

SAFEGUARDING POLICY & PROCEDURES

EQUALITY UNIT

JULY 2018

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Introduction

Safeguarding children and young people and adults in need of protection (formerly Vulnerable Adults) is a matter of priority for the Housing Executive.

Families with children, and some adults who may be in need of protection are Housing Executive customers and use Housing Executive offices and services. This Policy and Procedures sets out the Housing Executive's policy with regard to the safeguarding of both adults and children; and what is expected from staff.

The Housing Executive as an organisation which has contact across its services with families with children, and adults who may be in need of protection, has both a moral and legal obligation to ensure that we provide the highest professional standard of care at all times and that proper procedures are in place for safeguarding.

The abuse of children, and adults in need of protection – physically, emotionally, financially and sexually – is a sad fact of life. Children and adults may be abused regardless of their age, gender, religious belief, racial origin, culture or disability. They are usually (but not always) abused by people they know and trust.

The Housing Executive has a zero-tolerance of abuse wherever it occurs or whoever is responsible.

Everybody has a responsibility for the safety of children and adults in need of protection. In accordance with relevant legislation we are committed to ensuring that this policy actively promotes and enhances safeguarding at all times.

In order to comply with our legal responsibilities, procedural and reporting arrangements have been put in place to deal with reports of abuse. This Safeguarding Policy details how this will be done, and outlines the practical steps the organisation will take in the form of robust procedures supported by clear guidelines.

The policy is a consolidation of the Housing Executive's previous 'Child Protection' and 'Safeguarding Vulnerable Adults' policies which were developed in consultation with a wide range of stakeholders including both statutory and voluntary sector professionals.

The purpose of this policy and procedures is to ensure that staff are aware of the issues that can cause harm to children and adults in need of protection, know how to respond to concerns relating to the possibility of them suffering harm, and so help to protect them.

Members of staff who have contact with our customers will undertake appropriate safeguarding training; this will also be made available to all staff.

This safeguarding policy applies to everyone involved with the organisation, including members of the Board, senior and all managers, staff, children and their families, and adults who may be in need of protection, and their carers, advocates and visitors.

The Housing Executive will apply safe recruitment and selection practices to comply with the Protection of Children and Vulnerable Adults (NI) Order 2003, the Safeguarding Vulnerable Groups (NI) Order 2007, and the guidelines issued by the Department of Health, Social Services and Public Safety and the Department of Justice.

This policy also outlines our expectations of groups or contractors who use or are working in Housing Executive accommodation or premises.

We will work with our employees, contractors and our partners from the voluntary and statutory sectors so that we take all reasonable steps to safeguard and promote the well-being of children and adults in need of protection.

We also acknowledge the rights of children, and adults in need of protection, and make a clear commitment to uphold those rights by creating and maintaining an environment which aims to ensure, as far as possible, that where they avail of Housing Executive services they are kept free from abuse and exploitation.

It is important that this policy is implemented effectively, efficiently and in a professional manner. To ensure that this happens the Housing Executive will review the policy on an annual basis and produce an annual report on both the effectiveness of the policy and its implementation.

This Policy & Procedures will also be made generally available at: www.nihe.gov.uk

Section 1: Safeguarding Policy Statement

1.0 The Scope of this Policy

This Safeguarding Policy is intended to cover all functions and services of the Housing Executive where there is the potential for direct or indirect contact with children or adults who may be in need of protection.

Officers of the Housing Executive, relevant staff of contractors who carry out work for the Housing Executive, and relevant staff of organisations funded by the Housing Executive, should all be committed to practices which protect children and adults in need of protection.

1.1 Who is a Child?

- Children, child or young person is used to refer to anyone under the age of 18 years.
- Parent is used as a generic term to represent parents, carers and guardians.
- All children / young people irrespective of their age, religion, culture, disability, gender, ethnicity, sexual orientation, nationality, family, dependency, or marital status have the right to protection from abuse.

1.2 Who is an Adult in Need of Protection?

An Adult in Need of Protection is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- i) Personal characteristics (may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.) **AND/OR**
- ii) Life Circumstances (may include, but are not limited to, isolation, socio-economic factors and environmental living conditions); **AND**
- iii) Who is unable to protect their own well-being, property, assets, rights or other interests; **AND**
- iv) Where the action or inaction of another person or persons is causing, or is likely to cause, him or her to be harmed.

In order to meet the definition of an 'adult in need of protection' either (a) or b) must be present, in addition to both elements (c), and (d).

An adult may be at risk of harm because he or she has a mental health problem, a disability, a sensory impairment, is old or frail, or has some form of illness. An individual may go through periods of temporarily being at risk or may be at risk on a more permanent basis.

The individual may be in receipt of a care service in his or her own home, in the community or be resident in a residential care home, nursing home or other institutional setting; however they do not require to be in receipt of formal care for this safeguarding policy to apply.

All adults in need of protection irrespective of their age, religion, culture, disability, gender, ethnicity, sexual orientation, nationality, family, dependency, or marital status have the right to protection from abuse.

1.3 Legal Context

Children and adults in need of protection are safeguarded in the same way as any other person against criminal acts. If a person commits theft, rape or assault against a child or an adult in need of protection, s/he should be dealt with through the criminal justice system in the same way as any other victim.

Where there is a reasonable suspicion that a criminal offence may have occurred, it is the responsibility of the police to investigate and make a decision about any subsequent action.

The police should always be consulted about criminal matters.

There are a number of pieces of legislation relating to safeguarding and protecting children and adults in need of protection which can be accessed through www.legislation.gov.uk/

The Human Rights Act 1998 (enacted 2000) - The rights of children and adults in need of protection to live a life free from neglect, exploitation and abuse are protected by the Human Rights Act 1998. Specifically, their right to life is protected (under Article 2); their right to be protected from inhuman and degrading treatment (under Article 3); and their right to liberty and security (under Article 5).

Some other relevant legislation:

- The Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (amended by the Protection of Freedoms Act 2012).
- The Criminal Law Act (Northern Ireland) 1967.
- The United Nations Convention on the Rights of the Child.
- The Children (NI) Order 1995.

- The Sexual Offences (Northern Ireland) Order 2008.
- The Family Homes and Domestic Violence (Northern Ireland) Order 1998.
- The Mental Health (Northern Ireland) Order 1986.
- The Public Interest Disclosure (Northern Ireland) Order 1998.
- The Human Trafficking & Exploitation (Criminal Justice & Support for Victims) Act (NI) 2015.
- The Northern Ireland Act 1998, Section 75.
- The Disability Discrimination Act 1995.
- The Human Rights Act (1998)
- Children’s Services Co-operation Act (Northern Ireland) 2015
- The Health and Personal Social Services (Northern Ireland) Orders and the Health and Social Care (Reform) Act (Northern Ireland) 2009.
- The Police and Criminal Evidence (Northern Ireland) Order 1989.
- The Race Relations (Northern Ireland) Order 1997.
- The Criminal Evidence (Northern Ireland) Order 1999.
- The Health and Personal Social Services Act (Northern Ireland) 2001.
- The Health and Personal Social Services (Quality, Improvement and Regulation) (Northern Ireland) Order 2003.

1.4 Values and principles underpinning this policy

The Housing Executive adheres to the following principles:

1. Officers of the Housing Executive, relevant staff of contractors who carry out work for the Housing Executive, and relevant staff of organisations funded by the Housing Executive, should all be committed to practices which promote the welfare of children and adults in need of protection.
2. All children should be able to develop within a safe environment.
3. Housing Executive staff, in the course of their employment, must recognise and discharge their responsibilities:
 - To develop awareness of the issues which cause harm to children and adults in need of protection; and
 - To maintain a safe environment for those children and adults.
4. The procedures for implementing this Safeguarding Policy are set out in Section 7.

5. The Housing Executive expects any relevant staff of its contractors, and relevant staff of organisations funded by the Housing Executive, to recognise and discharge their responsibilities:
 - To develop awareness of the issues which cause harm to children and adults in need of protection; and
 - To maintain a safe environment for those children and adults.

In discharging all of its functions, but especially in the areas of activity outlined in Section 3, the Housing Executive will have due regard to the principles set out above.

1.5 Management Roles and Responsibilities

- The Chief Executive and Director of Regional Services has ultimate responsibility for ensuring compliance with this policy.
- Day to day responsibility for implementation is delegated through the management structure to the Equality Unit Manager and other Managers.
- Each Area and Division has a Safeguarding Officer/s (Appendix 2), who are responsible for acting as a central contact point for reporting concerns and a source of advice on safeguarding matters with regard to children and adults in need of protection.
- The safeguarding policy statement will be prominently displayed in each of the organisation's facilities, and everyone involved with the organisation will have access to a copy.

1.6 Staff Roles and Responsibilities

Staff members have a duty to adhere to the Safeguarding Policy and Procedures and to notify their Safeguarding Officer on any matters regarding the safeguarding of children and adults in need of protection. Staff who fail to do this may face disciplinary procedures.

Staff are also responsible for ensuring that they undertake the relevant training identified for their post.

1.7 Training

The Equality Unit will provide suitable training in safeguarding to staff working or coming into contact with children and/ or adults in need of protection.

In general, this training will be at three levels:

- Level 1 - general awareness for all staff including through e-learning.
- Level 2 - staff with substantial contact with children and/or adults in need of protection, e.g. Housing Services generally, Regional Services – Homelessness, Supporting People and Grants staff.
- Level 3 - comprehensive training designed for Safeguarding Officers and Key Managers.

1.8 Third Party Organisations

The Housing Executive requires all contractors, groups, and organisations that use its premises or services, or organisations that are funded by the Housing Executive to provide services, to have acceptable Child Protection and Adult Safeguarding policies in place.

As a minimum requirement, all such organisations must accept and apply the standards as outlined within this Policy. This policy is commended to contractors as a useful guide and can be accessed at: www.nihe.gov.uk

A copy of the Policy will also be made available on request and safeguarding training can be offered to third parties.

1.9 Safeguarding Policy, Procedures, guidelines and Code of Behaviour

This policy will be subject to an annual review by key officers to ensure that it is fit for purpose; a full review of the policy will be carried out every three years.

An earlier review may be directed by the Chief Executive, particularly in circumstances where changes to the law or to the organisation require it.

Section 2: Recruitment and Selection of Staff

- 2.0** The Housing Executive will operate established recruitment and selection procedures for positions where there is significant contact with children and / or adults who may be in need of protection. This includes procedures as required by AccessNI and the Disclosure and Barring Service (DBS) through the Safeguarding Vulnerable Groups (Northern Ireland) Order 2007 (amended by The Protection of Freedoms Act 2012).
- 2.1** Human Resources will invoke any disciplinary or other referral/disqualification policies as required in the context of the operation of this policy.
- 2.2** The Housing Executive will take all reasonable steps to ensure that in its recruitment and selection of staff it will pay due regard to ensuring that:
- There is a clear job description for staff and person specification outlining key skills and abilities required.
 - There is an open recruitment process.
 - There is an application form that covers past work.
 - There is a declaration form requesting information on previous convictions and investigations, if any.
 - There is an interview process suitable to the role and task.
 - Written references are sought (and followed up when necessary).
 - There is reference to regulated positions.
 - Where required an AccessNI disclosures check and/or a check through the Disclosure & Barring Service is carried out.
 - The post has been approved by management.

Section 3: Provision of Services

3.0 Where the Housing Executive directly provides services

The following are areas of activity which are especially relevant in the present context:

- 1) There will be an induction process for new staff into the organisation, and the post / role. This will include:
 - Information on organisational policies, procedures, guidelines, activities and ethos.
 - What is expected and required of them and the boundaries or limits within which they should operate.
 - Awareness raising and training on the recognition, recording and reporting of safeguarding concerns and disclosures.
 - Information about key stakeholders and their roles.
 - Induction will ideally be done over a few days and a timeframe will be set within which induction will be completed. Staff will be asked to acknowledge that they have completed induction training and have read and understood the organisation's policies, procedures and guidelines.
 - The organisation will also take account of cultural sensitivities. And some cultural awareness training will be part of the initial induction programme.
- 2) There will be a probationary period for staff and there will be a review of the staff member's progress in post/role at the end of the probationary period. In cases where there are concerns about a staff member's performance, it may be necessary to extend their probationary period, or to terminate their services altogether.
- 3) There will also be a performance management and development framework for managing and reviewing performance and development throughout the year, laying the foundations of expected standards of performance. A record will be kept of training completed, support and supervision provided, and a personal development plan agreed and managed.

- 4) Effective management practices and effective working practices (including the establishment of safeguards through the organisation of work). For example the Code of Behaviour will be communicated to all staff.
- 5) The promotion of awareness and sensitivity in relation to safeguarding of children and adults in need of protection.
- 6) Apart from induction, staff will receive training, including safeguarding training, appropriate to their work. This training will be reviewed and updated regularly in line with changing legislation and practice. A good understanding of the nature of abuse is essential to help staff to be alert to signs that a child or adult in need of protection may have been abused and there will be formal training on safeguarding issues (e.g. how to effectively operate relevant procedures and how to address concerns about the safety of a child or an adult in need of protection). The intensity of training will depend on the nature of the particular officer's function.
- 7) Internal reporting arrangements in relation to any 'disclosure', or any apparently well-founded 'concern' in respect of an allegation of relevant misbehaviour on the part of a Housing Executive officer.
- 8) Policies regarding external reporting (and the waiving of confidentiality) in respect of relevant 'disclosure', or any apparently well-founded 'concern', which are made to staff, regardless of whether such disclosures or concerns relate to the alleged misbehaviour of a staff member, or of another person.
- 9) The arrangements under which the Housing Executive liaises with, and reports to, an HSC Trust and other appropriate external authority. (Such arrangements will include specific Safeguarding Officer posts).
- 10) Code of Behaviour provisions and general Personnel policies.

3.1 Contractors

This category covers the following situations:

- 1) Where a contractor provides services to the Housing Executive.
- 2) Where a contractor provides services to others on behalf of the Housing Executive.
- 3) Where a contractor carries out functions on behalf of the Housing Executive.

Contractors will be expected to have appropriate Safeguarding policies in place. (What is appropriate will be dependent on the type of work carried out by the contractor, and the general context in which work is carried out).

In this policy, a “contractor” means an external contractor and includes consultants.

3.2 Where the Housing Executive funds External Bodies

This part of the Policy refers to the funding of external bodies to independently deliver services to third parties.

In relation to such bodies, the following are areas of activity which are especially relevant in the present context:

- 1) The body’s policies on effective management practices and effective working practices (including the establishment of safeguards through the organisation of work).
- 2) The body’s internal complaints procedure (for addressing allegations of relevant misbehaviour by staff and agents of the body).
- 3) The body’s internal reporting arrangements in relation to ‘disclosure’ or any apparently well founded ‘concern’ in respect of an allegation of relevant misbehaviour on the part of its staff.
- 4) Policies regarding external reporting (and the waiving of confidentiality) in respect of relevant ‘disclosure’, or any apparently well-founded ‘concern’ which are made to their staff, regardless of whether such disclosures or concerns relate to the alleged misbehaviour of a staff member, or of another person.
- 5) The arrangements under which the body liaises with, and reports to, social services and other appropriate external authorities.
- 6) The body’s arrangements for making reports to the Housing Executive in respect of any relevant allegations of misbehaviour (including any relevant allegation made against a Housing Executive officer).
- 7) (Where appropriate) the body’s policies on the promotion of awareness and sensitivity in relation to safeguarding issues.
- 8) (Where appropriate) formal training on safeguarding issues.

Section 4: Safeguarding Children

4.0 Housing Executive Responsibilities

The DHSSPS Policy “Co-operating to Safeguard Children and Young People in Northern Ireland” (March 2016) states that –“The NIHE can play an important role in safeguarding children and young people through recognition and referral of harm or risk of harm. Through their day to day contact with families and communities, housing officers may become aware of concerns about the welfare of children and young people and should inform the relevant HSCT about such concerns”.

“In accordance with their duty to assist under Articles 46 and 66 of the Children Order, the NIHE must share relevant information and attend case conferences when requested. The NIHE can make a further important contribution to safeguarding children and young people through the provision of accommodation or support services for young people who may be vulnerable and/or homeless, or at risk of becoming homeless, including young people leaving care.”

“The NIHE must have child safeguarding policy and procedures in place to ensure their staff and relevant staff of organisations funded by them are aware of and committed to practices that safeguard children and young people.”

4.1 How are Children Safeguarded?

Safeguarding children is more than child protection. Safeguarding begins with promotion and preventative activity which enables children and young people to grow up safely and securely in circumstances where their development and wellbeing is not adversely affected. It includes support to families and early intervention to meet the needs of children and continues through to child protection.

Child protection refers specifically to the activity that is undertaken to protect individual children or young people who are suffering, or are likely to suffer significant harm.

A child in need of protection is a child who is at risk of, or likely to suffer, significant harm which can be attributed to a person or persons or organisation, either by an act of commission or omission; or a child who has suffered or is suffering significant harm as defined in Article 50 of the Children Order.

All children and young people have a fundamental right to be safeguarded from harm.

4.2 What Constitutes Harm?

Harm can be suffered by a child or young person by acts of abuse perpetrated upon them by others.

Although the harm from the abuse might take a long time to be recognisable in the child or young person, professionals may be in a position to observe its indicators earlier, for example, in the way that a parent interacts with their child. Effective and ongoing information sharing is key between professionals.

Harm from abuse is not always straightforward to identify and a child or young person may experience more than one type of harm or significant harm.

Harm can be caused by:

- Physical abuse
- Sexual abuse
- Emotional abuse
- Neglect
- Exploitation

Physical Abuse - is deliberately physically hurting a child. It might take a variety of different forms, including hitting, biting, pinching, shaking, throwing, poisoning, burning or scalding, drowning or suffocating a child.

Sexual Abuse - occurs when others use and exploit children sexually for their own gratification or gain or the gratification of others. Sexual abuse may involve physical contact, including assault by penetration (for example, rape, or oral sex) or non-penetrative acts such as masturbation, kissing, rubbing and touching outside clothing. It may include non-contact activities, such as involving children in the production of sexual images, forcing children to look at sexual images or watch sexual activities, encouraging children to behave in sexually inappropriate ways or grooming a child in preparation for abuse (including via e-technology). Sexual abuse is not solely perpetrated by adult males. Women can commit acts of sexual abuse, as can other children.

Emotional Abuse - is the persistent emotional maltreatment of a child. It is also sometimes called psychological abuse and it can have severe and persistent adverse effects on a child's emotional development. Emotional abuse may involve deliberately telling a child that they are worthless, or unloved and inadequate. It may include not giving a child opportunities to express their views, deliberately silencing them, or 'making fun' of what they say or how they communicate. Emotional abuse may involve bullying – including online bullying through social networks, online games or mobile phones – by a child's peers.

Neglect - is the failure to provide for a child's basic needs, whether it be adequate food, clothing, hygiene, supervision or shelter that is likely to result in the serious impairment of a child's health or development. Children who are neglected often also suffer from other types of abuse.

Exploitation - is the intentional ill-treatment, manipulation or abuse of power and control over a child or young person; to take selfish or unfair advantage of a child or young person or situation, for personal gain. It may manifest itself in many forms such as child labour, slavery, servitude, engagement in criminal activity, begging, benefit or other financial fraud or child trafficking. It extends to the recruitment, transportation, transfer, harbouring or receipt of children for the purpose of exploitation. Exploitation can be sexual in nature.

Related Definitions

There are related definitions which interface with Child Protection, in particular:

Domestic violence and abuse - 'threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member'. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society, regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

4.3 Who abuses children?

Abuse can happen in any family, but children may be more at risk if their parents have problems with drugs, alcohol and mental health, or if they live in a home where domestic abuse happens. Abuse can also occur outside of the family environment.

Evidence shows that babies and children with disabilities can be more vulnerable to suffering abuse.

You can't tell by looking at a person whether they are an abuser – they don't appear different from the rest of society:

- Abusers come from all classes in society, all professions and all cultures.

- Abuse of children may sometimes be carried out by strangers but it is much more common that the abuser is known to the child and is in a position of trust and/or authority.
- It is not only adults who abuse children. Children may suffer abuse from other children and young people.

Section 5: Safeguarding Adults in Need of Protection

5.0 Adult Safeguarding Responsibilities

The majority of adults live full, independent lives free from harm caused by abuse, exploitation or neglect.

However, there are some adults who, because of their situation or circumstances, may be unable to protect themselves from abuse, neglect or exploitation, and may have been harmed or may be at risk of harm. The full extent of the incidents of harm caused to adults in Northern Ireland is not known but it is suspected to be significantly under-reported.

Everyone has a fundamental right to be safe. Whatever the cause, and wherever it occurs, harm caused to adults by abuse, exploitation or neglect is not acceptable.

In September 2016 the Northern Ireland Adult Safeguarding Partnership (NIASP) issued new Adult Safeguarding Operational Procedures to protect adults from harm caused by abuse, neglect or exploitation.

The responsibility for putting into practice these procedures lies principally with the Health and Social Care Trusts (HSC Trusts) and, where a crime is suspected or alleged, the Police Service of Northern Ireland (PSNI).

The NIASP and the Local Adult Safeguarding Partnership in each Trust area have been established to give leadership and direction to the work of these agencies.

However, **safeguarding is everyone's business.**

The Adult Safeguarding procedures are intended for use by all organisations working with, or providing services to, adults across the statutory, voluntary, community, independent and faith sectors. This includes paid staff and volunteers. It can also be applied by individuals acting as responsible citizens at home and in local communities.

They describe what organisations need to do to provide a safe environment and how to respond appropriately to situations where an adult is at risk of being harmed or abused. There is an expectation that all organisations and their staff will work in partnership as they apply this policy.

The Housing Executive is listed in Appendix 1 of the policy as an organisation for whom the policy may have specific relevance.

5.1 How are Adults Safeguarded?

Safeguarding is a broad continuum of activity. It ranges from the empowerment and strengthening of communities, through prevention and early intervention, to risk assessment and management, including investigation and protective intervention. At all stages along this continuum, safeguarding interventions will aim to provide appropriate information, and supportive responses and services which become increasingly more targeted and specialist as the risk of harm increases.

Adult Safeguarding includes activity which **prevents** harm from occurring and activity which **protects** adults at risk where harm has occurred.

The language of adult safeguarding previously focused on protection and used the term 'vulnerable adult.' This was widely misinterpreted, often used out of context and, for some, the term implied weakness on the part of the adult, which many found unacceptable.

The NIASP procedures moved away from the concept of 'vulnerability' and established the concept of 'risk of harm'; thereby placing the responsibility for harm caused with those who perpetrated it.

Harm resulting from abuse, exploitation or neglect violates the basic human rights of a person to be treated with respect and dignity, to have control over their life and property, and to live a life free from fear. It can have a devastating and long lasting impact on victims, their families and carers.

It is the impact of an act, or the omission of an act, on the individual that determines whether harm has occurred. Any action which causes harm may constitute a criminal offence and/or professional misconduct on the part of an employee.

5.2 Key Definitions

Within the NIASP policy the term 'safeguarding' is used in its widest sense, that is, to encompass both activity which prevents harm from occurring in the first place and activity which protects adults at risk where harm has occurred or is likely to occur without intervention.

'Adult at risk of harm' - the definition of an **'adult at risk of harm'** takes account of a complex range of interconnected personal characteristics and / or life circumstances, which may increase exposure to harm either because a person may be unable to protect him/herself or their situation may provide opportunities for others to neglect, exploit or abuse them.

An **'adult at risk of harm'** is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- **personal characteristics AND/OR life circumstances**

Personal characteristics may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain. Life circumstances may include, but are not limited to, isolation, socio-economic factors and environmental living conditions.

'Adult in need of protection' - a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- personal characteristics AND/OR life circumstances

AND

- who is **unable to protect** their own well-being, property, assets, rights or other interests;

AND

- where the **action or inaction of another person or persons** is causing, or is likely to cause, him/her to be harmed.

In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c), and (d).

5.3 What is Harm and Abuse?

The risk of harm occurs in all socio-economic, racial and ethnic groups, regardless of gender, age or sexual orientation.

Harm - is the impact on the victim of abuse, exploitation or neglect. It is the result of any action whether by commission or omission, deliberate, or as the result of a lack of knowledge or awareness which may result in the impairment of physical, intellectual, emotional, or mental health or well-being. Harmful conduct may constitute a criminal offence or professional misconduct.

Abuse - is 'a single or repeated act, or lack of appropriate action, occurring within any relationship where there is an expectation of trust, which causes harm or

distress to another individual or violates their human or civil rights'¹. Abuse is the misuse of power and control that one person has over another. It can involve direct and indirect contact and can include online abuse.

The main forms of adult abuse are:

Physical abuse – the use of physical force or mistreatment of one person by another which may or may not result in actual physical injury. This may include hitting, pushing, rough handling, exposure to heat or cold, force feeding, improper administration of medication, denial of treatment, misuse or illegal use of restraint and deprivation of liberty.

Sexual violence and abuse - 'any behaviour (physical, psychological, verbal, virtual/online) perceived to be of a sexual nature which is controlling, coercive, exploitative, harmful, or unwanted'.² It can take many forms and may include non-contact sexual activities, such as indecent exposure, stalking, grooming, being made to look at or be involved in sexually abusive material, or to watch sexual activities. It may involve physical contact, including non-consensual penetrative sexual activities or non-penetrative sexual activities, such as intentional touching (known as groping). Sexual violence can be found across all sections of society, irrelevant of gender, age, ability, religion, race, ethnicity, personal circumstances, financial background or sexual orientation.

Psychological / Emotional Abuse - behaviour that is psychologically harmful or inflicts mental distress by threat, humiliation or other verbal/non-verbal conduct. This may include humiliation or ridicule, provoking fear of violence, shouting, yelling and swearing, blaming, controlling, intimidation and coercion.

Financial Abuse - actual or attempted theft, fraud or burglary. It is the misappropriation or misuse of money, property, benefits, material goods or other asset transactions which the person did not or could not consent to, or by intimidation, coercion or deception. This may include exploitation, embezzlement, withholding pension or benefits or pressure exerted around wills, property or inheritance.

Neglect - occurs when a person deliberately withholds, or fails to provide, appropriate and adequate care and support which is required by another adult. It may be through a lack of knowledge or awareness, or through a failure to take reasonable action given the information and facts available to them at the time. It may include physical neglect to the extent that health or well-being is impaired, administering too much or too little medication, failure to provide access to

¹ Action on Elder Abuse: definition of abuse 1993 which can be accessed at: <http://www.elderabuse.org.uk/Mainpages/Abuse/abuse.html>. This was later adopted by the World Health Organisation - http://www.who.int/ageing/projects/elder_abuse/en/

² The definitions of 'sexual violence and abuse' and 'domestic violence and abuse' are from "Stopping Domestic and Sexual Violence and Abuse in Northern Ireland, A seven year strategy. March 2016.

appropriate health or social care, withholding the necessities of life, such as adequate nutrition, heating or clothing, or failure to intervene in situations that are dangerous to the person concerned or to others, particularly when the person lacks the capacity to assess risk.

N.B. The NIASP Policy does not include self-harm or self-neglect within the definition of an 'adult in need of protection'.

Institutional Abuse - the mistreatment or neglect of an adult by a regime or individuals in settings which adults who may be at risk reside in or use. This can occur in any organisation, within and outside Health and Social Care (HSC) provision. Institutional abuse may occur when the routines, systems and regimes result in poor standards of care, poor practice and behaviours, inflexible regimes and rigid routines which violate the dignity and human rights of the adults and place them at risk of harm. Institutional abuse may occur within a culture that denies, restricts or curtails privacy, dignity, choice and independence. It involves the collective failure of a service provider or an organisation to provide safe and appropriate services, and includes a failure to ensure that the necessary preventative and/or protective measures are in place.

Exploitation - the deliberate maltreatment, manipulation or abuse of power and control over another person; to take advantage of another person or situation usually, but not always, for personal gain from using them as a commodity. It may manifest itself in many forms including slavery, servitude, forced or compulsory labour, domestic violence and abuse, sexual violence and abuse, or human trafficking.

It should be noted that this list of types of harmful conduct is neither exhaustive, nor listed here in any order of priority. There are other indicators which should not be ignored. It is also possible that if a person is being harmed in one way, he/she may very well be experiencing harm in other ways.

Related Definitions

There are related definitions which interface with Adult Safeguarding, each of which have their own associated adult protection processes in place.

Domestic violence and abuse - 'threatening, controlling, coercive behaviour, violence or abuse (psychological, virtual, physical, verbal, sexual, financial or emotional) inflicted on anyone (irrespective of age, ethnicity, religion, gender, gender identity, sexual orientation or any form of disability) by a current or former intimate partner or family member'. Domestic violence and abuse is essentially a pattern of behaviour which is characterised by the exercise of control and the misuse of power by one person over another. It is usually frequent and persistent. It can include violence by a son, daughter, mother, father, husband, wife, life partner or any other person who has a close relationship with the victim. It occurs right across society,

regardless of age, gender, race, ethnic or religious group, sexual orientation, wealth, disability or geography.

The response to any adult facing this situation will usually require a referral to specialist services such as Women's Aid or the Men's Advisory Project. In high risk cases a referral will also be made to the Multi- Agency Risk Assessment (MARAC) process. Specialist services will then decide if the case needs to be referred to a HSC Trust for action under the safeguarding procedures. If in doubt, anyone with a concern can ring the Domestic and Sexual Violence helpline (0808 802 1414) to receive advice and guidance about how best to proceed.

Human Trafficking/Modern Slavery - involves the acquisition and movement of people by improper means, such as force, threat or deception, for the purposes of exploiting them. It can take many forms, such as domestic servitude, forced criminality, forced labour, sexual exploitation and organ harvesting. Victims of human trafficking/ modern slavery can come from all walks of life; they can be male or female, children or adults, and they may come from migrant or indigenous communities. The response to adults at risk experiencing human trafficking/modern slavery will always be to report the incident to the Police Service.

Hate Crime - is any incident which constitutes a criminal offence perceived by the victim or any other person as being motivated by prejudice, discrimination or hate towards a person's actual or perceived race, religious belief, sexual orientation, disability, political opinion or gender identity. The response to adults at risk experiencing hate crime will usually be to report the incident to the Police Service.

5.4 Where might abuse occur?

Abuse can happen anywhere, including:

- In the person's own home.
- At a carer's home.
- Within day care, residential care, nursing care or other institutional settings.
- At work or in educational settings.
- In rented accommodation or commercial premises.
- In public places.
- On transport.

5.5 Who abuses Adults?

Harm resulting from abuse, exploitation or neglect can be experienced by adults in a range of circumstances, regardless of gender, age, class or ethnicity.

Abuse is the misuse of power and control that one person has over another. Abuse may be perpetrated by a wide range of people, including those who are usually

physically and/or emotionally close to the individual and on whom the individual may depend and trust.

An abuser can be anyone who has contact with the person at risk - it could be a partner, spouse, parent, child, relative, friend, main carer, informal carer, a healthcare, social care or other worker, a peer, neighbour or, less commonly, a stranger.

- Domestic/familial abuse - the abuse of an adult in need of protection by a family member such as a partner, son, daughter, sibling.
- Professional abuse - the misuse of power and abuse of trust by professionals, the failure of professionals to act on suspected abuse/crimes, poor care practice or neglect in services, resource shortfalls or service pressures that lead to service failure and culpability as a result of poor management systems.

Possible signs of professional abuse include:

- Entering into inappropriate relationships with a adult in need of protection.
 - Failure to refer disclosure of abuse.
 - Poor, ill-informed or outmoded care practice/s.
 - Failure to support an adult in need of protection to access health care/ treatment.
 - Denying an adult in need of protection access to professional support and services such as advocacy.
 - Inappropriate responses to challenging behaviours.
 - Failure to whistleblow on issues when internal procedures to highlight issues are exhausted.
- Peer abuse - The abuse of one adult in need of protection by another within a care setting. This can occur in group or communal settings, such as day care centres, clubs, residential care homes, nursing homes or other institutional settings.
 - Stranger abuse – An adult in need of protection may be abused by someone who they do not know, such as a stranger, a member of the public or a person who deliberately targets people at risk of abuse.

Section 6: Concerns and Disclosures

6.0 How to Deal with a Concern

In general there are three situations where staff, contractors and others may need to respond to a concern or case of alleged or suspected abuse.

These are situations where:

- There are concerns about a child or adult in need of protection; OR
- A child or adult in need of protection has disclosed abuse (i.e. they make an allegation of abuse).
- There are allegations or concerns about a member of staff, a contractor or other third party person.
- There are allegations or concerns about any other person, i.e. parent, carer etc.

When there are concerns or where a disclosure or allegation is made people often feel anxious about passing on the information to anyone else. Concerned individuals may ask themselves, 'What if I'm wrong?' and this may hold them back from taking action.

It is understandable that staff (and others working in the provision of Housing Executive services) will have reservations or doubts about what should constitute a concern about a child or an adult who may be at risk of abuse.

There is no specific definition of what constitutes a 'concern' and this issue will be discussed in greater detail during training. Staff (and others) will also have the opportunity to discuss any doubts with their Safeguarding Officer and/or their Manager.

It is crucial that staff members do not attempt to deal with the situation alone. It is also important for staff to know that they are neither responsible for deciding whether abuse has occurred or not; nor are they responsible for conducting any investigations (this is the role of the Health & Social Care Trusts and the PSNI).

However, staff do need to pass on any concerns they have through the Housing Executive's Safeguarding reporting procedures as detailed in this policy.

Not every report results in a full investigation; individual reports are accumulated to build a picture about a particular situation. But it may be that a report by a Housing Executive employee may provide the necessary or decisive final piece of information.

Therefore we recommend that “if in doubt, report it”.

6.1 How can you be alerted to signs of harm or abuse?

There are a variety of ways that you could be alerted that a child or adult in need of protection is suffering harm:

- They may tell you themselves.
- They may show some signs of physical injury for which there does not appear to be a satisfactory or credible explanation.
- Their demeanour / behaviour may lead you to suspect abuse or neglect.
- The behaviour of a person close to the child or adult makes you feel uncomfortable (this may include another staff member, peer or family member).
- Through general good neighbourliness someone else may tell you of their concerns or something that causes them concern.

Being alert to potential abuse plays a major role in ensuring that children and adults in need of protection are safeguarded; it is important that all concerns about possible abuse are reported.

6.2 What if a Child or Adult in Need of Protection discloses abuse?

In cases where a child or adult in need of protection discloses abuse to a staff member they should react appropriately, according to the following guidelines:

Do:

- Stay calm.
- Listen and hear.
- Express concern and sympathy about what has happened.
- Reassure the child/adult – tell them that s/he did the right thing in telling you.

- Let the child/adult know that the information will be taken seriously and give information about what will happen next.
- Ensure the safety of the person. If urgent medical/police help is required, call the emergency services.
- Record in writing using the Safeguarding Report form (Appendix 1), date and sign your report, and send it by confidential email to your Safeguarding Officer as soon as possible.
- A Safeguarding Report form must be completed even where there is already social work/PSNI involvement with the child/adult.
- If a Safeguarding Report has already been sent to the Trust/PSNI staff should complete a further report/s if the situation continues to raise a concern, or where new information becomes available.
- Act without delay.

Do not:

- Stop someone disclosing to you.
- Promise to keep secrets.
- Press the child/adult for more details or make them repeat their story unnecessarily.
- Gossip about a disclosure or pass on information to anyone who does not have a legitimate need to know.
- Contact the alleged abuser.
- Attempt to investigate yourself.
- Leave details of your concerns on a voicemail or by general email; always use the Safeguarding Report form.
- Delay.

6.3 Checking out

There may need to be some initial 'checking out' with the child/adult who has disclosed information to you in order to ensure his/her safety, for example if a staff member notices a bruise on a child/adult's arm it would be appropriate to ask, 'I see you have a bruise on your arm. How did that happen?' However, be careful not to start investigating.

It is important that staff understand the clear distinction between 'checking out' and investigating, this will be covered in safeguarding training.

Staff should **not begin to investigate alleged or suspected abuse** by asking questions that relate to the detail, or circumstances, of the alleged abuse beyond initial listening, expressing concern and checking out.

6.4 How to react and what to do

There is not one simple set of rules to follow in responding to these situations, but in general:

- It is important that staff are aware that the first person who has concerns or encounters a case of alleged or suspected abuse is not responsible for deciding whether or not abuse has occurred, (this is the role of the appropriate authorities).
- However staff, contractors and others do have a duty of care to report any suspicions they may have or where there is a concern with regard to the abuse of a child/adult in need of protection, to allow appropriate action to be taken.
- This Safeguarding Policy and the 'Safeguarding Report' form will be placed on Gateway where it will be available for all staff to access if and when required: <http://gateway/Pages/DocumentsSearch.aspx?k=safeguarding&strSearch=safeguarding>
- The Safeguarding Policy will also be placed on the NIHE website where it can be accessed at: http://www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.htm

Section 7: Procedures for Reporting and Recording

7.0 Reporting and recording

The Safeguarding Policy and report form will be made available on Gateway for staff to access if and when required at:

<http://gateway/Pages/DocumentsSearch.aspx?k=safeguarding&strSearch=safeguarding>

The Safeguarding Policy will also be posted on the NIHE website at:

http://www.nihe.gov.uk/index/corporate/strategies/equality/publications_links.htm

Staff can also refer to the Housing Executive's Whistleblowing Procedure which is designed to assist staff in raising relevant concerns. Under that Procedure staff are encouraged in the first instance to raise the matter with their line manager or their immediate manager.

If, for whatever reason, staff feel that this is not appropriate or it has not worked, then they should raise the matter with their Director, Assistant Director or Regional Manager. If for whatever reason, they are still dissatisfied with the response or outcome, then they should raise the matter with Director of Corporate Services, or the Chief Executive; or as a final stage the Vice-Chairman (see section 6.0 of the Whistleblowing Policy):

<http://gateway/AllStaff/Personnel/Handbook/Whistleblowing%20Procedure.pdf>

7.1 Basic Response Procedure/Action

All concerns, disclosures, allegations and suspicions should be recorded on the Safeguarding Report form (Appendix 1 or Gateway as above).

If a child or adult in need of protection is already known to social services / PSNI a Safeguarding Report form should still be completed to ensure the Housing Executive has a record of any action taken by staff.

If a Safeguarding Report has already been sent to the Trust/PSNI staff should complete a further report/s if the situation continues to raise a concern, or where new information becomes available.

Where a staff member reports their concerns or a disclosure to a Line Manager, the Line Manager should advise them to report to their Safeguarding Officer immediately.

We recommend that **'if in doubt, report it'**.

There may be emergency situations where it is appropriate to contact social services / PSNI / seek medical attention immediately.

Whatever the circumstances of the concern, disclosure, allegation or suspicion, it is vital that the staff member records the details and reports to their Safeguarding Officer (or deputy) without delay.

The confidentiality of the staff member making a referral will be protected as far as is possible when the report form is forwarded to the Trust or PSNI.

The Trust / PSNI may decide that not every report merits a full investigation and individual reports may be accumulated to build a picture about a particular situation. It may be that a report by a Housing Executive employee provides the necessary or decisive final piece of information to enable the Trust or PSNI to investigate further and decide on what appropriate action to take.

Safeguarding Officers and / or the Equality Unit Manager will discuss referrals with HSC Trusts or PSNI where appropriate, particularly with regard to the sharing of information.

Confidentiality of the child / adult in need of protection, their family and carers, staff members and any alleged perpetrator must be protected at all times, any referrals must be securely stored and information regarding a safeguarding referral will be on a 'needs to know' only basis.

7.2 Concerns about a Child or Adult in Need of Protection / Responding to allegations or concerns about a member of staff, a contractor or other third party person

The following procedures should be followed in each situation:

- Take the allegation or concern seriously. Always refer if you have a concern, do not investigate yourself, or do nothing.
- If it is an emergency contact social services / PSNI / medical assistance immediately, this should be recorded on the referral form. Speak to your Safeguarding Officer and inform them of your concern and any immediate action taken, if required.
- Complete a Safeguarding Report form and cover sheet as soon as possible, giving all the details that you are aware of. (Appendix 1, or Gateway as above).

- Forward the report to your Safeguarding Officer (or their deputy) as soon as possible by confidential email with a 'read receipt' option; N.B. the email should be deleted from your 'sent' box once receipt has been confirmed. If you do not have computer access then deliver by hand in a sealed envelope marked 'Confidential'; do not keep a copy.
- The Safeguarding Officer will discuss the case with a line manager if appropriate, and will forward a copy to Human Resources if the allegation is about a member of staff.
- The Safeguarding Officer will forward the report to the appropriate Trust, and / or PSNI. To ensure confidentiality for staff only the main part of the form will be made available to the Trust / PSNI (i.e. not the cover sheet) which will remove the name and location of the staff member making the report.
- The Safeguarding Officer will file the report in the appropriate secure location; they may also discuss the report with the Equality Unit Manager if required.

7.3 Response to a Child or Adult in Need of Protection making an allegation of abuse

The following points are a guide to help you respond appropriately:

- Listen carefully to what the child or adult is telling you.
- If an adult, find an appropriate early opportunity to explain that it is very likely that what they are telling you will need to be shared with others.
- Ask questions for clarification only - never ask leading questions that suggest a particular answer.
- Reassure the child or adult that they have done the right thing in telling you.
- Tell them what you will do next and with whom the information they have given you will be shared.
- Complete a Safeguarding Report form and cover sheet as soon as possible, giving all the details that you are aware of and what was said using the child or adult's own words. (Appendix 1, or Gateway as above).
- Forward the report to your Safeguarding Officer (or their deputy) as soon as possible by confidential email with a 'read receipt' option; N.B. the email should be deleted from your 'sent' box once receipt has been confirmed. If

you do not have computer access then deliver by hand in a sealed envelope marked 'Confidential'; do not keep a copy.

- The Safeguarding Officer will discuss the case with your line manager if appropriate.
- The Safeguarding Officer will forward the report to the appropriate Trust, and / or PSNI. To ensure confidentiality for staff only the main part of the form will be made available to the Trust / PSNI (i.e. not the cover sheet) which will remove the name and location of the staff member making the report.
- The Safeguarding Officer will file the report in the appropriate secure location; they may also discuss the report with the Equality Unit Manager if required.

Section 8: Code of Behaviour

8.0 This Code of Behaviour is to help minimise the opportunity for children or adults in need of protection to suffer harm and to help to protect staff by ensuring they are clear about the behaviour that is expected of them and the boundaries within which they should operate.

It sets out an expectation that everyone in the organisation and everyone who uses our services should relate to each other in a mutually respectful way.

As this Code of Behaviour is a living document it will be reviewed on a regular basis to take account of situations arising for the first time, for example, in relation to new technology and at least once every three years.

8.1 Housing Executive staff, contractors and others will encounter children and/or adults in need of protection in a range of situations and in a range of locations including the office, home and within housing estates and in other accommodation settings.

The Code of Behaviour also applies to the workplace where members of staff are under 18, or may be in need of protection, or in the case of work placement / job experience where appropriate or when volunteering on behalf of the Housing Executive.

It is not practical within this Policy to provide definitive guidance that will cover all situations, however the principles set out below should be applied in all situations.

Staff who breach these standards of behaviour may face disciplinary procedures.

8.2 Behaviours which should be avoided

These refer to behaviours that staff may slip into through lack of experience or training. While not intentionally harmful, such behaviour might be misconstrued, which ultimately could lead to allegations of abuse being made.

For example:

- **Staff must avoid** situations that result in them being alone with children except in unavoidable circumstances e.g. a member of staff must not enter a home or premises where there is a/are unsupervised child/children.
- **Staff should avoid** situations where a child is left unsupervised in their presence during a home visit or at other premises.

- Where a prior arrangement is being made, and one or more officers will be attending, it should be made clear it is mandatory that if a child/ children will be present that an adult must also be present, except in exceptional circumstances.
- **Staff should not** spend excessive amounts of time alone with adults in need of protection away from others.
- **Staff should not** take an adult in need of protection to his/her own home.
- **Staff should not** take a child in their car/vehicle unless full consent of a parent is given and another adult is present.
- **Staff should not** take an adult in need of protection alone on car journey, unless this forms part of the organisation's core activities.
- **Staff must avoid** inappropriate language (or sexually suggestive language) in the presence of all customers and children.
- **Staff should not** do things of a personal nature for children that they can do themselves

If it is unavoidable or necessary, these kinds of behaviours should only occur with the full knowledge and consent of a manager and where an appropriate record is maintained.

8.3 Unacceptable Behaviours

Unacceptable behaviours are those that should always be avoided in the interests of the safety of children, adults who may be in need of protection, and staff.

For example a staff member should never:

- Abuse, neglect, or harm / place at risk of harm a child or adult in need of protection whether by omission or commission.
- Engage in rough physical games with children or adults in need of protection including horseplay.
- Engage in sexually provocative games engage in inappropriate touching of any form.
- Make sexually suggestive comments to or about a child or adult in need of protection, even in fun.
- Form an inappropriate relationship with an adult in need of protection.
- Gossip about personal details of children or adults in need of protection and their families.
- Make/accept loans or gifts of money from an adult in need of protection.

8.4 Diversity and additional care and support needs.

Staff should:

- Be open to and aware of diversity in the beliefs and practices of children, adults in need of protection and their families.
- Be aware of the difficulties posed by language barriers and other communication difficulties.
- Not discriminate against children, adults in need of protection, or their families who have different cultural backgrounds and beliefs from their own.
- Use the procedures outlined in this Policy to report any discrimination against children, adults in need of protection, or their families by other staff members.

8.5 The use of technology, including photography.

New technologies, such as social networking websites and mobile phones, can be misused by those who are intent on harming or exploiting children or adults in need of protection and their families.

Staff should:

- Never photograph/video a child or adult, even by mobile phone, without the valid consent of a parent, guardian or the adult concerned, and then only if there is a valid business reason for doing so.
- Ensure that any photographs/videos taken of a children or adults are appropriate.
- Report any inappropriate use of images of children or adults.
- Where children or adults in need of protection are aware of the dangers associated with new technology, such as social networking sites and the internet, they may tell someone if they encounter anything that makes them feel unsafe or threatened; this should be treated as a 'disclosure'.

8.6 Sanctions in the case of staff breaching this Code of Behaviour.

Staff members should understand that:

- If they are unsure of their actions and feel they may have breached the Code, they should consult with their Line Manager.
- Breaching the Code is a serious issue that will be investigated.
- Breaching the Code may result in disciplinary action and ultimately dismissal and if it constitutes harm/risk of harm, referral to the HSC Trust / PSNI, as appropriate.

Section 9: Guidelines for Sharing Information

Confidentiality and Information Sharing

- 9.1** Confidentiality must be maintained for all concerned.
- 9.2** Information will be handled and disseminated on a need to know basis only e.g. Safeguarding Officers, HSC Trust, PSNI, child, parents, an adult in need of protection, courts and relevant staff.
- 9.3** Recorded information will be stored in a secure place in line with data protection laws (e.g. that information is accurate, regularly updated, relevant and secure).
- 9.4** If enquiries arise from the public or any branch of the media, staff must not make any comments regarding any situation relating to safeguarding; all queries should be referred to Communications.
- 9.5** Freedom of Information requests regarding Safeguarding reports will be dealt with by the appropriate FOI Officer on a case-by-case basis; however it is likely that such requests will be refused due to the extremely confidential nature of the information sought.
- 9.6** Complaints procedures and Grievance procedures apply as normal.
- 9.7** The following information is available on the NIHE website:

Freedom of Information Leaflet - Your Right to Know leaflet providing public with advice on freedom of information:

http://www.nihe.gov.uk/the_freedom_of_information_act_-_your_right_to_know.pdf

Subject Access Request Form:

http://www.nihe.gov.uk/index/rights/data_protection_act/your_rights_data_protection.htm

- 9.8** The following information is available for staff on Gateway:
- Subject Access Procedure
 - Procedures For Handling Requests for Information
 - List of Departmental Representatives
 - Index to Freedom of Information Procedures and Guidance
 - Freedom of Information Awareness Training for all staff.

- Freedom of Information Act 2000: Handling Requests.
- Procedures for Handling Personal information under the Data Protection Act 1998.

9.9 Information on the Housing Executive's Complaints procedure is available on the NIHE Website at Home / Your rights / Complaints / [The complaints procedure](#).

For staff a 'Staff Guide to Internal Complaints Procedure' is available through the internal portal.

9.10 The internal Grievance Procedure will also apply as normal and is available at sub-section 5.4 of the Personnel Handbook.

If you would like further information or to arrange Safeguarding training, please contact:

Tony Steed, Equality Unit Manager
tony.steed@nihe.gov.uk

DDI: 02895 982 556

Lee Duffin, Equality Unit
lee.duffin@nihe.gov.uk

DDI: 02895 982 780

Appendix 1: SAFEGUARDING REPORT FORM

SAFEGUARDING REPORT

This form should be used for making a safeguarding referral where there is a concern or case of alleged or suspected abuse of a child or children OR of an Adult/s in Need of Protection.

Child Protection

In general there are three situations where staff may need to respond to a concern or case of alleged or suspected abuse of a child/children i.e.:

- Where there are concerns about a child, or a child has disclosed abuse (i.e. they make an allegation of abuse).
- Where there are allegations or concerns about a member of staff, a contractor or other third party person.
- Where there are allegations or concerns about any other person, i.e. parent, carer etc.

Adult Safeguarding

An Adult in Need of Protection is a person aged 18 or over, whose exposure to harm through abuse, exploitation or neglect may be increased by their:

- (a) Personal characteristics (may include, but are not limited to, age, disability, special educational needs, illness, mental or physical frailty or impairment of, or disturbance in, the functioning of the mind or brain.) **AND/OR**
- (b) Life Circumstances (may include, but are not limited to, isolation, socio-economic factors and environmental living conditions); **AND**
- (c) Who is unable to protect their own well-being, property, assets, rights or other interests; **AND**
- **(d) Where the action or inaction of another person or persons is causing, or is likely to cause, him or her to be harmed.**

In order to meet the definition of an 'adult in need of protection' either (a) or (b) must be present, in addition to both elements (c), and (d).

SAFEGUARDING REPORT

COVER SHEET

Your Name:	Position:
Signature:	Date:
Have you consulted anybody about this? If so please give details:	

Once the cover sheet and Report Form are completed please forward to your Safeguarding Officer by secure email with a **'read receipt'** option; **once read, permanently delete from your 'sent' box.** Or deliver by hand in a sealed envelope marked **'Confidential'**; do not keep a copy.

Do not keep a copy.

(N.B. This cover sheet will not be forwarded to HSC Trusts / PSNI)

SAFEGUARDING REPORT FORM

Name of Child/ren / Adult/s:		Age / DOB: (if known)	
Name of Carer/s:		Date of incident:	
Address of Child/ren / Adult/s:			
Postcode (if known):			
Telephone Number (if known):			
Have you already contacted social services/PSNI/ emergency services? If so please give details:			
Has social services/PSNI already an involvement with this child / adult? If so please give details:			
Please give a brief description of what has prompted the concerns, including any specific incidents, also any observations of physical or behavioural signs:			

Are you reporting your own concerns or passing on those of someone else? Give details:

Have you spoken to the child / adult? If so, what was said?

Have you spoken to their carer/s? If so, what was said?

Has anybody been alleged to be the abuser? If so please give details:

Appendix 2: List of Safeguarding Officers & Deputies

Belfast Region Safeguarding Officer:	Helen Russell Tel: 02890 317 792 (Ext.(4)17792) helen.russell@nihe.gov.uk
Deputy Safeguarding Officer:	Frank Chapman Tel: 02895 982 463 (Ext. (4)82463) Frank.Chapman@nihe.gov.uk
South Region Safeguarding Officer:	John Nelson Tel: 02895 985 260 (Ext. (4)85260) John.Nelson@nihe.gov.uk
Deputy Safeguarding Officer:	Melvin Spiers Tel: 02895 983 894 (Ext. (4)83894) Melvin.Spiers@nihe.gov.uk Niall Fitzpatrick Tel:02895 983 817 (Ext. (4)83817) Niall.Fitzpatrick@nihe.gov.uk

<p>North Region Safeguarding Officer:</p>	<p>Mairead Flatley Tel: 02895 984 650 (Ext. (4)84650) Mairead.Flatley@nihe.gov.uk</p>
<p>Deputy Safeguarding Officer:</p>	<p>Eamonn McGlinchey Tel: 02895 983 985 (Ext. (4)83985) Eamonn.McGlinchey@nihe.gov.uk</p> <p>Julie Dooley Tel: 02895 984 153 (Ext. (4)84153) Julie.Dooley@nihe.gov.uk</p> <p>Karen Montgomery Tel: 02895 984 149 (Ext. (4)84149) Karen.Montgomery@nihe.gov.uk</p>
<p>Finance Safeguarding Officer:</p>	<p>Natalie Ferguson Tel: 02895 984 764 (Ext. (4)84764) Natalie.Ferguson@nihe.gov.uk</p>
<p>Deputy Safeguarding Officer:</p>	<p>Julia Jennings Tel: 02895 982 233 (Ext. (4)82223) Julia.Jennings@nihe.gov.uk</p>

	<p>Terence McCaffrey</p> <p>Tel: 02895 984 649 (Ext. (4)84649)</p> <p>Terence.McCaffrey@nihe.gov.uk</p>
Corporate Services Safeguarding Officer:	<p>Aaron Windrum</p> <p>Tel: 02895 982 122 (Ext. (4)82122)</p> <p>Aaron.Windrum3@nihe.gov.uk</p>
Regional Services Safeguarding Officer:	<p>Lawrence Fisher</p> <p>Tel: 02895 982 379 (Ext. (4)82379)</p> <p>Lawrence.Fisher@nihe.gov.uk</p>
Deputy Safeguarding Officer	<p>Danny O'Reilly</p> <p>Tel: 02895 982 394 (Ext. (4)82394)</p> <p>Daniel.OReilly@nihe.gov.uk</p> <p>Lyndsey Jackson</p> <p>Tel: 02895 982 830 (Ext.(4)82830)</p> <p>Lyndsey.Jackson@nihe.gov.uk</p>
Regional Services Safeguarding Officer/ Equality Unit Manager:	<p>Tony Steed</p> <p>Tel: 02895 982 556 (Ext. (4)82556)</p>

	Tony.Steed@nihe.gov.uk
Deputy Safeguarding Officer:	<p>Andrew Murray Tel: 02895 982 535 (Ext. (4)82535) Andrew.Murray@nihe.gov.uk</p> <p>Lee Duffin Tel: 02895 982 780 (Ext. (4)82780) Lee.Duffin@nihe.gov.uk</p>

Appendix 4: Contacts

Safeguarding Board for Northern Ireland <http://www.safeguardingni.org/>