

Safeguarding Policy

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1. Document Overview

Purpose	To set out Thrive's approach as an 'alerter' to report safeguarding concerns.
Audience	All Thrive colleagues, Board members, contractors and customers.
Data Classification	Internal
Review Cycle	5 years
Next Review	01/08/2028
Relevant Legislation	Care Act 2014, Care and Support Statutory Guidance 2023, Domestic Violence, Crime and Victims Act 2004, Equality Act 2010, General Data Protection Regulation (GDPR) 2018, Human Rights 1998, Mental Capacity Act 2005, Safeguarding Vulnerable Groups Act 2006.

2. Document Version History

Version	Date	Author	Reviewer	Changes & Additions
V1.0	12/09/2023	NC	AB Customer Working Group	

3. Introduction

Thrive Homes will act where Thrive colleagues and those who work on our behalf find there is evidence or suspicion of abuse of its customers. Thrive's primary role in safeguarding is as an 'alerter'. Thrive is responsible for reporting safeguarding concerns to the local authority. Each local authority will have its own safeguarding procedure. The local authority may also require Thrive to undertake enquiries on its behalf.

Thrive will always treat any sensitive or personal information provided as confidential in accordance with the requirements of data protection legislation and will only pass this information to third parties such as statutory organisations in accordance with our Information Governance Policy. Thrive may not require consent to share information where this may place a child or vulnerable adult at increased risk of harm.

All people occupying a Thrive home, including children and young people, have the right to live their lives free from violence and abuse. Any child, young or vulnerable person at risk of abuse or neglect should be able to access public organisations for support or interventions to stop abuse and neglect. Where a customer is unable to get this support themselves, Thrive will seek to signpost to statutory support and safeguarding services as required.

4. Scope

This policy applies equally to customers residing in home which is owned or managed by Thrive; this includes tenants (sole/joint), household members and leaseholders/shared owners.

This policy sets out what is expected of all Thrive colleagues, including senior managers, Board Members, paid colleagues, volunteers and seasonal workers, agency staff, students and anyone working on behalf of Thrive.

There are numerous routes to raise concerns in relation to customers and these will be handled in the most appropriate way either via health and safety procedures, tenancy management/enforcement or the provision of tailored support by a third party for vulnerable individuals.

If colleagues want to report another colleague, regardless of their position they can refer to the whistleblowing policy.

This policy is supported by a safeguarding procedure that enables colleagues to understand:

- The types of abuse and indicators
- The roles and responsibilities in safeguarding

5. Definitions

Adult at Risk	A person over the age of 18 who (a) has needs for care and support (whether or not the authority is meeting any of those needs), (b) is experiencing, or is at risk of, abuse or neglect, and (c) as a result of those needs is unable to protect themselves against the abuse or neglect or the risk of it. In the context of Safeguarding Adults, the vulnerability of the adult is related to how able they are to make and exercise their own informed choices free from duress, pressure or undue influence of any sort, and to protect themselves from abuse, neglect, and exploitation. It is important to note that people with mental capacity can also be vulnerable and therefore considered to be an “adult at risk”.
Children and Young People	A child is any person under the age of 18 years of age. It may include an unborn child where there are child protection concerns. Young people under the age of 21 years of age who have been looked after by the local authority since the age of 16 or any person with a learning difficulty who is under the age of 21 are also included in this definition.
Abuse	Safeguarding applies whether the abuse is from one person to another or self inflicted. Abuse may be:

	• a single act or repeated acts, • an act of neglect or a failure to act, or; • multiple acts, e.g. an adult at risk may be neglected and also being financially abused. Abuse can take many forms including: • Physical abuse • Domestic abuse or violence which can include so called 'honour' based violence • Sexual abuse • Psychological/emotional abuse • Financial or material abuse • Modern slavery • Discriminatory abuse • Organisational abuse • Neglect and acts of omission • Self-neglect home Types of child abuse considered in The Children Act 1989 include: • Emotional abuse - can or has potential to have severe negative effects on the behavioural or emotional development of a child/young person. Examples include rejection and ill treatment which occurs continually. • Physical abuse – possible or actual physical injury to a child/young person, moreover, a failure to protect a child/young person from injury • Sexual abuse – sexual exploitation of a child/young person. • Neglect - this is the failure to protect a child/young person from risk or danger. Examples include aspects relating to care, like starvation. Intent is not an issue at the point of deciding whether an act or a failure to act is abuse; it is the impact of the act on the person and the harm or risk of harm to that individual. Anyone can perpetrate abuse or neglect including spouses/partners; family members; neighbours; friends; strangers; professionals or volunteers. Abuse can happen anywhere, for example: in someone's own home, in a public place, in hospital, in a care home or in an education setting. It can take place when the person lives alone or with others. A number of abusive acts are crimes and informing the police must be a key consideration.
Safeguarding	Safeguarding relates to the reporting alerts put in place by Thrive to the Local Authority, which seek to protect the adult or child's right to live in safety, free from abuse and neglect.

6. The Policy

Thrive is committed to working in partnership with statutory bodies, voluntary agencies and other faith communities to promote the safety and welfare of children and adults at risk living in Thrive properties, and

acting promptly whenever a concern is raised. Thrive will work with the appropriate statutory bodies when an investigation into a safeguarding matter is necessary.

As a registered provider of social housing, Thrive has a responsibility as an alerter to safeguard and promote the welfare of children and adults at risk. Thrive will report safeguarding concerns to the appropriate local authority. This policy is based on the principles to **Recognise, Respond, Refer and Record**.

In respect of Adult Safeguarding Thrive adopts the six Safeguarding Principles:

- **Empowerment:** People being supported, provided with information, and encouraged to make their own decisions and informed consent.
- **Prevention:** It is better to act before harm occurs.
- **Proportionality:** A proportionate and least intrusive response appropriate to the risk presented.
- **Protection:** Support and representation for those in greatest need.
- **Partnership:** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.
- **Accountability:** Transparency in delivering safeguarding.

All colleagues and those working on our behalf have a responsibility to report, in a timely way, any concerns or suspicions that someone is at risk.

All frontline colleagues are expected to understand the different forms of abuse and how to recognise signs/indicators. They will also be clear in their role in identifying and reporting concerns regarding abuse.

All managers are responsible for implementing this policy and supporting colleagues with matters relating to this policy. A list of roles and responsibilities is included in the procedure document that supports this policy.

Thrive has appointed the Relationship Management Lead to be the strategic lead on safeguarding. The strategic lead will monitor a central database where all reports and alerts made by Thrive colleagues are recorded.

Thrive will work in partnership with the relevant local authority, the police, statutory and voluntary agencies and any other relevant organisations during the investigation and attending any safeguarding strategy meetings or the safeguarding adults board if required.

Thrive recognise that people's need differ and are committed to providing equality of opportunity for everyone we provide services to set out as part of our Equality, Diversity and Inclusion statement. Where a customer requires additional support and this is not considered to be safeguarding, their case will be managed through our tenancy sustainment service outside of this policy.

This policy is in line with the 2014 Care Act which places adult safeguarding on a legal footing and requires statutory authorities to establish a Safeguarding Adults Board whose objective is to help and protect adults at risk of abuse and neglect and who will make enquiries if the individual concerned:

- Has care and support needs (not just individuals in receipt of statutory services)
- Is experiencing, or is at risk of, abuse or neglect, and
- Is unable to protect themselves from either the risk of, or the experience of, abuse or neglect because of those care and support needs.

7. Behaviours

This policy supports Thrive's five core behaviours.

Tuned in	Recognising how people prefer to engage and adapting our style appropriately.
Curious	Asking further questions or challenging information in a positive way to assess if there's a safeguarding concern.
Smart, Can Do	Demonstrating a positive attitude and considering if there is a need to support another person.
Ownership	Taking responsibility for sharing any safeguarding concerns with the correct colleague/agency in a timely manner.
Pride	Providing support to each other to learn and succeed.

8. Other Related Policies and Guidance

This policy links to other policies Thrive has in place, including but not limited to:

- Equality, Diversity and Inclusion Statement of Intent
- Empty Homes and Lettings Policy
- ASB Policy
- Whistleblowing Policy
- Privacy Statement
- Information Governance Policy
- Health, Safety and Welfare Policy
- Recruitment and Onboarding Policy

In addition to Thrive's policies this should be read in conjunction with the relevant local authorities safeguarding policy.

9. Policy Approval

As this policy forms part of our operational framework, the document will be evaluated by the Leadership Team (Business Performance group) and the All Together at Thrive Working Group as part of any review process.

10. Support and Further Guidance

This policy has been drafted with input from colleagues across Thrive. If you have any concerns on how to interpret or follow its requirements, it's your responsibility to make your concerns known to your manager or a member of the Customer Team.

Each Thrive team member has a responsibility to work in a way that's consistent with the expectations set out in the documents and its implied intent. Should you witness or become aware of anyone consciously or unconsciously not following this policy you must alert your line manager or member of the leadership team as soon as is reasonably practical.