

# It matters

Our approach to help keep our tenants safe



Golden Lane Housing

# Helping tenants to live a safe life

At Golden Lane Housing, we take our responsibilities in helping to keep our tenants safe seriously. We want to make sure that our tenants live happy and healthy lives to help them thrive in their community and meet their aspirations.

## About It matters

**It matters** is our approach to safeguarding - it's person and not process driven and makes sure our tenants remain at the centre of everything we do.

Our policy and practices support us to make sure our tenants, partner agencies and families can trust and work with us in the confidence that we will raise our concerns about anyone who may be at risk of abuse.

## What is abuse?

Abuse means illegal, improper or harmful practice, this includes:

- physical abuse
- psychological or emotional abuse
- financial or material abuse
- sexual abuse
- neglect or acts of omission
- self-neglect
- domestic violence or abuse
- discriminatory abuse
- institutional or organisational abuse
- modern slavery.

Abuse or neglect may be deliberate or the result of negligence or ignorance and it is always wrong.

## Our safeguarding service standards

Golden Lane Housing works together with tenants, local authorities, other professional organisations and where appropriate, family members, to prevent the risk and experience of abuse or neglect, whilst promoting people's wellbeing.

The following service standards makes sure that we take appropriate responsibility in helping to keep tenants safe by working collaboratively with others and complies with guidance outlined within the Care Act 2014.

The standards also aim to set a minimum level of practice consistent with operating a safe organisation for everyone involved.

- We have robust policies and procedures in place which help us to keep our tenants safe from harm and abuse and enables our staff to know what to do if they have any concerns.
- All staff, at all levels, throughout the organisation are inducted and trained in safeguarding vulnerable people and know that it is their responsibility to report any concerns they may have about a tenant or another member of staff.
- All front line staff receive additional training in helping to identify possible indicators of abuse.
- All front line staff receive regular supervisions where safeguarding cases are discussed and reviewed.
- If a safeguarding concern is raised by a member of staff we will notify the local authority and work collaboratively with other external agencies accordingly such as the police.
- We are committed to acting promptly, responsibly and sensitively when safeguarding issues arise, working with the individual at risk, the relevant organisations and where appropriate, families, throughout the process.
- Information regarding safeguarding cases and alerts raised to the local authority is stored securely and in line with General Data Protection Regulation guidance.
- We are a member of Mencap's Safeguarding Panel which includes staff from across the organisation and has an independent chair. The panel oversees our responsibilities.



## June's story

"I am so pleased – my housing officer really supported me to keep my home and not give in to the bullying neighbour. I can get on with my life now."

**Safeguarding means protecting a person's right to live in safety, free from abuse and neglect.**

### Local authority safeguarding responsibilities

We work collaboratively with local authorities as part of our safeguarding approach. Under the Care Act 2014, local authorities have a number of statutory safeguarding responsibilities of their own including:

- leading a range of organisations that work together to prevent abuse and neglect
- establishing safeguarding adults boards which include representatives from different agencies to implement the local safeguarding strategy
- making enquiries when they think someone may be at risk and producing an action plan to ensure their safety
- carrying out safeguarding adults reviews when someone dies as a result of neglect or abuse
- arranging advocacy for individuals who are subject to safeguarding reviews where necessary.

### Reporting allegations of abuse

If you are concerned that a tenant of Golden Lane Housing has been, or is being abused, or is at risk of harm, you should tell someone immediately.

You can share your concerns with any member of staff at Golden Lane Housing but you may have more contact with a housing officer or a housing manager and wish to speak to them directly. Golden Lane Housing also has a safeguarding lead and deputy who you can speak to.

We will:

- **take your concerns seriously**
- **make appropriate referrals and notifications** to local authorities and other agencies as and when these are required
- **keep you informed** of the action we have taken to address your concerns
- **act responsibly and appropriately** until we are satisfied the tenant is no longer at risk of harm or abuse.

#### Want to know more?

- Go to [www.glh.org.uk/itmatters](http://www.glh.org.uk/itmatters).
- Read the Care Act 2014 legislation: <http://bit.ly/2RDzBuQ>.
- Read Social Care Institute for Excellence's types and indicators of abuse: <http://bit.ly/2SU1ZX6>.

## Get in touch

If you would like more information about Golden Lane Housing:

0300 003 7007

Parkway Four  
Parkway Business Centre  
Princess Road  
Manchester  
M14 7HR

Email: [enquiries@glh.org.uk](mailto:enquiries@glh.org.uk)

Go to: [www.glh.org.uk](http://www.glh.org.uk)

Follow us on Twitter: [@GoldenLaneHouse](https://twitter.com/GoldenLaneHouse)

Golden Lane Housing Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, registered number 8734, and a Registered Provider of Social Housing, registered number 4803

**SPEAK OUT**  
**It matters**