

SAFEGUARDING POLICY

Children, Young People and Adults



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1. BACKGROUND & PURPOSE

- 1.1 Cornwall Housing Limited (CHL) is committed to helping keep children, young people and adults safe and recognises it has a significant role to play in safeguarding children and adults at risk as part of its day-to-day work.
- 1.2 Housing providers are expected to have appropriate arrangements in place to provide for the safeguarding of adults, children and young people. This is set out in the Children Act 1989, the Children Act 2004, (Children Acts), and the Care Act 2014 including supporting guidance
- 1.3 This policy sets out the way in which CHL ensures that every service considers the importance of safeguarding, as teams and individuals (including contractors, partners and volunteers) so that CHL will:
 - Comply with legal and regulatory requirements;
 - Have robust safeguarding arrangements in place;
 - Work in partnership with other agencies to reduce the risk of harm and abuse for our customers;
 - Always act in the resident's best interests by making safeguarding personal for the customer; and,
 - Make safeguarding the responsibility of all CHL employees

2. SCOPE & ACCOUNTABILITY

- 2.1 Effective safeguarding is a shared responsibility. The policy applies to all staff, contractors, volunteers and authorised third parties who individually and collectively have a responsibility to play a part in safeguarding the children, young people and adults who are at risk of abuse or neglect in our communities.
- 2.2 CHL strives for best practice in relation to safeguarding and recognises the important role of safeguarding across all service areas. It is vital that everyone understands what safeguarding is, what to look out for and how to raise any concerns. Ongoing partnership working and external scrutiny from Cornwall Council, Cornwall & Isles of Scilly Safeguarding Children Partnership and Cornwall & Isles of Scilly Safeguarding Adults Board's is welcomed and key to constantly improving in this area.



- 2.3 Good interagency and multi-disciplinary working is promoted and maintained across CHL and with other organisations. Standards of practice for work with children, young people, adults and their families are regularly reviewed in line with relevant national guidance and legislation.
- 2.4 This means
- Information is shared efficiently and effectively in respect of issues that may affect the safety and welfare of children, young people or adults at risk in line with the appropriate data
 - Clear protocols are in place and understood by staff to ensure that information is shared appropriately and as the law prescribes
 - Concerns are shared early in order to prevent any problems escalating.
- 2.5 No single person can have a full picture of the needs and circumstances of a child or adult at risk, and if children, families and adults at risk are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action. CHL will work in partnership with other agencies to reduce the risk of harm and abuse for young people and adults who may be at risk.

3. PRINCIPLES AND DEFINITIONS

- 3.1 The following principles will underpin our work with children and young people and adults:
- to support individuals to have the right to live a life free from violence, fear or abuse
 - to support the achievement of best possible outcomes for children and young people
 - to ensure that adults who may have care and support needs are protected from harm, abuse, self-neglect or neglect where they are unable to protect themselves
 - to ensure equality of opportunity is achieved
 - wherever possible actively involve children and families and adults in service delivery
 - to build on strengths, as well as identifying and addressing difficulties
 - adopt a multi/inter-agency partnership approach to safeguarding
 - deliver progressive services informed by evidence and feedback; and
 - to support individuals to be protected from harm and exploitation.



3.2 ***Safeguarding Children and Young People***

3.2.1 Children and young people are defined as:

- *A child is “anyone who has not yet reached their 18th birthday”.*
- *‘Children’ therefore means ‘children and young people’ throughout. The fact that a child has reached 16 years of age, is living independently or is in further education, is a member of the armed forces, is in hospital or in custody in the secure estate for children and young people, does not change his or her status or entitlement to services or protection under the Children Act 1989. (See Children’s Act 2004)*

3.2.2 Effective safeguarding arrangements in every local area should be underpinned by two key principles:

- safeguarding is everyone’s responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centered approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

3.2.3 This means that the safeguarding and promoting the welfare of children will involve:

- protecting children from maltreatment
- preventing impairment of their health or development
- ensuring that they grow up in circumstances consistent with the provision of safe and effective care
- taking action to enable all children to have the best outcomes.

3.2.4 A child-centered approach means keeping the child in focus when making decisions about their lives and working in partnership with them and their families.

3.2.5 All involved in safeguarding children should follow the principles of the Children Acts 1989 and 2004 that state that the welfare of children is paramount and that they are best looked after within their families, with their parents playing a full part in their lives, unless compulsory intervention in family life is necessary.



3.2.6 Children may be vulnerable to neglect and abuse or exploitation from within their family and from individuals they come across in their day-to-day lives. These threats can take a variety of different forms, including sexual, physical and emotional abuse; neglect; exploitation by criminal gangs and organised crime groups; trafficking; online abuse; sexual exploitation and the influences of extremism leading to radicalisation. Whatever the form of abuse or neglect, practitioners should put the needs of children first when determining what action to take.

3.2.7 Everyone who works with children has a responsibility for keeping them safe. No single practitioner can have a full picture of a child's needs and circumstances and, if children and families are to receive the right help at the right time, everyone who comes into contact with them has a role to play in identifying concerns, sharing information and taking prompt action.

3.2.8 In order that organisations, agencies and practitioners collaborate effectively, it is vital that everyone working with children and families, including those who work with parents/carers, understands the role they should play and the role of other practitioners. They should be aware of, and comply with, the published arrangements set out by the local safeguarding partners.

3.3 Safeguarding Adults

3.3.1 Adults are defined as:

- *"A person who is 18 years of age or over, and who is or may be in need of community care services by reason of mental or other disability, age or illness and who is or may be unable to take care of him/herself, or unable to protect him/herself against significant harm or serious exploitation."*

3.3.2 The Care Act 2014 sets out statutory duties for safeguarding adults. Section 42 of the Care Act 2014 identifies an 'adult at risk' as being an adult who:

- has needs for care and support (whether or not the local authority is meeting any of those needs);
- is experiencing, or at risk of, abuse or neglect; and
- as a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect.



3.3.3 CHL has adopted the six key principles of adult safeguarding taken from the 'Care Act Guidance:

- **Accountability** – accountability and transparency in delivering safeguarding.
- **Empowerment** – people being supported and encouraged to make their own decisions and informed consent
- **Partnership** – local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse;
- **Prevention** – it is better to take action before harm occurs
- **Proportionality** – the least intrusive response appropriate to the risk presented
- **Protection** – support and representation for those in greatest need

4. DEFINITION AND FORMS OF ABUSE

4.1 Everyone has the right to live safely, free from abuse and neglect. Abuse and neglect can occur anywhere: in a home or a public place, or for example in a hospital, day centre, or in a college or care home.

4.2 The person causing the harm may be a stranger but, often they can be known by an individual and they feel safe with them. They're usually in a position of trust and power, such as a health or care professional, relative or neighbour.

4.3 There are many forms of abuse and neglect:

- **Physical abuse:** Causing someone physical harm - for example by hitting, pushing, or kicking them, mis-using medication, causing someone to be burnt or scalded, controlling what someone eats, restraining someone inappropriately or depriving them of liberty.
- **Sexual abuse:** Sexual acts to which a person has not or cannot give their consent or which they have been pressurised into. For example, rape, inappropriate touching or use of sexualised language, or sexual acts with minors i.e., under 16 years of age.
- **Psychological abuse:** Causing someone mental and emotional distress by using threats, humiliation, control, intimidation, harassment, verbal abuse or depriving them of contact with other people.
- **Financial abuse:** Taking money, goods, or property without permission. This can include theft, fraud, exploitation or putting pressure on someone to make a will, transfer the ownership of property or carry out other financial transactions.



- **Neglect and acts of omission:** Failure to provide access to services to meet a person's health, social care or educational needs or withholding the necessities of life such as medication, food, clothing, and heating.
- **Discriminatory abuse:** Treating someone in a less favourable way that causes them harm, because of their age, gender, sexuality, disability, ethnic origin, or religion.
- **Domestic abuse:** The abuse of an individual within an intimate or family relationship. It is the repeated, random, and habitual use of intimidation to control that person. The abuse can be physical, emotional, psychological, financial, or sexual.
- **Organisational abuse:** Where services fail to recognise the rights of service users and offer a poor quality of care or condone ways of working which cause harm.
- **Self-neglect:** Any failure of an adult to take care of themselves - A refusal or inability to cater for basic needs, including personal hygiene and appropriate clothing; Neglecting to seek assistance for medical issues; not attending to living conditions; letting rubbish accumulate in the garden; or dirt to accumulate in the house; hoarding items or animals.
- **Modern Slavery:** A global problem that transcends age, gender, and ethnicities, including here in the UK. It can include victims who have been brought from overseas and people in the UK who are forced to illegally work against their will in many different sectors, including brothels, cannabis farms, nail bars and agriculture - can be physical, emotional, psychological, financial, or sexual.
- **Coercive Control:** An act, or a pattern of acts, assaults, threats humiliation and intimidation or other abuse that is used to harm, frighten, or punish their victim. The controlling behaviour is designed to make a person dependent by isolating them from support, exploiting them, depriving them of independence and regulating their everyday behaviour.
- **Cuckooing:** A form of crime, termed by the police, in which drug dealers take over the home of a vulnerable person to use it as a base for county lines drug trafficking.
- **County Lines:** The 2018 Home Office Serious Crime Strategy states the National Society for the Prevention of Cruelty to Children's (NSPCC) definition of a County Lines is a term used to describe gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas [within the UK], using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move [and store] the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.



The following types of abuse can happen for children:

- **Physical Abuse:** This happens when a child has been hurt or injured, and it is not an accident. Physical abuse does not always leave visible marks or injuries.
- **Child Sex Abuse:** Sexual abuse happens when an adult, teenager or child uses their power or authority to involve child in sexual activity.
- **Emotional Abuse:** This happens when a child is treated in a way that negatively impacts their social, emotional, or intellectual development.
- **Neglect:** This happens when a child's basic needs are not met, affecting their health and development.
- **Online abuse:** Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or mobile phones.
- **Child exploitation:** Child sexual exploitation is a type of sexual abuse in which children are sexually exploited for money, power, or status.
- **Female genital mutilation (FGM):** This is the partial or total removal of external female genitalia for non-medical reasons.
- **Bullying or cyberbullying:** Bullying can happen anywhere - at school, home or online - causing physical and emotional harm.
- **Child trafficking:** A type of abuse where children are recruited, moved, or transported and then exploited, forced to work, or sold.
- **Grooming:** Children and young people can be groomed online or in the real world, by a stranger or by someone they know - for example, a family member, friend or professional.
- **Harmful sexual behaviours:** Children and people who develop harmful sexual behaviours harm themselves and others.
- **County Lines:** Gangs and organised criminal networks involved in exporting illegal drugs into one or more importing areas [within the UK], using dedicated mobile phone lines or other form of "deal line". They are likely to exploit children and vulnerable adults to move [and store] the drugs and money and they will often use coercion, intimidation, violence (including sexual violence) and weapons.

5. GOVERNANCE

- 5.1 CHL will be expected to support the Cornwall & Isles of Scilly Safeguarding Children Partnership and Cornwall & Isles of Scilly Safeguarding Adults Board safeguarding audits and be expected to work with Cornwall Council's internal audit team as required to ensure there is external scrutiny, challenge and transparency around safeguarding practices.



- 5.2 Any key recommendations from the feedback from these audits will help to shape any CHL action plan.
- 5.3 CHL has in place a Safeguarding Panel with representation from all service areas, overseeing the operational delivery of this policy
- 5.4 A CHL representative will sit on Cornwall Council's Safeguarding Steering Group to ensure that there is strong alignment to the Cornwall Council agenda, as well as sharing issues and best practice.

6. PARTNERSHIP WORKING

- 6.1 Whilst CHL staff will be aware of how to identify safeguarding concerns and report these to statutory services, it is the Local Authority Adult Safeguarding and Children's Services teams and the Police who hold the statutory duty to complete enquiries to protect those at risk once CHL staff have referred. CHL will work in partnership with these statutory services to make adults and children safe.
- 6.2 Challenge is essential in effective safeguarding practice. When escalating a safeguarding concern to the Local Authority, CHL staff should utilise the escalation procedures provided by that service.

7. SAFEGUARDING ADVOCATES

- 7.1 CHL has in place a network of Safeguarding Advocates who are volunteers to champion safeguarding and who have received additional training to obtain a greater awareness of safeguarding issues in order to support other staff.
- 7.2 Safeguarding Advocates meet regularly to co-ordinate and disseminate relevant safeguarding information, as well as participating in safeguarding meetings and seminars, including Cornwall Council's advocates network events.



7.3 The advocate's role is:

- To have a clear understanding of safeguarding issues regarding children, young people and adults at risk
- To respond appropriately and quickly to any concerns/allegations raised by staff or members of the public in relation to safeguarding
- To encourage partnership working both internally and externally and make recommendations on improvements to the safeguarding agenda
- To assist in supporting the communication methods required to promote safeguarding
- To support and assist staff with any safeguarding concerns through the referral process where a referral is necessary. The advocate could also be required to make a referral on behalf of a member of staff but will not be expected to undertake any investigations.

8. SAFER RECRUITMENT & STAFF

8.1 CHL is committed to safeguarding and promoting the welfare of children, young people and adults at risk; it will apply these principles at all stages of the recruitment and selection process.

8.2 There is a consistent, fair and thorough safe recruitment practice including processes which aim to deter, reject or identify people who might abuse children, young people or adults and to ensure that those recruited are suitable to work within the business. Where CHL undertakes relevant employment checks there will be an expectation that any sub-contractors undertake the same level of checks in respect of their own employees and suppliers.

8.3 Such checks and measures may include for example:

- Explicit safeguarding requirements and responsibilities on role profiles and adverts
- Relevant pre-employment checks e.g. Disclosure and Barring Service (DBS)
- Robust application processes
- Probationary and supervision periods; and
- Monitoring and supervision of staff conduct.

8.4 Allegations of abusive behaviour between a member of CHL staff and a child, young person and/or adult at risk will be managed under the CHL Disciplinary Procedure.



9. MENTAL CAPACITY

- 9.1 The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack the capacity to make decisions for themselves, or who have mental capacity and want to prepare for a time when they may lack capacity in the future.
- 9.2 Using the provisions of The Mental Capacity Act (MCA) 2005 is essential when working with an adult at risk who cannot be assumed to have the mental capacity to make decisions associated with their own safeguarding. The provisions of the Mental Capacity Act cover both small decisions – such as what clothes to wear – or major decisions - such as where to live, medical treatment, or what happens if abuse has occurred. The Act sets out who can take decisions, in which situations, and how they should go about this.
- 9.3 The Mental Capacity Act applies to everybody who has dealings with people who may lack capacity, and particularly if they have a professional relationship with the person. CHL will comply with the requirements set out in the Mental Capacity Act 2005 and will consider the Act's five key principles during interactions with customers:
- **A presumption of capacity** – every adult has the right to make his or her own decisions and must be assumed to have capacity to do so unless it is proved otherwise
 - **Supporting individuals to make their own decisions** – a person must be given all practicable help before anyone treats them as not being able to make their own decisions
 - **Unwise decisions** – just because an individual makes what might be seen as an unwise decision, they should not be assumed to lack capacity to make that decision
 - **Best Interests** – an act done, or decision made under the Act for or on behalf of a person who lacks capacity must be done in their best interests.
 - **Least restrictive option** – anything done for or on behalf of a person who lacks capacity must consider whether it is possible to decide or act in a way that would interfere less with the person's rights and freedoms of action, or whether there is a need to decide or act at all.
- 9.4 CHL will take the opportunity to confirm capacity when appropriate (eg.at tenancy sign up, review and termination; during arrears discussions, anti-social behaviour incidents and complaints).



10. ACTION – CONCERNS OF ABUSE OR NEGLECT

- 10.1 **If someone is in immediate danger the advice is always to contact the Police: 999**
- 10.2 If CHL staff have any concerns that an individual is being abused / harmed / neglected, they will notify their line manager of the concern, or a covering manager if their line manager is unavailable.
- 10.3 CHL will contact Emergency Services if there is an immediate risk to life or if we think a crime has been committed; this will be followed up by raising a safeguarding concern to the Local Authority's Adult and/or Children's Safeguarding Teams in the area via their official reporting channels. These can be found via the Local Authority's website.
- 10.4 Where the concern also requires investigation by CHL, for example, in cases of self-neglect and hoarding, domestic violence, cuckooing, verbal or physical abuse, the relevant process should be started e.g., Anti-Social Behaviour (ASB).
- 10.5 It is not the role of CHL to decide whether a child or adult has been abused. This is the task of statutory agencies that hold the legal responsibility. It is, however, everybody's responsibility to ensure concerns are reported and appropriate action taken.
- 10.6 **Failure to comply** with these obligations **may result in disciplinary action** in accordance with the CHL Disciplinary Procedure.

11. CONCERNS REGARDING CHILDREN

- 11.1 Report immediately to the Local Authority Adult / Children's Safeguarding Team, or the Police if it's felt that the child is in immediate danger.
- 11.2 Everyone is responsible for reporting concerns about a child's welfare. Unless a child is in immediate danger, there will be an initial assessment of the child's needs and risk of significant harm following staff raising a concern with Local Authority Children's Safeguarding Team. The assessment should be carried out as soon as possible but must be within seven working days from alert.



- 11.3 "Harm" is the "ill treatment or the impairment of the health or development of the child".
- 11.4 It is determined "significant" by "comparing a child's health and development with what might be reasonably expected of a similar child".
- 11.5 Under Part 1 of the Housing Act 2004, CHL must take account of the impact of health and safety hazards in housing adults at risk and children and when deciding on the action to be taken in connection to their tenancy (example: drug use / weapons / dangerous animals / hoarding).
- 11.6 CHL has an important role to play in safeguarding children and young people - where there are concerns, statutory services must always be alerted to investigate fully.

12. CONSENT TO MAKE A REFERRAL

Adults

- 12.1 Consent is not always needed to report a safeguarding concern. Sharing information for the purpose of safeguarding adults is different to for example, seeking consent when a service will be provided. Sometimes it is necessary to raise a safeguarding concern without consent, for example if someone else may be at risk, a crime may have been committed, to prevent harm, or the person does not have capacity to make that decision.
- 12.2 CHL must apply the Data Protection Act 2018 which includes 'Safeguarding of children and individuals at risk' as a condition that allows CHL to share information without consent. Where possible, and if it will not cause further harm, keep the adult informed of any actions.
- 12.3 Anyone reporting a safeguarding concern must record decisions about sharing or not sharing information and the reasons for their decisions.

Children

- 12.4 When making a safeguarding referral it would be appropriate to inform a parent of a referral being made. However, there are some occasions when consent is not required, including: if it places the child/young person at significant harm, or could delay support. In these situations, it is important CHL records the reasons for not seeking consent on the referral form.



- 12.5 As above, CHL will apply the Data Protection Act 2018 which includes 'safeguarding of children and individuals at risk' as a condition that allows practitioners to share information without consent. All decisions about sharing or not sharing information must be recorded, along with the reasons for the decisions.

13. INFORMATION SHARING AND SAFEGUARDING

13.1 CHL will work to the following principles:

- **Remember that the General Data Protection Regulation (GDPR) is not a barrier to sharing information** but provides a framework to ensure that personal information about living persons is shared appropriately.
- **Be open and honest** with the person (and/or their family where appropriate) from the outset about why, what, how and with whom information will, or could be, shared, and seek their agreement, unless it is unsafe or inappropriate to do so.
- **Seek advice** if in any doubt, without disclosing the identity of the person where possible.
- **Share with consent where appropriate** and, where possible, respect the wishes of those who do not consent to share confidential information. Information can still be shared without consent if it's felt that lack of consent can be overridden in the public interest. This judgement will need to be based on the facts of the case.
- **Consider safety and wellbeing:** information-sharing decisions should be based on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
- **Necessary, proportionate, relevant, accurate, timely and secure:** ensure that the information shared is necessary for the purpose for which it is being shared, is shared only with those people who need to have it, is accurate and up to date, is shared in a timely fashion, and is shared securely.
- **Keep a record** of the decision and the reasons for it – whether it is to share information or not. If it's decided to share, then record what has been shared, with whom and for what

14. TRAINING

- 14.1 Safeguarding will form part of the mandatory training offer for all staff and there will be an expectation that employees complete e-learning every 3 years or when there is new training available.



14.2 Safeguarding will also be included in induction courses or events for staff, where relevant and appropriate, and will be included as part of the CHL corporate induction programme.

14.3 All training will be recorded on individual training logs.

15. MONITORING AND REVIEW

15.1 There is a clear line of accountability for work on safeguarding; from the Board, the Executive Leadership Team and throughout the organisation.

15.2 This policy spells out what these lines of accountability are and is designed to ensure appropriate interventions are taken and, where necessary, referrals made to local authorities and to Local Safeguarding Boards.

15.3 Each case of concern should be reported to the appropriate manager who will provide guidance and supervision to make sure it is handled properly. The safeguarding lead will oversee the application of this policy and report on key trends and performance data.

15.4 There is an appointed Safeguarding Manager who is responsible for receiving reports of suspected abuse made through the Cornwall Council Safeguarding Portal. They will check how each case has been identified and managed, provide advice to colleagues who raise concerns and agree next steps on how protective factors can be achieved, or if a formal escalation is required.

15.5 The Safeguarding Manager provides accurate anonymised data on a monthly, quarterly, and annual basis to inform the CHL Safeguarding Panel and the Executive Team and Board on:

- The numbers of cases received.
- The number of formal escalations.
- The number of escalations acted on by the Local Authority.
- The number escalated and not acted upon

15.6 The Safeguarding Lead at CHL is the Executive Director, Housing Operations. The Executive Director will provide a Safeguarding annual review to the CHL Board, quarterly updates to the ELT and chair the CHL Safeguarding Panel.

15.7 The service is subject to internal audit and recommendations from internal audit will be adopted.



- 15.8 This policy will be subject to an annual review to ensure it remains effective and has the required impact, unless there is significant legislative change which would warrant a more immediate review to be undertaken. The review will also consider local and national best practice approaches. Following the annual review, adjustments to this policy may be necessary.



16. ASSOCIATED DOCUMENTS AND LEGISLATION

16.1 This policy has been influenced by the following legislation:

- The Crime and Disorder Act 1998
- Safeguarding Vulnerable Groups Act 2006
- Mental Capacity Act 2005 & Deprivation of Liberties Safeguards 2007
- Equality Act 2010
- Protection of Freedoms Act 2012
- Children and Families Act 2014

16.2 This policy should also be read in conjunction with the following CHL Policies:

- CHL Antisocial Behaviour Policy
- CHL Compulsive Hoarding & Unsanitary Properties Policy
- CHL Data Protection Policy
- CHL Domestic Abuse & Sexual Violence Policy
- CHL Good Neighbour Policy
- CHL Income Management Policy
- CHL Repairs Policy, inc. Damp and Mould (interim)
- CHL Rechargeable Repairs Policy
- CHL Tenancy Policy
- CHL Whistleblowing Policy

16.3 This Policy aligns to the following Regulator Standards:

- Neighbourhood and Community Standard
- Transparency, Influence and Accountability Standard
- Tenancy Standard

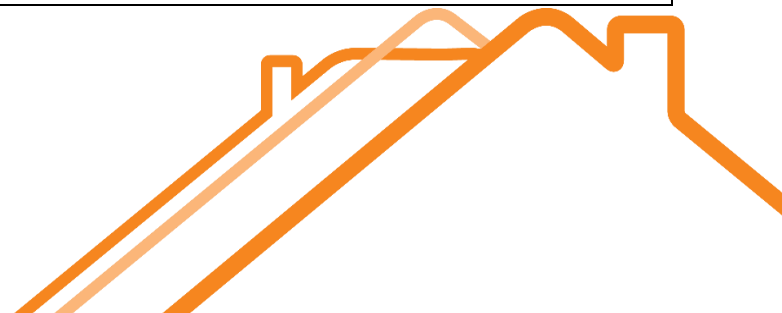


APPENDIX A – DEFINITIONS

Term	Description
Abuse or neglect	It can be described as a violation of individuals' human and/or civil rights by any other person or persons who cause harm to a person in need of care and support. It may be a single or repeated acts or omissions occurring within a personal or close relationship where there is an expectation of trust.
Adult	An adult 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 and neglect, and c) As a result of those needs is unable to protect himself or herself against abuse or neglect or the risk of it." Care Act 2014.
Child	A person up to 18 years old.
Staff	The term "Staff" is used to refer to staff working on behalf of CHL whether paid or voluntary and that come into contact with, or are actually regularly working with, children (including unborn children) and adults at risk in our accommodation or services.
Modern slavery and human trafficking	This is a broad term used to encompass the offences of slavery, servitude and forced or compulsory labour and human trafficking. The term extends to slavery-like practices such as debt bondage, sale or exploitation of children and forced or servile marriage. While varied in nature, all involve one person depriving another person of their liberty, in order to exploit them for personal or commercial gain.
Perpetrator	The person or persons committing the abuse or causing neglect.
Person-centred approach	This means keeping the person in focus when making decisions about their lives and working in partnership with them, taking their views and wishes into account.
Safeguarding	The Care and Support statutory guidance 2014 issued under the Care Act 2014 defines safeguarding as "Protecting an adult's right to live in safety, free from abuse and neglect."



Safeguarding Adults Board (SAB)	SABs were established by the Care Act 2014. The main purpose of a SAB is to enable the local authority to assure itself that local safeguarding arrangements are in place. In particular that action is taken to help and protect adults in its area who has needs for care and support. The adult may be experiencing, or at risk of abuse or neglect, and as a result of their care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect. Each local authority must set up a SAB.
Safeguarding Children Board (SCB)	SCBs were established by the Children Act 2004. Local authorities are required to establish one in their area. They are multi-agency bodies involving agencies such as the police, health service and the probation service and others. Their role is to: • Co-ordinate what is done by everyone on the SCB to safeguard and promote the welfare of children in the area; and • Make sure that each organisation acts effectively when they are doing this. <i>SCBs also publish policies and procedures for child protection in their area.</i>
Section 11 audit	Section 11 of the Children Act 2004 places a range of duties on organisations and individuals to ensure their functions and any service that they contract out to others, are discharged having regard to the need to safeguard and promote the welfare of children.
Section 42 enquiry	Section 42 of the Care Act 2014 requires that each local authority must make enquiries, or cause others to do so, if it believes an adult has care and support needs, and believes the adult is experiencing or is at risk of, abuse or neglect and, as a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.
Domestic Homicide Review	A Domestic Homicide Review is a multi-agency review of the circumstances in which the death of a person aged 16 or over has, or appears to have, resulted from violence, abuse or neglect by a person to whom they were related or with whom they were, or had been, in an intimate personal relationship, or a member of the same household as themselves.
Serious case review	A serious case review in England is held after a child or vulnerable adult dies or is seriously injured under circumstances where abuse or neglect are thought to be involved. Its purpose is to learn lessons to help prevent future similar incidents.
Vulnerable adults	These are people at risk of safeguarding concerns. They include, but are not limited to, a person who: • Is elderly, with poor health, a physical disability or cognitive impairment. • Has a learning disability • Has a physical disability and/or sensory impairment • Has mental health needs including dementia or a personality disorder • Misuses substances or alcohol; and Is unable to demonstrate the capacity to make an informed decision as defined by the Mental Capacity Act 2005 and is in need of care and support.



DIVERSITY & INCLUSION

CHL is committed to treating all people with fairness and respect. CHL aims to create an inclusive environment where people are treated with dignity, inequalities are challenged and anticipate and respond positively to different needs and circumstances to enable individuals to achieve their potential and foster good relations within the communities we serve. CHL want to be recognised as an organisation delivering fair, inclusive, accessible services and an employer and partner of choice.

When applying this policy, CHL will act sensitively towards the diverse needs of individuals and to reduce discrimination and harassment by making reasonable adjustments such as:

- eliminating discrimination – by providing support to those who need it and information in accessible formats and languages on request.
- tailoring the policy to meet both the specific needs of the individual, including those with additional support needs, and the diverse needs of the wider community
- advancing equality of opportunity – treating all tenants fairly
- fostering good relationships – listening to customers and responding appropriately
- compliant with all aspects of Equality & Diversity legislation, and specifically the Equality Act 2010.



Contact us:

Email: **info@cornwallhousing.org.uk**

Telephone: **0300 1234 161**

By letter: **Cornwall Housing, Chy Trevail, Beacon Technology Park, Bodmin, PL31 2FR**

Alternative formats:

If you would like this information on audio CD, audio tape, Braille, large print, any other format or interpreted in a language other than English, please contact

info@cornwallhousing.org.uk

