

NCHA CORPORATE SAFEGUARDING AND DOMESTIC ABUSE POLICY STATEMENT

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NCHA is committed to ensuring the safety of the people who use our services. All persons have the right to live their lives free from violence and abuse. This right is underpinned by the Human Rights Act (1998) and the duty of agencies to intervene proportionately to protect the rights of citizens.

Responsibility:

The Care Act (2014) conveys a responsibility on NCHA that we will ensure that our customers are safeguarded against risk of abuse by means of taking reasonable steps to identify the possibility of abuse and prevent it before it occurs and responding appropriately to any allegation of abuse.

As an employer of care workers, we are required to check that a prospective colleague/volunteer is not barred from providing 'regulated care activities'. Checks will be made by NCHA HR team via the Disclosure and Barring Service (DBS) and prospective or existing colleagues / volunteers will not be allowed to commence/continue lone working in care positions until satisfactory checks have been conducted or a risk assessment has been undertaken.

We also have a duty to refer colleagues or ex colleagues to the DBS where NCHA withdraw permission for them to engage in regulated care activity or where we have concerns about an individual. In addition to this we have safeguarding obligations to children and to report these concerns to the Local Authority Designated Officer (LADO).

As part of our commitment to safeguarding, preventing and responding to abuse, NCHA have developed policy, procedure and training aids to assist colleagues working with and supporting individuals who may be experiencing abuse. A full definition of Safeguarding, Abuse and Domestic Abuse can be found within these policies.

Relevant Policies and Procedures:

- Housing Services Safeguarding Adults Policy
- Housing with Care & Support Safeguarding Adults Policy
- Housing with Care & Support Safeguarding Children Policy
- Housing Services Domestic Violence & Abuse Policy
- Colleague Handbook Domestic Abuse and Stalking Policy
- Tenancy Policy

- Housing with Care and Support Medication Policy
- Anti-social Behaviour Policy
- Modern Slavery and Human Trafficking Statement
- Whistle Blowing Policy

All colleagues must familiarise themselves with these policies where relevant.

Our safeguarding policies have been drawn up in conjunction with the procedures for Safeguarding Adults and Children produced by the Local Authorities we work with. The Domestic Abuse Policy has been drawn up in conjunction with DAHA – the Domestic Abuse Housing Alliance.

Lead Managers/ Senior Managers:

The nominated lead officers in each department are:

- Resources – HR Business Partner– laura.jones@ncha.org.uk
- Housing Services – Services Manager (Estates) nkosana.mthimkhulu@ncha.org.uk
- Homes and Wellbeing – Contract Manager – david.eminson@ncha.org.uk
- Maintenance – Head of Property and Assets – sharon.adam@ncha.org.uk

These colleagues are responsible for the co-ordination of safeguarding and domestic abuse prevention and response within their departments.

NCHA have also identified the Director of Homes and Wellbeing– Holly Dagnall as the overall NCHA safeguarding lead to organise and co-ordinate organisational and inter-agency safeguarding and domestic abuse arrangements.

If any colleague has an immediate concern about a customer or colleague in relation to safeguarding or domestic abuse and is unsure about what to do, they should immediately refer to their line manager or to the Care and Support Duty Manager via SMaRT on 0345 650 5599. If life is in danger, call the Police.

Training:

NCHA has a range of training aids available to colleagues. All colleagues will receive safeguarding and domestic abuse awareness training as part of their induction to NCHA. In Care and Support, specific safeguarding training is available for project based colleagues either as face to face course or via e-learning and must be completed within 12 weeks of commencing employment. Specific domestic abuse and safeguarding training is also available via face to face training or e-learning to all NCHA colleagues who have a designated role if fulfilling our corporate responsibilities; these include the safeguarding lead managers and senior managers, housing and estates officers, ASB team, colleagues working in specialist domestic abuse services and DMS team leaders for example, and should be refreshed on a 3 year basis.

Recording and Analysis:

NCHA will record all allegations and incidents of safeguarding concerns and domestic abuse.

For Care and Support, all allegations and incidents will be recorded on SuRe and the appropriate notifications to CQC and the Local Authority will be initiated along with an investigation if appropriate.

For all other departments, any allegations or incidents regarding tenants should be reported, via your line manager if appropriate, to the relevant Estates Officer, who will contact the alleged survivor and arrange for an interview and complete the required risk assessment and action plan to provide appropriate support. The Estates Officer will also open a safeguarding/ domestic abuse contact on Capita.

In order to comply with our responsibilities conveyed through the Care Act (2014) NCHA have a subcommittee of the main Board of Management, the Care Committee who review on a quarterly basis our safeguarding and domestic abuse statistics and consider a full analysis of trends on an annual basis through our detailed annual safeguarding review. The minutes from the Care Committee are reported to the NCHA main Board.

Where concerns or trends are noted through our reporting analysis, where NCHA has a duty to respond or change our approach, the action required will be recommended to and approved by the Care Committee for the whole Association.