

Safeguarding Policy



Reference:	HS_POL_CMS_SAF_2.0	Author:	AD of Housing & Resident Engagement
Scope:	Housing Solutions	Approved by:	Executive Team
Legislation & Guidance:	Care Act 2014 Human Rights Act 1998 Equality Act 2010 Children Act 1989 & 2004 Equality Act 2010 Health and Social Care Act 2008 Anti-Social Behaviour, Crime and Policing Act 2014 Mental Capacity Act 2005 The Public Interest Disclosure Act 1998 Protection of Freedoms Act 2012 Counter Terrorism and Security Act 2015 Modern Slavery Act 2015 Children and Social Work Act 2017 Working together to Safeguard Children 2018. What to do if you are worried about abuse 2015 (Guidance).	Date of approval:	June 2024
Regulatory/ Governance:	Home England Regulatory Framework	Date of next review:	June 2027
Related Policies:	Hate Crime Policy Domestic Abuse Policy Safeguarding Children Procedure Safeguarding adults procedure Data protection Policy Complaints Policy Mental Capacity Policy Whistleblowing Policy Equality, Diversity and Inclusion Policy Health & Safety Policy		Customer Risk Management Policy– Floating Support. Customer Risk Management Policy- Sheltered Services. Customer Needs Assessment and Support Planning Policy- Sheltered Services. Recruitment Policy Code of Conduct Professional Boundaries Policy

1. Policy Statement

- 1.1 As a registered provider of social housing, we work with a wide range of tenants, some of whom are vulnerable. Our staff and contractors may, from time to time, become aware of or suspect situations where abuse of a child/children or a seemingly vulnerable adult may be taking place. We must report internally and externally (when

appropriate) cases where we suspect abuse or neglect is occurring, no matter the identity of the perpetrator or victim. We will also respect and support anyone who whistle blows in accordance with the Whistle Blowing policy, because they believe abuse is taking place.

- 1.2 This policy sets out our approach to promoting the wellbeing of children, young people and adults at risk by safeguarding them from risk of abuse and harm. The objectives of this policy are to:
 - Clearly outline what constitutes abuse, neglect and harm
 - Ensure we fulfil our legal obligations to report safeguarding concerns to the relevant authorities.
 - Support local authorities with their statutory duties relating to safeguarding
- 1.3 We consider the abuse, harm or neglect of anyone to be wholly unacceptable and fully recognise the harmful effect that this can have, not just on the victim but also their families and the wider community.

2. Aims /Objectives

- 2.1 We support every person's right to live their life free from violence and abuse and are committed to a policy of zero tolerance of abuse. We act on the principle that any adult or child at risk of abuse or neglect should be able to access public organisations for advice, support and appropriate protection and care interventions.
- 2.2 Our colleagues are committed to listening to and acting upon any report or allegation of abuse, in the communities where we work. This includes allegations made against colleagues or contractors (supply chain). We take concerns about the wellbeing and safety of an adult or child seriously; this includes situations where the person raising the alert remains anonymous.
- 2.3 The protection and safety of children and adults who have care and support needs is everyone's responsibility working at or with Housing Solutions. Everyone must recognise this and report any concerns for the well-being of children or adults who have care and support needs.

3. Scope

- 3.1 This policy applies to customers living in accommodation managed and owned by Housing Solutions (including tenants, leaseholders, shared owners, other household members, their visitors and members of the community). It also applies to customers who receive floating support services, or any other complementary services offered by Housing Solutions.
- 3.2 This Policy sets out our approach to the prevention, management and reporting of abuse, harm and neglect. It ensures that we fulfil our legal obligations to report safeguarding concerns and supporting local authorities with their statutory duties.
- 3.3 We consider the abuse or neglect of anyone to be completely unacceptable and fully recognise the harmful effect that abuse has, not just on the victim but also their families and wider community.
- 3.4 Housing Solutions is committed to supporting employees who may need safeguarding

support and this is covered in the Health and Safety Policy.

- 3.5 Housing Solutions recognise the importance of a ‘trauma-informed’ approach, which focuses on supporting people to feel safe enough in their interactions with us as a landlord to build trust, and to help residents overcome any barriers to help us communicate.
- 3.6 Trauma results from an event, series of events, or set of circumstances that is experienced by an individual as harmful or life threatening. While unique to the individual, generally the experience of trauma can cause lasting adverse effects, which can be triggered by certain situations – for example an eviction or allegation of anti-social behaviour. Being aware of this approach can help us to understand why people can behave in a certain way.
- 3.7 The Community Services Manager is the designated Safeguarding Lead and together with the Safeguarding champions’ team, are responsible for Adult and Child Protection.

4. Roles and Responsibilities

Board	Protecting people and safeguarding responsibilities through governance.
Executive team	To foster and help achieve a positive Safeguarding culture. To ensure that Safeguarding principles are fully embedded throughout the organisation and reflect best practice.
Designated safe guarding lead (DSL) (Community Services Manager)	Responsible for overseeing the operational delivery and taking appropriate action when receiving reports from officers of potential safeguarding.
Safeguarding working group & safeguarding champions	Responsible for ensuring appropriate safeguarding training is delivered across the organisation. The community services team leader will take responsibility of this when the DSL is not present. Responsible for promoting best practice and cascading knowledge and updates to the business.
Senior Management Team	To achieve statutory and legal compliance. To monitor and manage the action plan. To develop further initiatives to improve safeguarding practice.
Assistant director of Housing and resident engagement	To lead on safeguarding policies with the DSL

All Colleagues	<p>To identify and report Safeguarding concerns in line with the policy and procedure and to suggest any ideas for improvement.</p> <p>This policy applies to all Housing Solutions staff. For the purposes of this policy, staff includes all employees (including those on fixed term contracts), board members, agency workers, consultants, volunteers and contractors. We provide a copy of our Safeguarding Policy to all contractors working for Housing Solutions to support the reporting and raising of all concerns about vulnerable adults and children through their work for us</p>
----------------	---

5. Definitions

- 5.1 **Safeguarding** means protecting a person's right to live in safety, free from abuse and neglect. Working with other organisations, we safeguard customers by aiming to prevent and stop both the risks and experience of abuse or neglect. Safeguarding applies to children, young people and adults at risk.
- 5.2 A **child** as in the Children Act 1989 and 2004 respectively, is anyone who has not yet reached their 18th Birthday.
- 5.3 A **young person** here is a care leaver, a person who is 18 and over but is still receiving children's services. For example, a person who has substantial complex needs might be supported in a residential education setting until the age of 25.
- 5.4 An **Adult at risk** (sometimes called a vulnerable adult) is someone aged 18 or over who has needs for care and support (whether or not these needs are being met). Safeguarding applies to adults at risk who are unable to protect themselves from experiencing, or the risk of experiencing, abuse as a result of their care and support needs.
- 5.5 **Abuse** is the violation of a person's human and/or civil rights by any other person or persons. [The Care and Support statutory guidance](#) identifies the main categories of abuse (see appendix 1). The Children Act includes definitions specific to child abuse (see appendix 2). We recognise that as risks evolve, new abuse types may emerge and therefore these categories do not limit our view of what constitutes abuse
- 5.6 **Neglect** is the failure to meet a child, young person or adult at risk's basic needs. The Care and Support Statutory Guidance identifies two categories of neglect (see appendix 1). The Children Act includes definitions specific to child neglect (see appendix 2).
- 5.7 **Harm** is physical and/or psychological injury.
- 5.8 **PREVENT** is 1 of 4 elements to the government's counter terrorism strategy (CONTEST). It aims to safeguard communities from the threat of terrorism, including ensuring vulnerable people are not at risk of radicalisation.
- 5.9 **Channel** is the government programme which focuses on providing support at an early stage to people who are identified as being vulnerable to being drawn into

terrorism.

- 5.10 Supply Chain – a network of companies that deliver a product or service for Housing Solutions

6. Preventing the risk of abuse

- 6.1 We work towards minimising the potential for neglect or abuse to occur. We raise awareness of abuse and neglect and its effects and inform our customers on how to keep themselves and others safe by giving appropriate advice. We aim to highlight the role that local people play in safeguarding and encourage members of the community to report suspected abuse either to us or to a relevant agency and offer support in reporting concerns.
- 6.2 All staff undertake safeguarding training, and we regularly raise awareness across Housing Solutions to ensure staff remain vigilant to indicators of abuse and neglect. We have a Safeguarding Champions Working Group, whose role is to promote awareness of safeguarding across all staff and how to take action if and when needed.
- 6.3 We undertake DBS checks as part of our approach to safe recruitment and undertake a minimum of a basic DBS check on any staff that have regular unsupervised contact with our customers.

7. Reporting a safeguarding concern

- 7.1 We view abuse or suspected abuse as extremely serious and are committed to exposing, investigating and addressing issues of abuse or suspected abuse. We recognise that because of the level of contact we have with customers, we play a key role in identifying children, young people or vulnerable adults who may be experiencing, or at risk of, neglect, harm or abuse.
- 7.2 All staff are required to report any safeguarding concerns they have as soon as they arise. We fully support staff to report concerns and ensure that their concerns are taken seriously. We report concerns on our secure internal safeguarding reporting systems and to the local authority via their referral process.
- 7.3 If we consider a criminal offence has occurred, or the resident/person faces an imminent risk or harm we notify the police immediately. If we have concerns about the immediate health and welfare of a customer in relation to a safeguarding matter, we notify the emergency services and local authority as soon as possible.
- 7.4 In addition to the abuse types defined by the Care and Support Statutory Guidance and Children Act 1989, we respond to any concerns around radicalisation under our safeguarding process. We have due regard to our responsibilities under PREVENT and work with our statutory partners to counter the risk of terrorism.
- 7.5 Information on how to report a concern is located on our staff portal and external website. There is an app on employees' mobile phones to report an immediate concern internally which are monitored daily

8. Responding to a safeguarding concern

8.1 If a colleague suspects neglect, harm or abuse or has received a report of this they will:

- Take emergency action if required to protect immediate safety of the child or person by calling 999 for urgent medical and/or urgent police involvement. All colleagues are authorised to call emergency services in these circumstances, without referral to a manager, to ensure that there is no delay
- Report it to their line manager (or more senior colleague if the line manager is involved). Colleagues do not investigate suspected abuse or neglect; protection of children and vulnerable adults is a complex area which must be dealt with by the appropriate agencies. This report should be made in writing via our referral form, this is digital and via our app or email (which is encrypted). If digital contact cannot be made this can be done verbally to their line manager who would record the concerns.
- Following discussion with the manager, refer any concerns over the abuse, harm or neglect of a child or adult who has care and support needs to Social Services
- Record any discussions and actions carried out following suspected abuse, harm or neglect accurately, thoroughly and promptly through the relevant case management system (REACT)
- Fully co-operate with any agencies involved with cases of alleged abuse or neglect.
- Work with other agencies to investigate any alleged breach of the tenancy agreement and take action where appropriate.
- We seek to offer residents the safest and most supportive environment in which they can report neglect, harm or abuse. Any report or allegation will be listened to and sensitively investigated. As a responsible provider we adopt the six key principles which underpin all adult safeguarding work (see appendix 2).
- We support and cooperate with local authorities where they have concerns that relate to one of our customers. We respond to all local authority requests regarding safeguarding (sometimes referred to as Section 42 requests) in a timely manner.
- In the case of a suspected abuse by an employee, we address any suspected abuse through formal safeguarding investigation procedures and our own internal disciplinary procedures. In cases being investigated by other agencies, we agree a lead investigator and investigation timetable. Employees should be aware that abuse is a serious matter that can lead to dismissal, barring from working with vulnerable people and/or criminal prosecution. Where an allegation is upheld and the risk of harm test is satisfied, we make a referral to the Disclosure and Barring Service.

9. Our role in preventing abuse

9.1 Our colleagues often have frequent access to resident's homes and may even be the main public representative who has contact with the household.

9.2 We work closely with our partners to protect children and adults who have care and support needs through our reporting processes. This policy and associated procedures are in line with Local Safeguarding Children Boards (LSCB) (the New Multi-Agency Safeguarding Arrangements) and Local Safeguarding Adults Boards (LSAB) policies and procedures.

- 9.3 Where we have contracts with organisations who are in contact with children or adults with care and support needs, we ensure that the contract outlines responsibility for safeguarding and reporting.

10. Making Safeguarding personal

- 10.1 We support customers through the investigation process. We ensure that an adult's wellbeing is promoted when reporting and responding to safeguarding concerns. We have regard to their views, wishes, feelings and beliefs in deciding on any action and support them to share their views with other agencies. We recognise that adults at risk can sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.
- 10.2 We recognise that our customers will include both victims and perpetrators. We therefore work in partnership with other agencies to support victims of abuse and address the risks presented by perpetrators. In cases where a perpetrator is a Housing Solutions customer, we will utilise the most appropriate intervention available to manage their behaviour and will work with relevant agencies to provide appropriate support as needed.
- 10.3 In child safeguarding cases we will work with the family and other agencies as appropriate to produce a holistic solution that best meets the child and/or family's needs.

11. Safer workforce

- 11.1 Our recruitment, support, management and training of colleagues takes into account the need to promote the health and safety of customers and to protect them from abuse.
- 11.2 Housing Solutions expects its entire staff to abide by the [Employee Code of Conduct](#) and our Professional Boundaries Policy in order to avoid situations where their actions could be mistakenly interpreted and perhaps lead to customers experiencing those behaviours as abuse. Staff must also ensure their actions are sensitive to customer needs.
- 11.3 Housing Solutions' approach to obtaining information on the criminal records of employees and job applicants is outlined in the Employment Safeguarding Policy. This policy serves to ensure compliance with the Rehabilitation of Offenders Act 1974 (exceptions order 1975) amended 2013 & 2020, while providing a fair procedure for assessing the relevance of any criminal records and informing decisions on employment as a result.
- 11.4 All frontline colleagues who have regular contact with adults who have care and support needs and/or children are subject to Disclosure and Barring Service (DBS) checks in line with current legislation. Information on eligibility for DBS checks can be found at: <https://www.gov.uk/government/collections/dbs-eligibility-guidance>
- 11.5 Where eligible, all offers of employment will be subject to a satisfactory DBS check.
- 11.6 DBS checks will be repeated every three years for existing employees. In line with the Code of Conduct, employees are also expected to inform Housing Solutions immediately of any criminal investigations against them or criminal convictions.

- 11.7 Where a DBS check reveals content the risk assessment procedure outlined in the Employment Safeguarding Policy will be followed. As a result, the offer of employment may be withdrawn, or in the case of an existing employee who has been through the renewal process/declared a new criminal investigation or conviction, the disciplinary procedure will be followed and may result in dismissal.
- 11.8 Where a person suspected of abuse or neglect is a Housing Solutions colleague, a disciplinary investigation will be carried out immediately.
- 11.9 If a colleague suspects that any other colleague is involved in abuse or neglect, the provisions of the Public Interest Disclosure Act (1998) offer an individual some legal protections if they make an allegation in good faith. For further information see the [Whistleblowing Policy](#).
- 11.10 We also support our colleagues who may also be in need of safeguarding and will take action where appropriate and in line with our people policies.

12. Partnership Working

- 12.1 Responsibility for safeguarding children, young people and adults at risk is shared amongst a number of agencies. We recognise the role we must play in taking all reports of abuse and neglect seriously and that many organisations share our desire to tackle and eradicate abuse. To this end, we work with other organisations to achieve our aims and recognise our legal requirements.
- 12.2 Local authorities have specific duties to organise and plan services in order to safeguard and promote the welfare of children, young people and adults at risk. They also have expertise in handling cases of abuse, providing support and counselling to victims of abuse, and in assisting the police with any criminal investigations.
- 12.3 It is the responsibility of local authorities to arrange advocates for any adults who would be deemed in need of this. We do not usually perform this function.
- 12.4 We recognise the importance of cooperating with the police to help them protect, investigate and deter abuse. We cooperate with local Safeguarding Children Boards and Safeguarding Adults Boards and inform them of any serious concerns.
- 12.5 We work with our partners to safeguard vulnerable people who are at risk of radicalisation, in all its forms. If we suspect that a person is being drawn into terrorism, we make a referral to Channel, an early intervention multi-agency panel designed to assess the risk to individuals and decide whether intervention is necessary.

13. Consent and Capacity.

- 13.1 We always assume that an adult has the mental capacity to make decisions about their personal safety, unless we have been formally advised otherwise by an appropriate health and/or social care professional or have seen relevant documentation e.g. power of attorney. If we suspect that an adult does not have mental capacity, we refer them to the appropriate agency for an assessment.
- 13.2 We only accept consent to share information with other agencies if it is freely given, informed and not inferred or provided under duress. If consent is refused, information is only shared in the following circumstances:
- There is a need to safeguard a person/people at risk
 - There is a significant risk of harm to self or others

- The person lacks the mental capacity to make an informed decision about sharing the information
- We suspect the person has the mental capacity to make that decision, but they may be under duress or coerced
- We suspect a criminal offence has been or will be committed
- Housing Solutions are implicated in the allegation
- Some other legal provision requires it, including under a court order.

13.3 Where the issue relates to a child, we do not need to seek consent to make a referral.

13.4 Colleagues should ensure they have written permission from the parent or carer before taking photographs or recordings of children or adults who have care and support needs. They must also have permission to use the photograph or recording.

14. CQC registered Services

14.1 Our Care and some supported services are registered with the Care Quality Commission (CQC) and provide services in compliance with the regulations of the Health and Social Care Act 2008. Our responsibility to keep customers safe informs our understanding of Safeguarding within registered services and our increased duty of care to ensure that customers' risk of experiencing abuse is minimised.

15. Complaints

15.1 Housing Solutions operates a complaints policy and procedure. Our Complaints & Compliments Policy is published on our website for anyone who is dissatisfied with the level or quality of service being received, including where a resident may be unhappy with the response provided by Housing Solutions staff in relation to safeguarding concerns.

15.2 Our nominated lead officer for safeguarding is the Community Services Manager . Please contact them for further advice on safeguarding if required.

16. Equality & Diversity

16.1 Housing Solutions recognises the needs of a diverse population and always acts within the scope of its own Equality and Diversity Policy, the Human Rights Act 1998, and Equalities Act 2010. Housing Solutions works closely with its partners to ensure it has a clear understanding of its resident community with clear regularly updated service user profiles. We will uphold this policy fairly and appropriately and remove any barriers to the support and protection it provides. Housing Solutions will record, analyse and monitor information on ethnicity, vulnerability and disability.

17. Consumer standards

- By publishing and adhering to this policy, Housing Solutions is upholding the requirements set out in the Consumer Standards published by the Regulator of Social Housing.
- **Safety and Quality Standard** – which requires landlords to provide safe and good quality homes and landlord services to tenants
- **Transparency, Influence and Accountability Standard** – which requires landlords to be open with tenants and treat them with fairness and respect
- **Neighbourhood and Community Standard** – which requires landlords to engage with other relevant parties so that tenants can live in safe and well-maintained

neighbourhoods and feel safe in their homes.

- **Tenancy Standard** – which sets requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

18. Confidentiality

18.1 Under the Data Protection Act 2018, General Data Protection Regulation (GDPR) and the Human Rights Act 1998, all personal and sensitive organisational information, however received, is treated as confidential. This includes:

- anything of a personal nature that is not a matter of public record about a resident, client, applicant, staff or board member
- sensitive organisational information.

18.2 Housing Solutions employees will ensure that they only involve other agencies and share information where there is a legal basis for processing the information.

18.3 Circumstances in which sharing confidential information in making a referral without consent will normally be justified in the public interest are:

- When there is evidence that the adult/child is suffering or is likely to suffer significant harm; or
- There is reasonable cause to believe that an adult/child may be suffering or is likely to suffer significant harm; or
- To prevent significant harm arising to children and young people or serious harm to adults, including through the prevention, detection and prosecution of serious crime

18.4 In some cases, it may be appropriate to carry out a data protection impact assessment before sharing data without consent. This is not a requirement in cases of potential significant harm and urgency

19. Review

19.1 This policy will be reviewed on a 3 yearly basis or more frequently in response to changes in legislation, regulatory guidance, good practice or changes in other relevant Housing Solutions' policy.

19.2 Our performance in relation to the delivery of the services and activities set out in this policy will be monitored on an ongoing basis through our established reporting mechanisms to our Senior Management Team, Executive Team, Board and associated committees.

20. Other related reading

- Safeguarding procedure (Adults / Children)
- Whistleblowing policy
- Employee code of conduct
- Professional Boundaries policy

APPENDIX 1 – Types of adult abuse

The Care Act 2014 Statutory Guidance identifies the following main categories of safeguarding related abuse.

Physical abuse – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

Domestic violence – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

Sexual abuse – including 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 pressured into consenting.

Psychological abuse – including 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 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 – encompasses slavery; human trafficking; forced labour; and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory abuse – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

Organisational abuse – including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one’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 – including ignoring medical, emotional or physical care needs, 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.

It is important to note that these categories should not limit our view of what constitutes abuse or neglect, as they can take many forms and the circumstances of the individual case should always be considered. Exploitation is a common theme across the types of abuse and neglect listed above.

APPENDIX 2 – Types of child abuse

The Children Act 1989 makes provision for the care and protection of children and young people at risk from significant harm. The definitions of abuse below are included in this Act.

Emotional abuse – Actual or potential severe effects on the emotional and behavioural development of a child/young person. This may be caused by continuous ill treatment or rejection.

Physical abuse – The actual or possible physical injury to a child or young person, this aspect also includes failure to protect the child or young person from such injury.

Sexual abuse – The sexual exploitation of a child or young person.

Neglect – Failure to protect a child or young person from risk of any form of danger. This can include failing to address essential aspects of care, such as starvation.

Working Together to Safeguard Children (2010) also sets out factors which may make children more vulnerable to abuse:

- Multiple disadvantage and poverty
- Domestic abuse
- Parental mental illness
- Parental problem drug misuse (in particular heroin and crack)
- Parental problem drinking
- parents with a learning disability

More information on the forms of abuse, possible signs and behavioural changes is detailed in the accompanying procedure documents.

Other forms of Abuse.

Online abuse: Online abuse is any type of abuse that happens on the web, whether through social networks, playing online games or using mobile phones. Children and young people may experience cyberbullying, grooming, sexual abuse, sexual exploitation or emotional abuse. Children can be at risk of online abuse from people they know, as well as from strangers. Online abuse may be part of abuse that is taking place in the real world (for example bullying or grooming). Or it may be that the abuse only happens online (for example persuading children to take part in sexual activity online).

Child sexual exploitation: Child sexual exploitation (CSE) is a type of sexual abuse in which children are sexually exploited for money, power or status. 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. Some children and young people are trafficked into or within the UK for the purpose of sexual exploitation. Sexual exploitation can also happen to young people in gangs.

Forced marriage can affect children as young as nine and is a safeguarding issue, taking away their freedom, education and often health. Forced marriage is also illegal in England under the Anti-social behaviour, Crime and Policing Act 2014'.

Bullying and cyberbullying: The intentional hurting of one person by another, where the relationship involves an imbalance of power. It is usually repetitive or persistent,

although some one-off attacks can have a continuing harmful effect on the victim. It can take many forms, but the 3 main types are physical e.g. hitting, kicking, theft; verbal e.g. racist or homophobic remarks, threats, name calling and emotional e.g. isolating an individual from social activities / acceptance of her/his peer group. Bullying that happens online, using social networks and mobile phones, is often called cyberbullying. A child can feel like there's no escape because it can happen wherever they are, at any time of day or night.

Grooming: Grooming is when someone builds an emotional connection with a child to gain their trust for the purposes of sexual abuse or exploitation. 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. Groomers may be male or female. They could be any age. Many children and young people don't understand that they have been groomed, or that what has happened is abuse.

Radicalisation: is the way a person comes to support or be involved in extremism and terrorism. It's a gradual process so young people who are affected may not realise what's happening. Children and young people can be radicalised by various means; groomed either online or in person by individuals or groups seeking to draw them into extremist activity. Older children or young people might be radicalised over the internet or through peers. Their parents might be unaware or feel powerless to stop their child's radicalisation. Family members who hold harmful, extreme beliefs can also groom their children and siblings.

APPENDIX 3 – Six Key Principles of Safeguarding

Principle	What this means for our customers	What we promise to do
Empowerment – People being supported and encouraged to make their own decisions and informed consent.	Customers are asked what they want as the outcomes from the safeguarding process and these directly inform what happens.	Engage directly with our customers and ask for input on our approach, to help them make informed decisions.
Prevention – It is better to take action before harm occurs.	Customers receive clear and simple information about what abuse is, how to recognise the signs and what they can do to seek help.	A proactive approach that reduces the risk for serious harm and allows us to become a stronger voice in our local areas in regard to safeguarding.
Proportionality – The least intrusive response appropriate to the risk presented.	Customers can remain sure that the professionals will work in their interest and will only get involved as much as needed.	Appropriate training to enable our staff to respond in the proper way to a concern and help them determine when a concern becomes a safeguarding concern.
Protection – Support and representation for those in greatest need.	Customers get help and support to report abuse and neglect. Customers get help so that they are able to take part in the safeguarding process to the extent to which they want.	Liaise with local user led groups and customers, getting their views on how to best support them with safeguarding concerns and identifying those in need
Partnership – Local solutions through services working with their communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse.	Staff treat any personal and sensitive information in confidence, only sharing what is helpful and necessary. Customers can be confident that professionals will work together and with the customer to get the best result for them.	Seek partnerships with other local providers and creating strong links with local authorities and safeguarding boards
Accountability – Accountability and transparency in delivering safeguarding.	Customers understand the role of everyone involved in their life and so do staff.	Ensure that our systems are reliable and transparent, and that requests for information are dealt with in accordance with statutory requirements