



CHEL TENHAM BOROUGH HOMES

# SAFEGUARDING & DOMESTIC ABUSE POLICY 2019-2022

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Safeguarding Adults and Children



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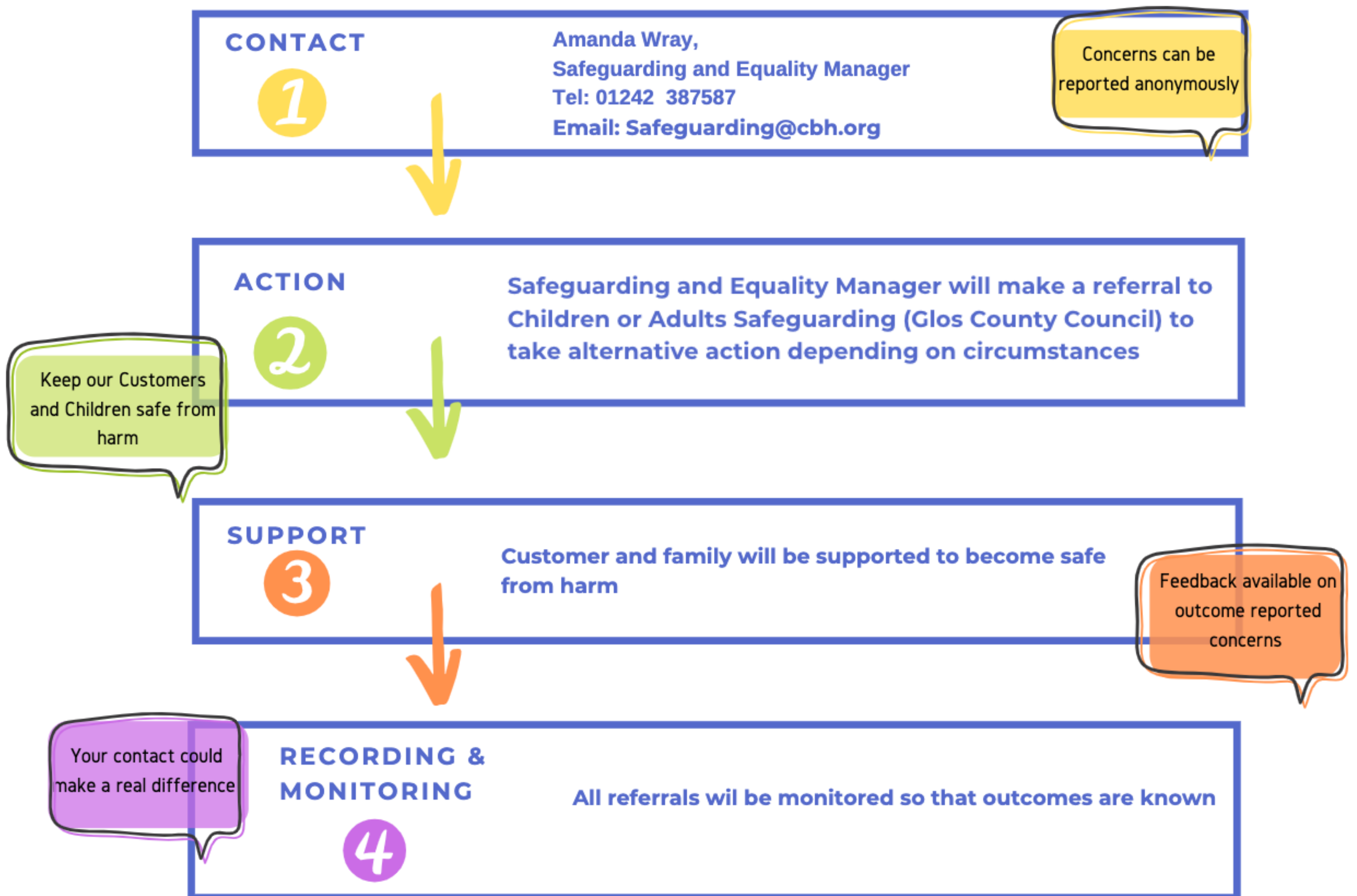
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# HOW TO REPORT A SAFEGUARDING CONCERN

KEEPING OUR CUSTOMERS AND THEIR FAMILIES SAFE AND WELL



## REPORT A CONCERN - *No matter how small*



# INTRODUCTION

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Everyone who works for Cheltenham Borough Homes (CBH) has a duty to safeguard and promote the welfare of children and vulnerable adults.

CBH delivers services and activities within the community, in our offices and in people's homes and we are therefore well placed to identify, support and help protect adults and children who may be at risk from abuse and neglect.

## **Safeguarding and promoting the welfare of children is defined as:**

- Protecting children from maltreatment
- Preventing impairment of children's health or development
- Ensuring children grow up in circumstances consistent with provision of safe and effective care and taking action to enable children to have the best outcome

## **Safeguarding adults is defined as:**

- Protecting their rights to live in safety, free from abuse and neglect
- People and organisation's working together to prevent the risk of abuse or neglect, and to stop them from happening
- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account

## **Domestic abuse**

Domestic abuse is a significant issue, the scale of abuse is difficult to establish as a large proportion of issues go unreported. A CBH home should provide safety and security, but for some of our customers, home is anything but safe. CBH are committed to providing support for customers and colleagues experiencing domestic abuse. CBH have publicly committed to taking action against domestic abuse and signed up to the Chartered Institute of Housing pledge "make a stand against domestic abuse" (appendix 2).

## **Partnership Working**

In order to effectively safeguard children and vulnerable adults, CBH have developed positive strategic and operational relationships with key statutory and voluntary partners. These include, Cheltenham Borough Council, Police, Gloucestershire County Council, local schools, social care, mental health services, drugs and alcohol agencies, GDASS, and health services, including GPs. We will continue to work collaboratively with these and other partners to prevent harm.



# Aims and Objectives

CBH will...

## **AWARENESS**

Raise awareness of safeguarding with customers, colleagues, board members, partners and contractors.

## **REPORT A CONCERN**

Ensure customers, colleagues, board members, partners and contractors know how to report a concern.

## **SAFE WORKING PRACTICE**

Actively encourage safe working practices in working with children and vulnerable adults.

## **SAFE RECRUITMENT**

Practice safe recruitment in checking suitability of colleagues to work with children and vulnerable adults.

## **CHILD CENTRED APPROACH**

Adopt a child centred approach and put the needs of the child first.

## **PERSON CENTRED APPROACH**

Adopt a person centred approach and engage the adult at risk re how they can best be protected.

## **EARLY INTERVENTION**

Early intervention to identify adults and children at risk and work to prevent harm.

## **TRAINING**

Ensure board members, colleagues and contractors have effective training and support to enable them to safeguard children and vulnerable adults.

# SAFEGUARDING AND DOMESTIC ABUSE

## SUPPORT IN ACTION @CBH

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- **Tenancy Audits**

100% tenancies visited in the last 12 months and risk of harm identified and reported (as appropriate).

- **Monthly compliance reporting**

All safeguarding cases referrals are collated and outcomes reported and monitored by Leadership Team and Executive Team.

- **Positive working relationships**

Relationships have been developed with Social Care and Mental Health Services. Good progress has been made in the last 12 months working collaboratively with these key agencies in addressing complex cases.

- **CBH action and support on Adverse Childhood Experiences (ACEs)**

CBH are currently piloting ACE/trauma informed approaches in St Paul's. The learning will inform CBH wide person centred approaches.

- **Tenancy Liaison Officer**

The post is central in coordinating support for cases that do not meet safeguarding thresholds.

- **CBH action and support on Domestic Abuse**

Close collaborative working with GDASS and key partner in MARAC process to safeguard those at high risk of DA. Joint working with partners to plan the release of high-risk domestic abuse offenders.

CBH provide additional security measures and use mobile CCTV cameras to help safeguard DA victims.

- **Young peoples activities**

CBH deliver a range of young people's activities in the community and ensure safe working practices.



# DOMESTIC ABUSE POLICY

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## **CBH approach to dealing with Domestic Abuse (DA)**

Our customers and colleagues should not live in fear of violence or abuse from a partner, former partner or any other member of their household. We will take reports of DA seriously and will seek to work positively and proactively with victims to find solutions and offer protection. Reports will be dealt with in a non-judgemental way and in confidence. We will not require victims to take legal action or contact the Police before we provide assistance, and any action taken will be taken with the victims consent. The exception to this will be where we consider there to be a high risk of serious harm to anyone involved.

## **We are committed to tackling DA in all its forms and we aim to:**

- Ensure that people experiencing DA have access to appropriate services as early as possible and are given advice to allow them to make choices about what to do next. In general this will be referred to Gloucestershire Domestic Abuse Support Services (GDASS), but may include other agencies
  - Support victims to rebuild their lives by working in partnership with them and other support agencies
  - Ensure that victims are supported to report abuse
  - Seek appropriate support solutions for perpetrators of DA to prevent abuse reoccurring
  - Follow safeguarding children and vulnerable adult's procedures
  - Provide support to colleagues experiencing DA
- Not tolerate DA from our colleagues
  - Support education and awareness programmes
  - Complete the Domestic Abuse Stalking Harassment (DASH) risk assessment with the victim and forward this immediately to the Police or MARAC if we were not able to make a referral to GDASS prior to this
  - Make Sanctuary Scheme referrals on behalf of victims (if appropriate) if they are not involved with GDASS already
  - Participate in and /or deal with requests for the Multi-Agency Risk Assessment Conference (MARAC) when necessary
  - Be flexible in our approach to each individual and work with them to arrive at an effective response to the issue. We recognise that issues of DA can be very complex and can affect individuals and families in different ways

# DOMESTIC ABUSE POLICY

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## What is domestic abuse?

Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners or family members regardless of gender or sexuality. This can encompass, but is not limited to the following types of abuse:

- Psychological and emotional, e.g. intimidation, isolation, verbal abuse, humiliation, degradation
- Physical, e.g. slapping, pushing, kicking, punching, stabbing
- Sexual, e.g. rape and non-consensual sex acts
- Financial, controlling of finances
- Stalking

**Modern Slavery:** Modern slavery encompasses slavery, human trafficking, forced and compulsory 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. A large number of active organised crime groups are involved in modern slavery and it is also committed by individual opportunistic perpetrators.

Someone is in slavery if they are:

- forced to work, through mental or physical threat
- owned or controlled by an 'employer', usually through mental or physical abuse or the threat of abuse
- dehumanised, treated as a commodity or bought and sold as 'property'
- physically constrained or has restrictions placed on his/her freedom of movement

Modern slavery takes various forms and affects people of all ages, gender and races. Signs of slavery and exploitation are detailed in the Safeguarding and domestic abuse procedures.

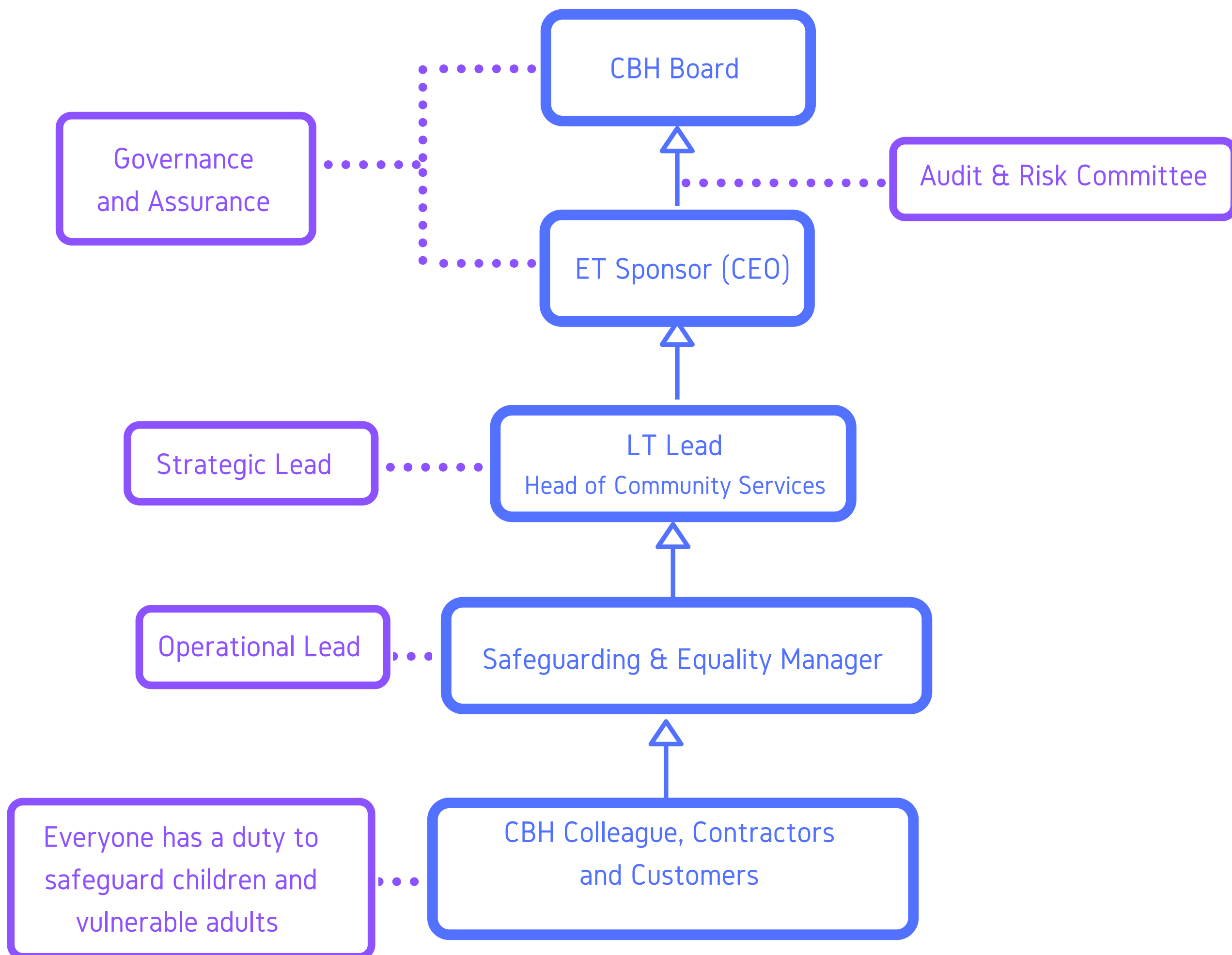
**Controlling behaviour:** A range of acts designed to make a person subordinate and/or dependant by isolating them from sources of support, exploiting their resources and capacities for personal gain, depriving them of the means needed for independence, resistance and escape and regulating their everyday behaviour.

**Coercive behaviour:** An act or pattern of acts of assault, threats, humiliation and intimidation or other abuse that is used to harm, punish or frighten their victim.

This definition includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage, and is clear that victims are not confined to one gender or ethnic group.



# SAFEGUARDING ACCOUNTABILITY @ CBH



## Monitoring safeguarding

- All safeguarding referrals and outcomes recorded in monthly compliance report and reviewed by CBH Leadership and Executive Teams

## Measures

- Annual Summary of safeguarding performance will be reported to CBH Board
- Number of concerns raised by CBH colleagues, contractors and customers
- Number of children/adult safeguarding referrals to Gloucestershire County council (GCC)
- Number of children/adult safeguarding referrals accepted by GCC
- Number of domestic abuse referrals

# APPENDIX 1 - Support and contact information

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## Organisations that can help people effected by domestic abuse

### **Gloucestershire Domestic Abuse Support Service**

GDASS offers support to victims of domestic abuse throughout the county of Gloucestershire.

0845 602 9035

[support@gdass.org.uk](mailto:support@gdass.org.uk)

### **Stroud Beresford Group**

Beresford Group (Stroud Women's Refuge) are a local independent charity that provides Gloucestershire's only women's refuge.

01453 764385

### **Gloucestershire Rape and Sexual Abuse Centre**

GRASAC is an independent charity offering free, confidential support and information to women and girls affected by any form of sexual violence at any time in their lives.

01452 526770

[support@glosrasac.org.uk](mailto:support@glosrasac.org.uk)

### **Hope House - SARC**

If you, or someone you know has been the victim of sexual assault we are here to help at Hope House SARC, Gloucestershire Royal Hospital, Gloucester.

01452 754390

[www.hopehousesarc.nhs.uk](http://www.hopehousesarc.nhs.uk)

### **Infobuzz**

Infobuzz- provide a range of services to people living in Gloucestershire including a groupwork programme for female survivors of domestic abuse, training to professionals about honour based violence, forced marriage and female genital mutilation and support to those experiencing child sexual exploitation.

01452 381770

[admin@infobuzz.co.uk](mailto:admin@infobuzz.co.uk)

### **Turnaround Programme**

A 25 week programme for men who have been harmful to their female partners. The programme enables men to learn ways of nurturing a respectful relationship with their partners and children, and to understand the impact of abuse and conflict on their families. Safety work for partners is also provided.

01242 266150

# APPENDIX 1 - Support and contact information

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## Other local Charities, Trusts, and Projects who help people effected by Domestic Violence

- [www.glostakeastand.com](http://www.glostakeastand.com)
- **Hollie Gazzard Trust**
- **Clares Law**
- **National Support Services**
- **National Domestic Violence Helpline - 0808 2000 247 (24 hour helpline)**
- **Mens Advice Line - 0808 801 0327**
- **National Centre for Domestic Violence - 0800 970 2070**
- **Victim Support - 0808 1689 111**

### **Refuge**

Their helpline offers advice and support to women experiencing domestic violence. Refuge also provide safe, emergency accommodation through a network of refuges throughout the UK, including culturally-specific services for women from minority ethnic communities and cultures. Their website also includes some information for men who are either being abused or who are abusers. Telephone: 0808 200 0247 (24 hours) Email: [info@refuge.org.uk](mailto:info@refuge.org.uk) Website: [www.refuge.org.uk](http://www.refuge.org.uk)

### **National Stalking Helpline**

Provides information and guidance on the law, how to report talking, gathering evidence, staying safe and reducing the risk to victims of stalking and harassment.  
0808 802 0300

### **The Men's Advice Line**

Provides a confidential helpline for all men experiencing domestic violence by a current or ex-partner. They provide emotional support and practical advice, and can give you details of specialist services that can give you advice on legal, housing, child contact, mental health and other issues.

Helpline: 0808 801 0327 The helpline is open Monday to Friday, 10am to 1pm and 2pm to 5pm

Email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk) Website: [www.mensadviceline.org.uk](http://www.mensadviceline.org.uk)

# APPENDIX 1 - Support and contact information

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## Organisations that can help with other types of safeguarding concerns

- **Modern Day Slavery Helpline 08000 121 700**

- **NSPCC FGM Helpline Email: [fgmhelp@nspcc.org.uk](mailto:fgmhelp@nspcc.org.uk) Telephone: 0800 028 3550 From overseas: +44 (0)800 028 3550**

- **Honour Network Helpline**

The Honour Network Helpline is a national helpline run by Karma Nirvana, a national charity which advises victims and survivors of forced marriage and honour-based abuse. Honour Network Helpline PO Box 148 Leeds LS13 9DB Helpline: 0800 599 9247 (Monday to Friday from 9.30am to 5pm)

Website: [www.karmanirvana.org.uk](http://www.karmanirvana.org.uk)

- **Action on Elder Abuse**

Provides confidential advice and information to older people who are victims of violence or abuse. A relative or friend of the person being abused can also contact the helpline on behalf of the older person. The helpline can be used in the case of older people who live at home, in a care home or who are in hospital.

Helpline: 0808 808 8141 (freephone Monday to Friday from 9am to 5pm) Tel: 020 8835 9280 Email: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk) Website: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

- **Galop LGBT Domestic Abuse Helpline Galop**

Provides support for lesbian, gay, bisexual and transgender people experiencing domestic violence. Helpline: 0300 999 5428 or freephone 0800 999 5428

Open Monday and Thursday 10am to 8pm, Wednesday and Tuesday 10 am to 8pm Tuesday 1pm-5pm is a trans specific service

- **Stalking Helpline**

Assistance to high risk victims of stalking throughout England and Wales 0207 8408 960

# APPENDIX 2 - CIH Make a stand pledge

## Our Homes, our people, our problems

CBH are proud to support the Make a Stand campaign, which aims to help tackle domestic abuse in housing. The Make a Stand supporters' pledge has been created by the Chartered Institute of Housing (CIH) in partnership with Women's Aid and the Domestic Abuse Housing Alliance. The pledge outlines four commitments to support customers and staff experiencing domestic abuse.



### The pledge

By signing up to the **Make a Stand** pledge you are committing to make sure your organisation does the following by September 2019:

- 1** Put in place and embed a policy to support residents who are affected by domestic abuse
- 2** Make information about national and local domestic abuse support services available on your website and in other appropriate places so that they are easily accessible for residents and staff
- 3** Put in place a HR policy, or amend an existing policy, to support members of staff who may be experiencing domestic abuse
- 4** Appoint a champion at a senior level in your organisation to own the activity you are doing to support people experiencing domestic abuse