


Safeguarding

If you have difficulty with sight or hearing, or if you require a translated copy of this document, we would be pleased to provide this information in a form that suits your needs.

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Our Vision, Mission Statement and Values

Glen Oaks' vision statement '**Where Communities Thrive**' and our mission statement '**Our aim is to provide good quality affordable housing and an excellent service. We will encourage resident participation and work with other agencies to regenerate our community**' provide the foundation for Glen Oaks Housing Association's commitment to its residents and the communities they live in.

This commitment is also demonstrated in the Association's values which were agreed following discussions with the Board and staff. Glen Oaks' values are fundamental to how we carry out our day-to-day activities.

Our values are:

respectful

we trust and respect our customers and each other

dedicated

we will give 100% commitment to our work

transparent

we will be open and honest about what we do

aspirational

we will strive to achieve the best we can for our communities

Equality & Diversity Statement

The Association is intent on ensuring people or communities do not face discrimination or social exclusion due to any of the following protected characteristics: age; disability; sex; marriage & civil partnership; race; religion or belief; sexual orientation; gender reassignment; pregnancy & maternity.

This document complies with the Association's equality & diversity policy.

The Association will regularly review this document for equal opportunities implications and take the necessary action to address any inequalities that result from the implementation of the policy.

Notifiable Events

Notifiable events will be reported to the Scottish Housing Regulator in line with the Notifiable events policy.

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1.0 Introduction

- 1.1 Glen Oaks Housing Association is a community-based housing association concerned with providing high quality affordable rented accommodation and related services to a wide range of people some of which may, at some point, be vulnerable to abuse or neglect.
- 1.2 Glen Oaks acknowledges its duty to act appropriately to all allegations, reports and suspicions of abuse.
- 1.3 Through the implementation of this Policy and detailed procedures, Glen Oaks aims to do everything it can to protect children and vulnerable adults, and to ensure that all concerns for the welfare of a child or vulnerable adult are reported to the appropriate authorities.

2.0 Scope of Policy

- 2.1 This policy and related procedures apply to all staff members and volunteers.

3.0 Our Commitment

- 3.1 In line with our recruitment and selection procedures, we will ensure that individuals, who are employed by The Association in a paid or voluntary capacity, are fit for the post they are appointed to.
- 3.2 Where a post requires direct work with children or adults at risk, we will ensure that reasonable steps are taken not to appoint a person who is unsuitable or disqualified from working with these groups.
- 3.3 A Standard or Enhanced Disclosure will be requested only where this is considered relevant to the particular position. Where a Disclosure is deemed necessary for a post or position, recruitment documentation will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- 3.4 The Association will ensure through training that all staff is aware of their responsibility to protect children, young people and adults at risk. The training will include this policy and highlight the need to report child protection issues or concerns about conduct towards adults at risk.

4.0 Compliance with Performance Standards, Legislation and Good Practice

4.1 In developing this Policy Glen Oaks Housing Association has taken into consideration:

- OSCR – Guidance and Good Practice for Charity Trustees
- NSPCC – Safeguarding and child protection self-assessment tool

4.2 The legislative framework affecting the Safeguarding Policy namely:

- Adult Support and Protection (Scotland) Act 2007
- Mental Health (Care & Treatment) Scotland Act 2003
- Mental Health (Scotland) Act 2015
- Protection of Children (Scotland) Act 2003
- Data Protection Act 1998
- Data Protection Act 2018
- The Human Rights Act 1998
- Disability Discrimination Act 2005
- Freedom of Information Act (Scotland) 2002
- Equality Act 2010

5.0 Definition of “children” and “adults at risk” and “abuse”

5.1 Child: the “Protection of Children (Scotland) Act 2003 states a child will be considered anyone under the age of 18.

5.2 Adults at risk: The Adult Support and Protection (Scotland) Act 2007 seeks to protect and benefit adults at risk of being harmed and describes adults at risk as being persons (aged 16 and over) who are:

- a) unable to safeguard their own well-being, property, rights or other interests
- b) are at risk of harm, and
- c) because they are affected by disability, mental disorder, illness or physical or mental infirmity, are more vulnerable to being harmed than adults who are not so affected.

An adult is at risk of harm for the purpose of the above if:

- a) another person’s conduct is causing (or likely to cause) the adult to be harmed, or
- b) the adult is engaging (or is likely to engage) in conduct which causes (or is likely to cause) self-harm.

- 5.3 Abuse: is a violation of an individual's human and civil rights by any other person or persons. Friends, strangers, family members and professional staff can all be guilty of abuse. Abuse can include physical, mental, sexual, financial, discriminatory abuse and neglect.
- 5.4 In the work we do, staff will promote the rights of children and adults at risk to be listened to and taken seriously so that an individual is able to express their views, thoughts, and concerns. Concerns about child protection and conduct towards adults at risk will be referred to Social Work in line with our procedures.

6.0 Responsibility

- 6.1 The Housing Services Director has responsibility to ensure that residents and staff are aware of this policy.
- 6.2 The Housing Services Director and Community Initiatives Manager are responsible for investigating any reported incidents, preparing accurate records, and reporting the incident to the appropriate authorities in line with this policy. In the event of their absence or unavailability, another senior officer will stand in as directed by the Chief Executive.
- 6.2 All staff have a responsibility for reporting any suspected incidents of abuse in line with this policy and our Whistle Blowing Policy. It is the Association's responsibility to ensure referrals are made in an appropriate and timely way. The Association will co-operate with any agencies involved with cases of alleged abuse or neglect.
- 6.3 As a provider of social housing and related services we recognise the important role our staff play in building and maintaining partnerships with local authorities and key specialist agencies, and we work with them on a regular basis to safeguard children and vulnerable adults.
- 6.4 Front line staff may enter tenant's homes to carry out housing, maintenance, or other visits. These staff may see evidence of abuse or neglect and will report any concerns to the Housing Services Director or Community Initiatives Manager in line with our procedure.

7.0 Procedures

7.1 During the course of their work should a member of staff receive information or suspects that a child or adult at risk may have been, or is being, abused in any way the following action will be taken;

7.1.1. Listen and reassure the child or adult at risk

In the event that a child or adult at risk approaches you to disclose that abuse has, or is, taking place;

- Show that you take the child/adult at risk seriously and listen to what they are saying, reassure them that they can trust you, that they are safe and that you will pass on this information to people who will be able to support them.
- Staff must not, in the case of a child promise to keep the situation secret as information relating to child protection cases must be referred to the line manager who will refer the matter to Glasgow City Council Duty Social Worker. However, the information provided by the child/ adult at risk should only be shared with those who need to know.
- Do not ask the child/ adult at risk questions to obtain more information or investigate the concerns. Only ask the child/ adult at risk questions to clarify what he or she has said.

7.1.2. Record

Record on Appendix 1 what the child/adult at risk has said or where a staff member has concerns. Ensure to note the following information;

- The child/adult at risk's name, address, and date of birth
- The date and time of information received / concern identified
- The child/adult at risk's account of what has happened or in the case where it is a member of staff that suspects abuse, detail their own concerns
- Sign and date the record.

All facts, incidents, assessments, and discussions related to the suspicions should be recorded clearly and accurately. Opinions and conjecture should be avoided, and an attempt made to capture only facts. Such records should be kept securely and safely as per the Data Protection Act 2018.

7.1.3. Refer

Any member of staff who has a concern or has received information from an individual must immediately inform the Housing Services Director or Community Initiatives Manager who will decide if a referral should be made to the appropriate authorities.

7.2 Where a decision has been made to refer to Social Work, staff will take appropriate action to inform the local authority within one working day.

7.3 **If the child or adult at risk is in immediate danger, the police should be contacted immediately.**

7.4 **If urgent medical assistance is required, an ambulance should be called.**

8.0 Confidentiality

8.1 Disclosure of personal information is governed by the Data Protection Act 1998 (DPA) and the updated GDPR legislation introduced in May 2018. Personal data covers both facts and opinions about a living individual. In most circumstances users of treatment and support agencies can rely on confidentiality as their guiding principle.

8.2 One of these boundaries is professional confidentiality, meaning that any information learned about the individual in the course of your professional practice should stay private and not be disclosed to anyone unless the individual has given consent that this information can be shared. The overriding exception to this is where the staff member gains knowledge that a child or vulnerable adult is being abused. It is likely that there will be other exceptions and staff should make it clear at the commencement of any supportive relationship what information and in what circumstances professional confidentiality is guaranteed or not. This is likely to vary depending on the people who use the service, nature of the service being provided and the remit of the service provision.

8.3 The Human Rights Act 2000 guarantees respect for a person's private and family life, his home and his correspondence unless there are grounds for disclosure of information such as the subject having given consent, compliance with a legal requirement to disclose, or the need to protect life, the information should not be shared.

9.0 Review of the Policy and Continuous Improvement

9.1 The Safeguarding Policy will be reviewed every three years.

9.2 The Association will keep abreast of developments in best practice and will periodically review staff training needs and provide relevant training.

9.3 More regular reviews will be considered where, for example, there is a need to respond to legislative or other feedback.

10.0 Risk Management

10.1 Risk arises from the Association's Safeguarding Policy in several respects.

10.2 Given the importance of the risks identified, the effective management of this policy is vital.

11.0 Complaints

11.1 We accept that despite our best efforts, problems arise from time to time.

11.2 Should you have a complaint about how this Policy, or the related Procedure has been handled or any other issue in respect of its implementation then you should use our Complaints Procedure.

11.3 This is a separate document and can be obtained from the Association's website or from the Association's office.

11.4 If you require the Complaints procedure on tape, in Braille, in large print or in translation please tell us when you contact us.

12.0 Links with Other Policies

12.1 The Safeguarding policy is related to the following policies

- Whistle Blowing

- Data Protection
- Complaints
- Equality & Diversity
- Openness and Confidentiality
- Notifiable Events
- Code of Conduct for Staff
- Recruitment & Selection
- Customer Service
- Unacceptable Behaviour
- Risk Management Strategy
- Staff Policy Manual

Appendix 1.

Safeguarding Incident Report Form

Name:	Address:
Date of Birth:	Date and Time of Report:
If child, details of parent/legal guardian:	

Brief Description of Incident/Report:
(Avoid opinions, record only what is disclosed – continue on separate sheet if required.)

Date and Time of Referral	
Agency/Authority Referred to	
Name of worker spoken to	
Designation	
Contact Number	

Details of action taken:
(If no action taken please provide reasons for this)

Person Informed		Sign		Date	
Reported by		Sign		Date	