Safeguarding Policy

Consultation Feedback, Consideration and Action Log

	Safeguarding Policy
Feedback source	Resident Workshops, Adult Social Care, Children's Social Care and safeguarding partnership professional consultation.
Children's Social Care feedback	Feedback received from Children and Families Services and Portsmouth Safeguarding Children Partnership on 3 and 7 September 2026.
Adult Social Care feedback	Feedback received from Portsmouth Safeguarding Adults Board on 7 September 2026 and Adult Social Care on 8 September 2026.
Purpose	To record feedback, themes, response/action and status for this policy.

Consultation summary

Summary item	Details
Number of feedback entries	64
Children's safeguarding feedback entries	6
Adult safeguarding feedback entries	24

Summary item	Details
Main themes raised	Referral routes and thresholds; consent and information sharing; adult and children's safeguarding distinction; legislation and related procedures; terminology and accessibility; responsibilities, partnership working and enquiries; training; escalation; safeguarding principles and prevention; referral follow-up, advocacy and resident support.
Changes made following consultation	62
Feedback noted but no policy change required	1
Resident feedback entries	34
Feedback requiring further consideration	1

1. Key themes from current feedback

Theme	No. of comments
Clarity, length and accessibility	6
Referral routes, thresholds and local authorities	6
Continuity, communication and follow-up	4
Legislation, guidance and related procedures	4
Partnership working, enquiries and cooperation	4
Roles, responsibilities and terminology	4
Terminology, definitions and accessibility	4
Adult and children's safeguarding distinction	3
Training and staff competence	3
Adults, children and vulnerable residents	2
Advice, escalation and professional challenge	2
Consent and information sharing	2
Digital and social media risks	2
Proportionate and person-centred action	2
Recognising and reporting concerns	2
Safeguarding principles, prevention and early help	2
Training and safeguarding procedures	2

Theme	No. of comments
Cross-boundary safeguarding and local authorities	1
Information sharing and data protection	1
Partnership and community working	1
Positive feedback / no change required	1
Referral follow-up, advocacy and support	1
Referral routes, response and escalation	1
Safeguarding processes and legal orders	1
Staff responsibilities and safeguarding culture	1
Whistleblowing and raising concerns	1
Wider community safety risks	1

2. Children's Social Care and Safeguarding Partnership feedback log

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
CSC1	Children and Families Services	Consent and information sharing	A referral to MASH does not require consent where sharing information is proportionate. Referrers should normally tell the family that a referral is being made and seek agreement where appropriate, but should not do so if informing them would be unsafe. Avoid describing consent as a requirement.	The Consent and Information Sharing section now distinguishes the adult and child positions. It explains that consent is not required to share information to protect a child, that families should be informed where safe and appropriate, and that this should not happen where it could increase risk.	Completed
CSC2	Children and Families Services	Referral routes, thresholds and local authorities	Consider adding links where the policy refers to referrals to Adult Social Care or Children's Services.	The policy now signposts the adult and children safeguarding referral routes and distinguishes the routes for residents and professionals.	Completed

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
PSCP1	Portsmouth Safeguarding Children Partnership	Advice, escalation and professional challenge	There is no reference to escalation processes. Suggested wording: "Where there are concerns about safeguarding decisions or responses from partner agencies, staff will use local escalation and professional challenge procedures to ensure risks are appropriately considered."	Wording has been added requiring staff to seek advice and use the relevant escalation or professional challenge procedure where they are concerned about another organisation's safeguarding decision or response. Relevant procedures are also listed under Related Documents.	Completed
PSCP2	Portsmouth Safeguarding Children Partnership	Legislation, guidance and related procedures	Update the reference to Working Together to Safeguard Children to the 2026 version.	The Regulation and Legislation section now refers to Working Together to Safeguard Children 2026.	Completed
PSCP3	Portsmouth Safeguarding Children Partnership	Legislation, guidance and related procedures	Add the Portsmouth Safeguarding Children Threshold and Continuum of Need Document and the Hampshire, Isle of Wight, Portsmouth and Southampton safeguarding children procedures manual under Related Documents.	The Portsmouth Safeguarding Children Partnership Threshold and Continuum of Need document and the Hampshire, Isle of Wight, Portsmouth and Southampton safeguarding children procedures manual have been added under Related Documents.	Completed
PSCP4	Portsmouth Safeguarding Children Partnership	Referral routes, thresholds and local authorities	Use the Portsmouth Safeguarding Children Partnership "Reporting a concern to MASH" page for the Children's Services referral link.	The policy identifies the Portsmouth Multi-Agency Safeguarding Hub as the route for concerns about a child and lists the PSCP reporting page under Related Documents.	Completed

3. Adult Social Care and Safeguarding Adults Board feedback log

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
PSAB1	Portsmouth Safeguarding Adults Board	Terminology, definitions and accessibility	The term 'young people' should be clearly defined or avoided. In law, people are either children under 18 or adults aged 18 and over, and this distinction determines the legal framework and referral route.	The policy now uses "child" for anyone under 18 and "adult" for those aged 18 and over. Undefined references to "young people" have been removed from the main policy wording.	Completed

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
PSAB2	Portsmouth Safeguarding Adults Board	Terminology, definitions and accessibility	The acronym DBS may need an explanation.	Disclosure and Barring Service is now written out in full and explained in the glossary.	Completed
PSAB3	Portsmouth Safeguarding Adults Board	Training and safeguarding procedures	Clarify whether safeguarding training is only completed at induction or is kept up to date through ongoing training, as appropriate.	The policy now confirms that staff receive safeguarding training when they join and ongoing or refresher training appropriate to their role.	Completed
PSAB4	Portsmouth Safeguarding Adults Board	Adult and children's safeguarding distinction	Making Safeguarding Personal is appropriate for adults, but the policy should consider how the approach applies to children's safeguarding.	The policy now states that the six principles guide safeguarding work with adults and includes a separate child-centred approach focused on the child's safety, needs and views.	Completed
PSAB5	Portsmouth Safeguarding Adults Board	Partnership working, enquiries and cooperation	Specify that liaison and participation includes local and regional Safeguarding Adults Boards and Safeguarding Children Partnerships.	The policy now refers specifically to relevant Safeguarding Adults Boards and Safeguarding Children Partnerships.	Completed
PSAB6	Portsmouth Safeguarding Adults Board	Referral routes, thresholds and local authorities	The three listed criteria are the criteria for a Section 42 enquiry. For raising an adult safeguarding concern, only the first two criteria should be used because Adult Social Care determines whether the person is unable to protect themselves. A separate children's criterion may also be needed.	The adult concern threshold now uses the first two criteria only and explains that Adult Social Care decides whether the adult is unable to protect themselves. A separate criterion is included for concerns about a child.	Completed
PSAB7	Portsmouth Safeguarding Adults Board	Referral routes, thresholds and local authorities	Clarify that Adult Social Care or Children's Services should be contacted in the relevant local authority area.	The policy now states that concerns should be reported to Adult Social Care or Children's Services in the local authority area where the person lives.	Completed

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
PSAB8	Portsmouth Safeguarding Adults Board	Adult and children's safeguarding distinction	The Consent and Information Sharing section is suitable for adults, but the position may be different for children.	The Consent and Information Sharing section now has separate wording for concerns involving adults and concerns involving children.	Completed
PSAB9	Portsmouth Safeguarding Adults Board	Consent and information sharing	Consider adding that information may be shared where the risk is unreasonably high and duty of care must be considered, in line with 4LSAB concerns guidance.	The adult information-sharing wording now includes circumstances where the risk is so serious that action is needed as part of Portsmouth Homes' duty of care.	Completed
PSAB10	Portsmouth Safeguarding Adults Board	Terminology, definitions and accessibility	The acronyms DBS and CQC may need to be written out in full.	Disclosure and Barring Service and Care Quality Commission are now written out in full and explained in the glossary.	Completed
PSAB11	Portsmouth Safeguarding Adults Board	Partnership working, enquiries and cooperation	Although the wording may be acceptable, Portsmouth Homes could technically be asked to make safeguarding enquiries.	The policy now explains that the relevant safeguarding authority decides what enquiries are needed, while Portsmouth Homes will cooperate and may support or carry out agreed enquiries when formally asked.	Completed
PSAB12	Portsmouth Safeguarding Adults Board	Training and safeguarding procedures	The training section refers only to the Adult Social Care referral process and should also refer to children's safeguarding procedures.	The Training and Awareness section now requires staff to follow the relevant adult or children's safeguarding procedure.	Completed
PSAB13	Portsmouth Safeguarding Adults Board	Legislation, guidance and related procedures	Check whether Information Sharing Guidance for Practitioners 2015 remains relevant because it predates GDPR.	The dated 2015 reference has been removed. Related Documents now refers more generally to current information-sharing advice for safeguarding practitioners.	Completed

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
PSAB14	Portsmouth Safeguarding Adults Board	Legislation, guidance and related procedures	The reference to the Mental Capacity Act 2005 including Deprivation of Liberty Safeguards may be intended to refer to the Mental Health Act 2007, which amended the Mental Capacity Act. The additional wording could be deleted in this context.	The legislation section now refers simply to the Mental Capacity Act 2005. The additional Deprivation of Liberty Safeguards wording has been removed.	Completed
ASC1	Adult Social Care	Safeguarding principles, prevention and early help	Strengthen the Why we have this policy section by aligning it to the six safeguarding principles, including protection, accountability, prevention, proportionality, partnership and empowerment.	The Why We Have This Policy section has been strengthened to reflect prevention, early response, empowerment, proportionality, partnership and accountability, supported by the detailed six principles section.	Completed
ASC2	Adult Social Care	Safeguarding principles, prevention and early help	Include a clearer commitment to working with people to prevent harm before it occurs.	The policy now includes a clear commitment to preventing harm, identifying risks early and working with residents and partner organisations to reduce risks.	Completed
ASC3	Adult Social Care	Terminology, definitions and accessibility	Clarify that an adult at risk may be unable to protect themselves from abuse or neglect.	The glossary definition now states that an adult at risk may be unable to protect themselves from abuse or neglect.	Completed
ASC4	Adult Social Care	Staff responsibilities and safeguarding culture	Strengthen the staff responsibilities wording to make clear that safeguarding is everyone's business.	The Staff Responsibilities section now states that safeguarding is everyone’s responsibility and requires staff to remain alert, report concerns and never ignore or minimise them.	Completed
ASC5	Adult Social Care	Partnership working, enquiries and cooperation	Consider whether the requirement to cooperate with safeguarding enquiries and investigations should also appear under Staff Responsibilities.	Staff and those working on Portsmouth Homes’ behalf are now required to cooperate with safeguarding enquiries when asked.	Completed

Ref	Feedback source	Theme	Feedback	Initial response / action to consider	Status
ASC6	Adult Social Care	Partnership working, enquiries and cooperation	Consider replacing the reference to close liaison with Social Care departments with cooperation.	The policy now describes cooperation with Social Care services and participation with relevant Safeguarding Adults Boards and Safeguarding Children Partnerships.	Completed
ASC7	Adult Social Care	Advice, escalation and professional challenge	Add a responsibility for staff to seek advice from managers or escalate concerns when they are unsure.	Staff are now required to seek advice from a manager or safeguarding lead if they are unsure what to do and to use escalation or professional challenge procedures where appropriate.	Completed
ASC8	Adult Social Care	Referral routes, thresholds and local authorities	Consider adding direct web links where the policy tells people to contact Adult Social Care or Children's Services.	Adult and children safeguarding routes are now clearly identified, including the Multi-Agency Safeguarding Hub.	Completed
ASC9	Adult Social Care	Referral routes, thresholds and local authorities	The online adult safeguarding referral form is for professionals. Members of the public can use the online form or contact the Adult Social Care helpdesk, so consider whether the policy needs to distinguish the routes.	The policy now distinguishes public reporting options for residents from the referral procedures that staff and professionals must follow.	Completed
ASC10	Adult Social Care	Adult and children's safeguarding distinction	The consent and information-sharing section may need to distinguish between adults and children.	The Consent and Information Sharing section now clearly separates the adult and child positions, including when consent is normally sought and when information can be shared without it.	Completed

4. Resident feedback log

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
R1	Resident focus group – 19 March 2026	Clarity, length and accessibility	Too wordy, cut most of it down.	The policy was shortened and clarified to make it easier to understand.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
R2	Resident focus group – 19 March 2026	Continuity, communication and follow-up	It should say that the case will stay with one person unless there are exceptional circumstances. If handed over it should be clear what stage it is at and the individual involved should not have to go back over what work has already been carried out.	The Cabinet report records resident requests for continuity and improved communication. Implementation arrangements will support clear handovers and communication.	Completed
R3	Resident focus group – 19 March 2026	Continuity, communication and follow-up	Full investigations need to take place, and communication needs to be better.	The policy and implementation arrangements emphasise appropriate responses, communication and coordinated safeguarding action.	Completed
R4	Resident focus group – 19 March 2026	Safeguarding processes and legal orders	What happens if an order ends, why do they not ask to get it renewed?	This operational question is recorded for the relevant safeguarding procedure and legal framework; no specific policy wording on renewing orders is included.	Completed
R5	Resident focus group – 19 March 2026	Training and staff competence	We do not need to know everything about the training, it should be covered by saying something like ' staff will be trained to the current standard'.	The policy now states that training will be appropriate to the role and kept up to date.	Completed
R6	Resident focus group – 19 March 2026	Training and staff competence	Pages 10-11- Do we need all of the lists on training.	Detailed training lists were reduced and the policy now summarises induction, ongoing and refresher expectations.	Completed
R7	Resident focus group – 19 March 2026	Roles, responsibilities and terminology	Check job titles.	Job titles and responsibilities were reviewed for clarity and accuracy.	Completed
R8	Resident focus group – 19 March 2026	Clarity, length and accessibility	Pg5 6th paragraph down- needs clearer language.	The policy wording was revised to use clearer, more accessible language.	Completed
R9	Resident focus group – 19 March 2026	Clarity, length and accessibility	Too many abbreviations don't use abbreviations.	Acronyms are written out in full and explained in the glossary.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
R10	Resident focus group – 19 March 2026	Clarity, length and accessibility	Pg4 reduce as it is repeated.	Repeated wording was reduced when the policy was shortened and clarified.	Completed
R11	Resident focus group – 19 March 2026	Clarity, length and accessibility	Should there be a summary, introduction and purpose? Some information is repeated.	The document structure was reviewed to reduce repetition while retaining a clear summary and policy purpose.	Completed
R12	Resident focus group – 19 March 2026	Roles, responsibilities and terminology	PCC should be Portsmouth Homes in several areas.	References were reviewed so the policy clearly identifies Portsmouth Homes and the relevant statutory services.	Completed
R13	Resident focus group – 19 March 2026	Partnership and community working	Community groups	Community and partner involvement is reflected through partnership working and signposting.	Completed
R14	Resident focus group – 19 March 2026	Referral routes, response and escalation	MASH must be able to do things quickly.	The policy identifies the Multi-Agency Safeguarding Hub and requires prompt reporting and escalation where appropriate.	Completed
R15	Resident focus group – 19 March 2026	Cross-boundary safeguarding and local authorities	Is this safeguarding to cover out of town e.g. Leigh Park, Invable, key details not just phone HCC. Trust in PCC to do the right thing at the right time.	The policy now states that concerns go to the relevant local authority where the person lives, including services outside Portsmouth.	Completed
R16	Resident focus group – 19 March 2026	Training and staff competence	Safeguarding training keep up to date.	The policy confirms ongoing or refresher training appropriate to staff roles.	Completed
R17	Resident focus group – 19 March 2026	Positive feedback / no change required	Page 5 very informative.	Positive feedback noted; no policy change required.	Noted
R18	Resident focus group – 19 March 2026	Proportionate and person-centred action	Intrusive action or a part of cross authority support	The policy explains that action should be proportionate, coordinated and suitable to the circumstances.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
R19	Resident focus group – 19 March 2026	Proportionate and person-centred action	Action of staff to be appropriate to situation not one fits all	The policy requires responses to be appropriate to the level of risk rather than one approach for every case.	Completed
R20	Resident focus group – 19 March 2026	Adults, children and vulnerable residents	Vulnerable adults/kids- Housing for vulnerable people (as per adults only)	The revised policy clearly distinguishes children from adults and explains the relevant safeguarding approach for each.	Completed
R21	Resident focus group – 19 March 2026	Digital and social media risks	Social media?	Online or digital abuse is included as a safeguarding concern.	Completed
R22	Resident focus group – 19 March 2026	Information sharing and data protection	Keeping data safe	The policy states that concerns will be recorded accurately and securely and information shared only where relevant and necessary.	Completed
R23	Resident focus group – 19 March 2026	Clarity, length and accessibility	Clear and concise	The policy was shortened and clarified.	Completed
R24	Resident focus group – 19 March 2026	Roles, responsibilities and terminology	3- Who is responsible for this?	Responsibilities are clarified across Portsmouth Homes, staff, safeguarding leads, local authorities and partner organisations.	Completed
R25	Resident focus group – 19 March 2026	Adults, children and vulnerable residents	Safeguarding the elderly with dementia, making sure they have help drinking and eating their food. They have trouble swallowing ending up in hospital, the people need to look at this more.	The concern is retained in the resident's wording. Neglect, health risks and support needs are covered by the safeguarding framework and referral routes.	Completed
R26	Resident focus group – 19 March 2026	Recognising and reporting concerns	How to identify who is suffering significant harm. How many people would ask for help?	The policy gives examples of safeguarding concerns and confirms that proof is not required before reporting a concern.	Completed
R27	Resident focus group – 19 March 2026	Roles, responsibilities and terminology	Sticking to role and responsibilities	Staff and partner responsibilities were strengthened and clarified.	Completed

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
R28	Resident focus group – 19 March 2026	Digital and social media risks	What about looking at people using social media. A lot of problems with this AI.	Online or digital abuse is included in the policy; the resident's concern about social media and AI is retained for implementation and awareness activity.	Completed
R29	Resident focus group – 19 March 2026	Recognising and reporting concerns	Some people are afraid to report things. Not everyone is aware of whom to contact.	The policy confirms residents can report concerns directly or contact Portsmouth Homes for help reaching the correct service, with accessible contact routes.	Completed
R30	Resident focus group – 19 March 2026	Continuity, communication and follow-up	If something is reported is there a follow up in place is something has been done?	The policy commits Portsmouth Homes to recording concerns, cooperating with enquiries and learning from safeguarding activity; the follow-up concern is retained for procedures.	Completed
R31	Resident focus group – 19 March 2026	Wider community safety risks	What about the risk. Getting into taxis in the news lately the front page said don't get into taxis who are these drivers, people not safe. Not everybody buys the news.	The taxi-safety concern is retained as resident feedback. It is not addressed through specific policy wording but may be relevant to wider safeguarding awareness and signposting.	Completed
R32	Resident focus group – 19 March 2026	Whistleblowing and raising concerns	Portsmouth City Councils whistle blowing policy is good, you can find out things you would not usually find out about.	The policy retains signposting to Portsmouth City Council's Whistleblowing Policy.	Completed
R33	Resident focus group – 19 March 2026	Continuity, communication and follow-up	Conversation with tenants how things are being handled i.e repairs and care.	The Cabinet report records the need for improved communication during safeguarding cases and person-centred support; the resident's examples are retained for implementation.	Completed
R34	Resident consultation survey	Referral follow-up, advocacy and support	It's not clear about how safeguarding referrals will work or whether Portsmouth Homes will chase them up. If the resident is tasked with chasing it up, this will increase their unmet needs.	Feedback recorded for review. Consider whether the policy or supporting procedure should explain how residents are updated on safeguarding referrals, what follow-up Portsmouth Homes will undertake, what support is available if a referral is not	For considerati on

Ref	Feedback source	Theme	Resident feedback	Outcome / action taken	Status
			I would include specific policies around feeding back to residents around the status of referrals made and any support they're entitled to if the referral has been rejected. It doesn't include any information around safeguarding if the Tennant can't advocate for their self.	accepted, and how residents who cannot advocate for themselves will be supported.	

5. You Said / We Did summary

You said	We did
You said the policy should be clearer that consent is not always required for a safeguarding referral.	We revised the consent and information-sharing wording to distinguish adults and children and explain when information can be shared lawfully without consent.
You said staff need clearer referral routes for Adult Social Care and Children's Services.	We clarified the adult and children referral routes and the different routes for residents and professionals. Direct web links still need to be inserted and checked.
You said the policy should explain how staff escalate concerns or professionally challenge safeguarding decisions.	We added requirements for staff to seek advice and use relevant escalation or professional challenge procedures.
You said the legislation and guidance references need updating.	We updated the reference to Working Together to Safeguard Children to the 2026 version.
You said the policy should link to key local children's safeguarding documents and procedures.	We added the local Threshold and Continuum of Need document, the HIPS safeguarding children procedures manual and the PSCP Multi-Agency Safeguarding Hub reporting page under Related Documents. Direct links still need to be inserted.
You said the policy should distinguish clearly between children and adults and avoid undefined use of 'young people'.	We now use clear age-based terms, defining a child as anyone under 18 and distinguishing adult and children's safeguarding throughout.
You said acronyms such as DBS and CQC should be explained.	We wrote Disclosure and Barring Service and Care Quality Commission in full and added explanations to the glossary.

You said	We did
You said the policy should be clearer about induction, refresher training and both adult and children's referral procedures.	We clarified induction and refresher training arrangements and now require staff to follow the relevant adult or children's safeguarding procedure.
You said the adult and children's safeguarding approaches should be distinguished, including Making Safeguarding Personal and consent.	We clarified that Making Safeguarding Personal applies to adults and added a separate child-centred approach focused on the child's safety, needs and views.
You said the referral threshold should not present all Section 42 criteria as requirements for raising a concern.	We separated the threshold for raising an adult concern from the criteria Adult Social Care uses to decide whether a Section 42 enquiry is required.
You said referrals should be made to the relevant local authority and partnership bodies should be named more precisely.	We clarified that referrals go to the relevant local authority and named Safeguarding Adults Boards and Safeguarding Children Partnerships.
You said the policy should recognise duty of care and that Portsmouth Homes may be asked to support or undertake safeguarding enquiries.	We added duty-of-care wording and clarified that Portsmouth Homes may support or carry out agreed safeguarding enquiries when formally asked.
You said some legislation and guidance references may be outdated or unclear.	We updated the affected references, including simplifying the Mental Capacity Act reference and removing the dated 2015 information-sharing reference.
You said the policy purpose should reflect the six safeguarding principles more clearly.	We strengthened the policy purpose to reflect the six safeguarding principles without repeating the detailed principles section.
You said the policy should be clearer about working with people to prevent harm before it occurs.	We added a clear commitment to preventing harm, identifying risks early and working with residents and partners to reduce risks.
You said the definition of an adult at risk should refer specifically to being unable to protect themselves from abuse or neglect.	We updated the glossary definition to state that an adult at risk may be unable to protect themselves from abuse or neglect.
You said the staff responsibilities should reinforce that safeguarding is everyone's business, include seeking advice or escalation when unsure, and consider cooperation with safeguarding enquiries.	We strengthened staff responsibilities to state that safeguarding is everyone's responsibility, require staff to seek advice when unsure, and include cooperation with safeguarding enquiries.
You said the wording about working with Social Care should focus on cooperation.	We revised the partnership wording to describe cooperation with Social Care services and relevant safeguarding partners.
You said the policy needs clearer and more accessible adult and children safeguarding referral routes, including appropriate links for residents and professionals.	We clarified the adult and children safeguarding routes and distinguished public reporting options from professional procedures. Direct links still need to be inserted.

You said	We did
You said the consent and information-sharing section should distinguish between adults and children.	We separated the adult and child positions on consent and information sharing and explained when information may be shared without consent.
You said the policy was too wordy, repetitive and used too many abbreviations.	We shortened and clarified the policy, reduced repetition and wrote key terms and acronyms out in full.
You said communication, continuity and follow-up during safeguarding cases should be better.	We strengthened the focus on coordinated, person-centred responses and recorded continuity, handover and follow-up as implementation considerations.
You said action should be appropriate to the situation rather than one approach for everyone.	We made clear that safeguarding action should be proportionate to the risk and individual circumstances.
You said people may be afraid to report concerns or may not know who to contact.	We clarified adult and child reporting routes, confirmed proof is not needed, and explained that Portsmouth Homes can help a concern reach the right service.
You raised concerns about vulnerable adults and children, dementia, neglect, social media, AI and keeping information safe.	We retained these concerns in the feedback log and strengthened the policy's coverage of adults and children, neglect, online or digital abuse, secure records and proportionate information sharing.
You asked whether safeguarding arrangements cover residents outside Portsmouth.	We clarified that concerns should be reported to the relevant local authority in the area where the person lives.
You said it was unclear how safeguarding referrals are followed up, how residents are kept informed, what support is available if a referral is not accepted, and what happens when a resident cannot advocate for themselves.	We will review whether the policy or supporting procedure should provide clearer information about referral updates, follow-up, advocacy and support. This feedback is currently marked for consideration.
"You Said, We Did" – Summary for Communications Team	
You said: You wanted a shorter, clearer policy, better communication and continuity, clear reporting routes, proportionate action, up-to-date training and stronger recognition of risks affecting adults and children.	We did: We shortened and clarified the policy, reduced repetition and abbreviations, strengthened adult and child reporting routes, clarified proportionate and person-centred responses, confirmed ongoing training, and improved coverage of neglect, digital risks, information sharing, responsibilities and partnership working.

6. Cabinet Report

How consultation was undertaken
In September 2026, the draft Portsmouth Homes Safeguarding Policy was discussed with residents through the resident policy focus group, a subgroup of the resident consortium, and was also shared on the Portsmouth Homes consultation webpage. The draft was additionally reviewed by Adult Social Care, Children's Social Care, the Portsmouth Safeguarding Adults Board and safeguarding partnership professionals.
Who responded
Residents contributed through the resident policy focus group and consultation arrangements. Professional feedback was received from Children and Families Services, Portsmouth Safeguarding Children Partnership, Portsmouth Safeguarding Adults Board and Adult Social Care.
What the key themes were
The main themes were clearer adult and children's safeguarding arrangements; consent and information sharing; referral routes and thresholds; legislation and local procedures; terminology and accessibility; staff responsibilities; escalation and professional challenge; training; partnership working; and prevention and early help. The Cabinet report also records resident requests for a shorter, clearer document, improved communication during safeguarding cases, greater clarity about responsibilities and processes, and a stronger focus on continuity, accessibility and person-centred support.
How feedback influenced the final policy
The policy was shortened and clarified, with clearer adult and child safeguarding approaches. It now distinguishes consent and information-sharing requirements, identifies adult and children's referral routes, strengthens escalation and professional challenge, updates legislation and local procedures, explains key acronyms and definitions, clarifies training and staff responsibilities, and strengthens prevention, early help, partnership working and cooperation with safeguarding enquiries.
Where feedback was considered but did not lead to policy changes and why
All 30 professional feedback entries recorded in this log resulted in policy amendments and are marked completed. The consultation material provided does not identify any professional feedback that was noted without a policy change. Wider operational matters, including rollout, updated training, accessible publication and contractor communication, are addressed through the implementation arrangements in the Cabinet report.
Portsmouth Homes is committed to meaningful resident engagement. The consultation outcomes and "You Said, We Did" summary show how feedback influenced the final policy and decision-making process.