



Playing our Role Think Family

Safeguarding Strategy 2024 – 2027

STATEMENT

Safeguarding is about taking actions to promote the health, safety and welfare of the people we work with – our tenants, customers and colleagues.

We have a vital role to play in safeguarding children, young people and adults at risk. We will strive to create a place where everyone feels safe to raise concerns, and receives a timely and appropriate response.

PURPOSE



Guidance
Principles for prevention and early intervention



Clarity
A structured approach to prevent abuse and neglect



Governance
Meeting statutory requirements

Our purpose and priorities

We will effectively respond to risk and need at the right time. Our offer will be safety-led and non-judgemental. Our skilled colleagues will be professionally curious and confident to escalate concerns and deliver direct support to an individual, not a case number.

We will continue to play our role and work with partner agencies, ensuring that our contribution to safeguarding processes is consistently excellent and results in life-changing interventions.



Context

Our last strategy 'playing our role' enabled us to shape the way we approach safeguarding as an organisation.

This three-year strategy follows sets out how we will continue to develop our approach to safeguarding, ensuring we focus upon early identification and response, self-reflection and learning and ensure we can play our role and work in partnership with other agencies.

This strategy aligns to the People & Services focus within the 2024-2029 Group Corporate Plan.

Safeguarding principles

Four principles will underpin our safeguarding approach and deliver a whole-systems approach to safeguarding:

1. The Right Response

We are in a unique position to get 'behind the front door' where other services struggle. We have frequent contact with tenants and customers, providing multiple opportunities to identify risk and provide the links to the right support at the right time.

This means a focus on through continuous training, robust procedures and prevention. We will ensure that vulnerability and need are identified and responded to as early as possible and in a way which helps prevent escalation.

2. Think Family

We will develop an approach that encourages professional curiosity, considers the needs of the whole household and seeks to understand the lived experience of children, young people and adults at risk, and achieves positive outcomes for all.

3. Collaboration

We will develop new and strengthen existing relationships with key partners, using these to deliver more effective and joined-up solutions to safeguard the adults, children and young people who live in our homes and access our services.

By fostering greater understanding and information sharing between agencies, we will play our part to develop multi-agency procedures.

4. Learning

We will improve case management processes to record and maintain safeguarding information. Training and support will be made available so that all relevant Torus colleagues are clear on what is expected of them in terms of recording safeguarding interactions.

We will also use learning circles, testing and audits to make sure continual improvements are being achieved.

Making it happen

The Torus safeguarding vision will be brought to life using the approach set out on this page.

It will be supported by partnership working for both child and adult safeguarding, and driven by a culture of performance and insight. We will work consistently and conscientiously, making sure services reflect the needs of the child, young person or adult at risk.

Actions and outcomes

The Right Response

- Launch and embed an internal threshold of need guidance resource
- Create service-specific toolkits that link to job roles and required training levels
- Agree how teams will use Early Help Assessment Tools and what training will be required
- Hold at least three awareness events per year, tailoring content to meet specific colleague needs and responsibilities

Collaboration

- Regularly review partnerships and our presence at external forums and networking groups
- Continue to attend safeguarding boards and contribute to local and national goals and initiatives
- Audit information sharing processes and systems, and design a seamless customer experience from identifying risk or need to receiving the right support

Think Family

- Review the terms of reference and membership of the Children's Subgroup
- Ensure core systems and processes are developed with a safeguarding lens, including:
 - Management transfers
 - Code of conduct
 - Case management

Learning

- Introduce a supervision model to monitor team performance, and identify training and support needs
- Develop the dashboard as a performance management tool
- Contribute to multi-agency audits and reviews, using best practice findings to inform service changes
- Monitor serious case reviews and near misses
- Continually test the effectiveness of our safeguarding approach through audits, case reviews and data analysis
- Develop and roll out 7-minute briefings and awareness raising initiatives
- Design effective tenant and service user feedback mechanisms

Measuring success

Safeguarding children and adults in a changing world makes continual improvements essential. A structured approach to performance and impact measurement ensures we understand and reflect evolving need.

The Right Response

- Increase in number of ABC Respond alerts from across business areas
- Reduce in repeat ABC Respond alerts
- Increase in the use of tools to measure risk
- Increase in identification of domestic abuse

Think Family

- Accurate capture of all interactions with tenants
- Monitoring of Vulnerability indicators
- Increase in use of assessment tools for working with families with emerging needs
- Increased partnership working

Collaboration

- Feedback from stakeholders and customers
- Attend, feedback, bring back learning –
- Reports – quality assess (CP) Monitoring of attendance at multi-agency meetings
- Evidence of effective information sharing

Learning

- Consistent approach to reporting concerns and outcomes
- Increase in quality of case records
- Representation at multi-agency forums

Monitoring and Evaluation

