focus on and share information about new or important national Safeguarding issues such as Damp and Mould, On-line Safety, and the cost of living, so that colleagues are equipped to protect people at risk of abuse and harm.

Standard 2: Leadership and Accountability

We recognise the importance of Safeguarding at the highest level. We assign Designated Safeguarding roles across the organisation to act as lead points of contacts for Safeguarding advice, expert knowledge, and work with local agencies.

Our Home Group Board and Executive Team are committed to creating an open, transparent, and accountable culture where concerns are heard and acted upon.

We recognise that challenge is essential in effective Safeguarding practice, and support colleagues to speak up when they are concerned that things aren't right.

Whistleblowing: We are alert to, and guard against the potential for organisational abuse. We train and support colleagues to work professionally and follow good practice.

Colleagues and volunteers are encouraged to report concerns about abusive behaviour, unethical actions or unsafe practices immediately to their line manager. Where a colleague or volunteer feels unable to report concerns directly, they should follow our Confidential Reporting (Whistleblowing) policy and procedures.

We require our contractors and suppliers to have similar arrangements in place.

Standard 3: Safe Recruitment and Training

Recruitment: We understand the importance of Safeguarding in recruitment and recognise it is a vital part of creating safe and healthy environments for our customers and colleagues. We aim to attract and recruit colleagues who demonstrate a good understanding of and commitment to Safeguarding. We recruit to specialist roles and take steps to appoint the right candidates with the right skills, experience, and qualifications.

We follow safe recruitment practices as set out in our Recruitment and Resourcing policy. All colleagues in relevant roles will be subject to pre-employment checks, including referencing and criminal record checks through the Disclosure and Barring Service (DBS) / Disclosure Scotland. All relevant job roles include Safeguarding within the role profile.

We require our suppliers and contractors (and those they sub-contract work or services to) to have similar recruitment processes and pre-employment checks in place.

Modern Slavery and Safe Procurement: Home Group is fundamentally opposed to slavery and human trafficking and will do all we can to ensure it is not taking place in our organisation or supply chains.

We require contractors and suppliers to understand their responsibilities under the Modern Slavery Act 2015 and be sufficiently trained in Anti-Slavery Laws and Safeguarding. They are expected to immediately notify Home Group (and emergency services if necessary) of any relevant safeguarding concerns.

We are transparent in how we conduct our business. Our Supplier Code of Conduct reflects our commitment to acting ethically and transparently in the safe procurement of goods and services.

We produce an annual Modern Slavery Act Transparency statement as required by the Modern Slavery Act 2015, which can be found [here](#).

Training: We ensure that all colleagues complete mandatory Safeguarding training for adults and children at risk of abuse, harm, and neglect, and understand their roles and responsibilities.

We work to enhance ongoing training and continual professional development. Colleagues who work directly with customers in our Supported, Regulated Care and Clinical services, undertake additional training tailored to their role to enhance practice and to meet regulatory requirements.

Compliance with Safeguarding training is monitored and reported on, and training material is approved by senior management and our National Safeguarding Panel.

Colleagues receive supervision and support to ensure Safeguarding practice is consistent with our Values and within clearly defined professional boundaries.

Standard 4: Safe Practices

We are committed to doing all we can to protect the interests of our customers, avoid actions that could potentially harm others and promote the best outcomes. This includes:

Partnership working: We work in partnership with statutory bodies and voluntary agencies to support their Safeguarding obligations. We develop strong relationships with local authorities and other Safeguarding partners at a senior and operational level.

We co-operate with relevant Safeguarding partners to investigate allegations of abuse, harm, and neglect to vulnerable adults and children and take actions to Safeguard that person. This includes referring Safeguarding concerns to the relevant Local Authority, or if necessary, the police; participating in Local Safeguarding Adults Boards and Local Safeguarding Children Board protocols in England; and local Adult Protection Committee and Child Protection Committee protocols in Scotland.

We support both adult and children's Safeguarding Reviews or Serious Case Reviews, and when required we contribute to public protection forums including Multi-Agency Risk Assessment Conferences (MARAC's), Multi-Agency Public Protection Arrangements (MAPPA's), health and wellbeing boards and community partnerships.

We believe that developing positive relationships can empower people to make informed choices about their safety. In line with the customers wishes, feelings and preferences we collaborate with family members, carers and others who are important in our customers lives. We recognise the value of their expert knowledge and how it can assist in the Safeguarding process.

Prevent Duty: We support authorities and other sectors to meet their duties under the Counter Terrorism and Security Act 2015 to prevent people from being drawn into terrorism (The Prevent Duty).

Colleagues are trained to identify signs of radicalisation and how to respond, including the reporting of concerns to the relevant organisations.

Risk Assessment & Risk Management: We promote customer safety and manage associated risks with a collaborative, enquiring and thorough approach.

We take a proportionate and least intrusive response to presenting risks and act swiftly upon Safeguarding concerns in line with our Safeguarding processes.

We have systems in place that identify potential risks and Safeguarding concerns during the referral and assessment process. These help to inform the safe and appropriate allocation of properties and services.

We are also vigilant to situations that may present risks. For example, when allocating a property, we may consider the location and associated risks.

We work with statutory and non-statutory agencies to help identify and manage risks to customers and the local community.

We also work with customers and others who support them, to identify appropriate safety measures that reduce or manage risks, in line with their preferred choices.

Throughout our communities we conduct Area Inspections, Health and Safety audits and routine courtesy calls with customers, which help us to understand possible safety issues in neighbourhoods and take action to reduce or manage risks. Where appropriate we carry out Person Centred Fire Risk Assessments to help keep our customers safe.

In our Supported services and Care services, risk assessment and risk management form an integral part of support planning, overarched by our Support Practice policy. Clinical Risk is further managed in accordance with our Clinical Practice and Regulated Care policy.

Restrictive Practices in Care and Support services: Our approach reflects our commitment to reduce the use of Restrictive Practices, and to ensure human rights are upheld, including a person's right to dignity, fairness, equality, respect, and autonomy.

Restrictive practices are only used when legal and proportionate, used as a last resort and when part of a planned package of support or in emergency situations. We always use the least restrictive option, for the shortest time.

Risk assessments and support or safety plans which include restrictive practices are kept under review by senior management and multi-disciplinary teams.

We have robust processes in place for the authorisation and recording of Restrictive Practices in line with our Clinical Practice and Regulated Care policy and procedures.

Safe housing: We know that having access to good quality, suitable and secure housing is a key factor in Safeguarding, and we are committed to providing safe and properly maintained homes.

We recognise the link between good housing and good physical and mental health. We have robust standards of practice in place to ensure the physical condition of the properties are kept in a good state of repair, as set out in our Property Management policy.

We are vigilant and take prompt action to housing related issues that can increase Safeguarding risks and have a detrimental effect on the health and well-being of our customers if not addressed. For example, damp, mould, and condensation.

Standard 5: Recognising and Responding to Safeguarding

All colleagues have a duty to act on concerns of abuse, harm, and neglect. All incidents are handled promptly, calmly and in a considered and proportionate manner.

We recognise that some individuals may not disclose what has happened to them, therefore colleagues always remain vigilant and are alert to recognising abuse, harm, and neglect.

We engage with, and fully contribute to, multi-agency working in response to Safeguarding concerns. This includes responding to requests for information from the Local Authority,

Safeguarding Adult Boards, Safeguarding Children Boards, Child Protection Conferences, Serious Case Reviews and Domestic Homicide Reviews, wherever appropriate.

We know that links can exist between Anti-Social Behaviour (ASB) and Safeguarding. We take appropriate action against perpetrators of abuse, harassment, and unlawful activity related to ASB wherever possible, through our Tackling ASB policy and procedures. Where we suspect a crime has been committed, our actions could include reporting to the police.

Responding to Adult Safeguarding concerns: We recognise that Mental Capacity and consent are key issues in Safeguarding. We work from a position that adults have the right to make their own decisions and have the capacity to do so unless it is shown otherwise, in line with our internal procedures on Mental Capacity

When an adult has mental capacity, we remain alert to the possibility that some decisions may be made because of exploitation, coercion, grooming or duress and we will act on those concerns to Safeguard the person being abused or harmed.

Responding to Children's Safeguarding concerns: We act in accordance with key principles of the Children Act by "making Safeguarding everyone's responsibility" and adopting a "child-centred approach". In line with statutory guidance in Scotland, we aim to 'get it right for every child'.

We aim to protect and maintain the safety and wellbeing of children and young people who use or come into contact with Home Group services and do so, in their best interests and by promoting their welfare at all times.

When allocating properties and services we consider factors that could cause risks to others. For example, we aim to ensure that children are not living where there are customers with a known history of either a sex offence or child abuse.

We recognise the impact of Domestic Abuse on children and young people and understand the importance of Safeguarding when investigating Domestic Abuse incidents. We meet the standards set out in our Domestic Abuse policy.

Managing allegations against Home Group colleagues and contractors acting on Home Group's behalf: Allegations are taken extremely seriously and are managed and investigated in line with our Incident Management Process and Disciplinary Process. This applies (but is not limited to) any action, inaction or negligence by a Home Group colleague which causes or places a child or vulnerable adult at risk of abuse, harm and/or neglect. Where external agencies are involved (such as the police and local authority safeguarding teams), we will liaise with them as appropriate to ensure any internal processes do not compromise their investigations.

We deal with allegations against colleagues fairly but prioritise the safety of those at risk. We require our contractors to have similar arrangements in place.

Standard 6: Reporting and Recording Safeguarding

Reporting: We recognise that our frontline colleagues and contractors are often well placed to identify risks. We expect all those who are directly involved with delivering Home Group activities to play a key role in Safeguarding by raising and reporting concerns.

We comply with regulatory requirements and notify OFSTED and the Care Quality Commission of Safeguarding incidents as required.

We refer Safeguarding concerns in a timely manner to the Local Authority Safeguarding team. Colleagues may also be required to provide relevant information for Local Authority commissioners and the Police.

We record all decisions made not to refer a Safeguarding concern to the local authority, including the reason for the decision and recognise that information may be requested for consent for disclosure in court.

Recording: We ensure that all Safeguarding information (including allegations of abuse, referrals to Safeguarding teams and associated actions) are relevant and recorded promptly, clearly, and securely within our case management systems and in line with our Information Governance policy.

All Safeguarding incidents are recorded on our Incident Management System in line with our Incident Management policy.

We aim to hold up to date information on customers' support needs and vulnerabilities and will use this data to inform our approach to Safeguarding each individual.

Colleagues are aware of the sensitivity around Safeguarding issues when recording information, particularly in the circumstances of a joint tenancy. We record information that is fact based and without judgement, opinion, or assessment of the allegations.

Standard 7: Sharing Information

We work effectively with other agencies to Safeguard and promote the welfare of adults and children at risk of abuse, harm, and neglect. When sharing information, we ensure that our disclosures are compliant with the need for Safeguarding and are compliant with Data Protection Legislation and other relevant law and regulatory standards. We treat all personal information about customers in the strictest confidence.

Informed consent by the person at risk is a key part of putting people in control of their own lives and we will only act without consent where it is legal, proportionate, and justified.

We investigate reported incidents, ensuring we do not compromise Police or Local Authority investigations.

Standard 8: Equity, Diversity, Inclusion and Belonging

All adults and children have the right to be protected from abuse, harm, and neglect regardless of their background, circumstances or personal traits. We are committed to protecting the dignity of all customers and treat everyone equally and without prejudice.

Our approach to Safeguarding aims to prevent discrimination and disadvantage by ensuring that a person's values, beliefs and culture are considered. We promote equal opportunities, human rights and positive attitudes by not discriminating based on any of the Protected Characteristics set out in the Equality Act 2010.

Our diverse workforce helps us to understand and tackle inequalities that are often related to accessing properties and delivering services.

We seek to make sure that colleagues and contractors have sufficient information to sensitively provide their service around the needs of our customers.

We recognise that some adults may be at greater risk of abuse, harm, and neglect because of a Protected Characteristic and that some children are additionally vulnerable because of other factors. For example, the impact of previous experiences, their level of dependency and their communication needs.

Standard 9: Reviewing and Learning from Safeguarding

We are committed to learning from Safeguarding, to continuously improve our practice.

We learn from various sources to help revise, inform, and improve our Safeguarding training, policy, and procedures. These include our Serious Incident Panel, Regional Safeguarding Manager Meetings, annual supported Service Reviews, Brilliant Care Audits, OFSTED Quality of Support Reviews and Safeguarding Peer Groups.

Our National Safeguarding Panel and Designated Safeguarding Managers regularly review Safeguarding incidents to identify potential barriers, areas for improvement and best practice examples.

Our robust processes and systems allow us to analyse Safeguarding data and highlight local and national trends. Our dedicated Safeguarding roles across the organisation help to raise awareness of Safeguarding issues and circulate learning to improve outcomes and reduce risks.

We consult customers and colleagues across the organisation about changes and improvements to Safeguarding policy, procedures, and practices.

4.0 Key definitions

Safeguarding Adults at Risk of Abuse, Harm or Neglect	
Word / phrase	Definition
Local authority duties	
Safeguarding duty in England	The local authority must make enquiries or ensure others do so if it believes a Person aged 18 years or over is experiencing, or is at risk of abuse or neglect because of their needs for care.
Adult support and protection in Scotland	The local authority is responsible for protecting Adults at risk. An "adult at risk" is defined as a person aged 16 or over who may be unable to protect themselves from someone harming them, or from exploitation or neglect, because of a disability, mental disorder, illness, or physical or mental infirmity. The harm, or risk of harm, can be caused by another person or through self-harm.
Abuse and neglect: The Care and Support Statutory Guidance for England outlines ten different types and patterns of abuse and neglect.	
Physical abuse	Including (but not limited to) assault, hitting, slapping, pushing, hair-pulling, biting, misuse of medication (e.g. over-sedation), unauthorised or unlawful restraint or inappropriate physical sanctions

Domestic abuse	Includes any incident or pattern of incidents of controlling, coercive or threatening behaviour or abuse between people who are or have been intimate partners or family members. It includes psychological, physical, sexual, financial and emotional abuse, as well as Female Genital Mutilation (FGM), 'Honour'-based violence, Dowry abuse, forced marriage and coercive control.
Sexual abuse	Including (but not limited to) rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault or sexual acts to which the adult has not consented or was pressurised into consenting.
Psychological abuse	(Also known as emotional abuse). Any act or treatment which may diminish a person's sense of identity, dignity and self-worth. It includes (but is not limited to) emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.
Financial or material abuse	Including (but not limited to) theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.
Modern slavery	Includes (but is not limited to) forced labour, criminal exploitation, domestic servitude, sexual exploitation and debt bondage and often involves human trafficking.
Discriminatory abuse	Unequal treatment based on age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex or sexual orientation ('protected characteristics'). Includes forms of harassment, verbal abuse, derogatory remarks or inappropriate language and deliberate exclusion.
Organisational abuse	(Also known as institutional abuse). Includes neglect and poor care practice within an institution or care setting such as a hospital or care home or in relation to care provided in a person's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.
Neglect and acts of omission	A failure to meet the adult's basic physical, medical and/or psychological needs which may result in serious impairment of the person's health and wellbeing. It include failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.
Self-neglect	This covers a wide range of behaviour neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding. In Scotland, self-neglect includes self-harm and suicide.
Harm: The Adult Support and Protection (Scotland) Act 2007 Code of Practice refers to 'harm':	
Harm	<i>Taken from the Adult Support and Protection (Scotland) Act 2007 Code of Practice</i> Harm includes all harmful conduct and, in particular, includes: <ul style="list-style-type: none"> • conduct which causes physical harm;

	<ul style="list-style-type: none"> • conduct which causes psychological harm (for example causing fear, alarm or distress); • unlawful conduct which appropriates or adversely affects property, rights or interests (for example theft, fraud, embezzlement or extortion); or • conduct which causes self-harm. <p>In general terms, behaviours that constitute 'harm' to a person can be physical, sexual, psychological, financial, or a combination of these. It can be accidental or intentional, as a result of self-neglect or neglect by a carer or caused by self-harm / attempted suicide. Domestic abuse, gender based violence, forced marriage, human trafficking, stalking, hate crime and 'mate crime' will generally also be harm.</p>
Risk of harm	<p><i>Taken from the Adult Support and Protection (Scotland) Act 2007 Code of Practice</i></p> <p>An adult is at risk of harm if:</p> <ul style="list-style-type: none"> • another person's conduct is causing (or is likely to cause) the adult harm; or • the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.
Other definitions	
Coercive control	A purposeful pattern of behaviour which takes place over time in order for one individual to exert power, control or coercion over another. The perpetrator chooses to carry out these behaviours. It is a form of domestic abuse.
Cuckooing	Describes the practice where professional drug dealers take over the property of a vulnerable person and use it as a place from which to run their drugs business.
Dowry abuse	A Dowry is the payment (monetary or otherwise) made by a bride's family to the groom (or his family), along with the giving away of the bride. Dowry abuse may occur when the groom or his family perceive the dowry to be less than expected or a 'promised' amount is not paid. The bride may suffer mistreatment or abuse as a result. In some cases, the woman may be forced to work as a prostitute to add more to the dowry. Dowry related abuse is domestic abuse and can also include psychological abuse, sexual assault, honour based violence and modern slavery. It is a form of domestic abuse.
Elder abuse	A single or repeated act or lack of appropriate action, occurring within any relationship where there is an expectation of trust (and), which causes harm or distress to an older person. It may include physical abuse, financial abuse, neglect, psychological abuse and/or sexual abuse.
Hate crime	Any incident or crime that is perceived by the victim or any other person to be motivated by prejudice or hate against an identifiable group of people. Hate crimes can be committed against a person or property.
Hoarding	A type of self-neglect. It is the excessive collection and retention of any material to the point that it impedes day to day functioning.
Honour-based violence	A violent crime or incident which has been committed to protect or defend the honour (social status or reputation) of the family or community. It is often linked to family members or acquaintances who believe someone has brought shame to the family / community. Abuse and violence as a consequence of dishonour may include forced suicide, false imprisonment, threats to kill, assault, harassment and stalking, bullying, forced abortion, kidnap, murder. It is a form of domestic abuse.

Human trafficking	Involves recruiting, harbouring or transporting people into a situation of exploitation through the use of violence, deception or coercion and forcing them to work against their will. People don't necessarily have to be transported across borders for trafficking to take place.
Legal Highs	Now known as New Psychoactive Substances (NPS), they are often designed to mimic the effects of illegal substances such as cocaine, cannabis or heroin. Customers under the influence of drugs may become more vulnerable to abuse from others.
Mate crime	When a person is harmed or taken advantage of by someone they thought was their friend. People with learning disabilities, autism, mental ill health and some elderly people are particularly vulnerable to 'mate crime'.
Safeguarding Adults at risk	Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse or neglect.

Safeguarding Children and Young People

Word / phrase	Definition
Local authority duties	
Safeguarding duty in England	The local authority must make enquiries or ensure others do so if it believes a Person aged 18 years or over is experiencing, or is at risk of abuse or neglect because of their needs for care.
Abuse & Neglect	
Child abuse	Abuse is a form of maltreatment of a child or young person. Somebody may abuse or neglect a child or young person by inflicting harm, or by failing to act to prevent harm. Neglect, whatever form its takes, can be just as damaging as physical abuse. Children and young people may be abused in a family or in an institutional or community setting by those known to them, or more rarely, by others. Abuse can be perpetrated by children, young people and adults.
Child or young person	In England a child is defined as anyone who has not yet reached their 18th birthday. In Scotland the child protection guidance relates to unborn babies, infants, children and young people aged 0 to 15, and young people age 16 and 17 who are receiving on-going support and protection through the Children's Hearing and/or local authority services. For Home Group we refer to children and young people throughout the document to make it clear that unborn babies through to young people up to the age of 18 are covered by the policy.
Serious Case reviews & Significant Case reviews	Takes place after a child dies or is seriously injured and abuse or neglect is thought to be involved. It looks at lessons than can help prevent similar incidents from happening in the future. They are called Serious Case Reviews in England and Significant Case Reviews in Scotland.

Child Protection	Part of safeguarding and promoting welfare. This refers to the activity that is undertaken to protect specific children who are suffering, or are likely to suffer, significant harm.
Child Protection Committees	Operate in each of the 31 local authorities in Scotland. They have the overall strategic role for the continuous improvement of child protection policy and practice in their local areas. They are also responsible for conducting Significant Case Reviews (for England see LSCB)
Child Sexual Exploitation (CSE)	A type of sexual abuse in which children are sexually exploited for money, power or status. It can involve violent, humiliating and degrading sexual assaults. Children in exploitative situations and relationships receive something such as gifts, money or affection as a result of performing sexual activities or others performing sexual activities on them. Children or young people may be tricked into believing they're in a loving, consensual relationship. They might be invited to parties and given drugs and alcohol. They may also be groomed online.
Child trafficking	A crime involving the movement of children for the purpose of their exploitation. Children are recruited, moved or transported and then exploited, forced to work or sold. They are often subject to multiple forms of exploitation.
Emotional abuse	(Sometimes called psychological abuse). The on-going emotional maltreatment or emotional neglect of a child. It includes: humiliating or constantly criticising, threatening, shouting, calling names, making the child the subject of jokes, using sarcasm to hurt them, blaming, scapegoating, making a child perform degrading acts, not recognising a child own individuality, pushing a child too hard, exposing a child to distressing events such as domestic abuse, not allowing them to have friends, persistently ignoring them, being absent, manipulating a child, never saying anything kind or positive, never showing emotions in interactions with a child, serious bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.
Fabricated or Induced Illness (FII)	The fabrication or induction of illness in children is a relatively rare form of child abuse. It is also known as 'Munchausen's syndrome by proxy' (different to Munchausen's syndrome). It is most severe cases are usually seen in younger children, under 5 years. There are a wide range of symptoms and behaviours involving parents seeking healthcare for a child, ranging from extreme neglect to induced illness.
Getting It Right For Every Child (GIRFEC)	Applies in Scotland it is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people – and how they can act to deliver these improvements. Getting it right for every child is threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.
Grooming	When someone builds an emotional connection to a child to gain their trust for the purpose of sexual abuse or exploitation. Many children and young people don't understand that they have been groomed, or that what has happened is abuse. Grooming happens both online and in person.
Harm	The ill treatment of the health (physical or mental) or development (physical, intellectual, emotional, social or behavioural) of the child -including impairment suffered as a result of seeing or hearing the ill treatment of another.
Harmful Sexual Behaviour	Includes (but is not limited to) using sexually explicit words and phrases, inappropriate touching, using sexual violence or threats, full penetrative sex with

	other children or adults. Technology-assisted harmful sexual behaviour (TA-HSB) is when children and young people use the internet or other technology to engage in sexual activity that may be harmful to themselves and others, including inappropriate use of pornography, online sexual abuse, grooming, sexting.
LSCB	Local Safeguarding Children Board in England. The Children Act 2004 requires each local authority to establish a LSCB for their area and specifies the organisations and individuals (other than the local authority) that should be represented on a LSCB. To provide effective scrutiny the LSCB should be independent. The LSCB is required to undertake Serious Case Reviews. (for Scotland see Child Protection Committees)
Neglect	The on-going failure to meet a child's basic needs. A child may be left hungry or dirty, without adequate clothing, shelter, supervision, medical or health care. A child may be put in danger or not protected from physical or emotional harm. They may not get the love, care and attention they need from their parents.
Parent / Carer	In this policy we refer to a parent to mean the person who has parental responsibility for the child or young person, a carer is a person who has been given formal responsibility for looking after the child or young person.
Physical abuse	Deliberately hurting a child, causing injuries such as bruises, broken bones, burns or cuts. It isn't accidental – children who are physically abused suffer violence such as being hit, kicked, poisoned, burned, slapped or having objects thrown at them.
Ritual child abuse and neglect	Child abuse which is linked to faith or belief. Adults may inflict physical violence or other harm on children they regard as witches or possessed by evil spirits. Most common forms of abuse are physical, emotional, neglect and sexual abuse.
Safeguarding children and young people	We use the term safeguarding to mean <ul style="list-style-type: none"> • Protecting children and young people from abuse • Preventing damage to children's health or development Taking action to enable children and young people to have the best life chances.
Serious Case Review (SCR)	Term used in England. Takes place after a child dies or is seriously injured and abuse or neglect is thought to be involved. It looks at lessons that can help prevent similar incidents from happening in the future. They are Significant Case Reviews (Scotland).
Sexual abuse	When a child is forced or persuaded to take part in sexual activities. This doesn't have to be physical contact, and it can happen online. Sometimes the child won't understand what's happening to them is abuse. They may not even understand that it's wrong.
Significant Case Reviews	Term used in Scotland. Takes place after a child dies or is seriously injured and abuse or neglect is thought to be involved. It looks at lessons than can help prevent similar incidents from happening in the future. They are called Serious Case Reviews in England.
Working Together to Safeguard Children 2018	Guidance for England for inter-agency working to safeguard and promote the welfare of children. It sets out mandatory reporting procedures for Female Genital Mutilation and new definitions for serious harm.

General safeguarding: Other definitions	
Bullying	Behaviour that hurts someone else – such as spreading rumours, threatening or undermining someone, exclusion, controlling or manipulating someone, racial, sexual or homophobic bullying, physical assault such as hitting or pushing, making silent, hoax or abusive calls.
Coroner's Court Enquiry	A legal investigation to establish the circumstances surrounding a person's death, including how, when and why the death occurred
Cyberbullying	A form of bullying behaviour which happens on the web, whether through social networks, playing online games or using mobile phones. It includes sharing embarrassing images or videos, sending abusive or threatening text messages, setting up hate sites or groups about a particular person, sending explicit messages.
Disclosure and Barring Service (DBS)	An executive non-departmental public body of the Home Office. The DBS helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children. It replaces the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA). Home Group uses the DBS for safer recruitment. DBS also provides a link to Disclosure Scotland and the Protection of Vulnerable Groups (PVG) Scheme which operates in Scotland (see below for more information about PVG Scheme)
Extremism	Defined in the <i>2011 Prevent Strategy</i> as vocal or active opposition to fundamental British values, including democracy, the rule of law, individual liberty and mutual respect and tolerance of different faiths and beliefs.
Female Genital Mutilation (FGM)	The partial or total removal of external female genitalia or other injury to female genital organs for non-medical reasons. It's sometimes known as female circumcision. It is a form of domestic abuse. FGM is most common in girls but it can be carried out in women before marriage or pregnancy.
Forced marriage	A marriage conducted without the valid consent of one or both parties where duress is a factor. This may include emotional, financial, physical or sexual threats and abuse. Men and women can be victims. It is a form of domestic abuse. Where children or young people are involved, it is child abuse.
Local authority	A county council or county borough council in England; a council in Scotland (unitary council)
MAPPA	Multi Agency Public Protection Arrangements (MAPPA) is the framework which joins up the agencies who manage offenders. The arrangements in England MAPPA are the same, while the legislation and guidance are different in Scotland the same principles apply.
MARAC	Multi Agency Risk Assessment Conferences, operate throughout the UK, are regular local meetings where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies. By bringing all agencies together at a MARAC, and ensuring that whenever possible the voice of the victim is represented by the IDVA (Independent Domestic Violence Advisor), a risk focused, co-ordinated safety plan can be drawn up to support the victim.
Online abuse	Any type of abuse that happens on the web, through social networks, playing online games or using mobile phones.
PVG Scheme	Protection of Vulnerable Groups (PVG) scheme is managed by Disclosure Scotland. For most types of regulated work with children or protected adults, the PVG

	Scheme is now the most appropriate type of check. Regulated work is the term used by the PVG Act to define the types of work which barred individuals must not do, and for which PVG Scheme membership is available. Home Group's HRD manage disclosure checks and support managers to make referrals to the PVG Scheme.
Radicalisation	The process by which people come to support terrorism and extremism and, in some cases, to then participate in terrorist groups.
Terrorism	Terrorism under the Terrorism Act 2000 is defined as action that endangers or causes serious violence to a person, causes serious damage to property, or seriously interferes or disrupts an electronic system. The use or threat of terrorism must be designed to influence the government or to intimidate the public and is made for the purpose of advancing a political, religious or ideological cause.
Whistle blowing	Also known as confidential reporting, the policy and procedures to enable colleagues, volunteers, customers to raise concerns.
Protected Characteristics	The Equality Act 2010 legally protects people from discrimination. The nine characteristics protected in the Equality Act 2010 are: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and/or sexual orientation.

5.0 Supporting documents

In order to comply with Home Group's approach to Safeguarding and achieve the standards set out above, the relevant processes and policy compliance notes must be followed in line with stated roles and responsibilities. Colleagues should refer to our internal index for the full list of supporting documents.

6.0 Version history

Version Number	Effective Date	Amendment made by (name & job title)	Version approved by (name & job title)	Description of Changes
1.0	29 th September 2017	policy business partner	Board	New Policy
1.1	February 2018	compliance business partner	N/A	Re-branded
1.2	March 2020	policy business partner	Director of Service Delivery (North)	Updated working together to safeguard children publication date
1.3	July 2020	Policy Manager	n/a	Added date of desk top review Amended date of Data Protection Act
1.4	05/03/2021	Policy Business Partner	Director of Housing and Support	Desk top review complete and risk assessment approved 03/03/21.
1.5	30/03.2021	Policy Business Partner	Director of Housing and Support	Desk top review complete and risk assessment approved 30/03/22. All Colleague names removed as per GDPR requirements

1.6	09/05/2023	Safeguarding Business Partner	Director of Housing and Support	Desk top review complete and risk assessment approved. No amendments made as pending full review.
2.0	22/05/24	Policy Business Partner	Board	Full in-depth review of the policy. Ofsted, LIFE, and Safe Housing are now referenced. The policy also aligns with our Clinical Practice & Regulated Care policy. The policy standards have been streamlined, including removing the 'value for money' standard to correct any misleading impression that cost is prioritised over safeguarding