

Summary

Our approach to safeguarding and promoting the welfare of children, young people, and adults at risk. It applies to all aspects of our work and to everyone working for Local Authority Housing (LAH) Landlord Services.

We take safeguarding very seriously. We are committed to providing the right advice, support, and training to staff to enable us to work in partnership with other specialist agencies in accordance with statutory requirements and local information sharing agreements.

We all have a role in enabling children and adults to live a life free from abuse or neglect. This cannot be achieved by any single agency. Every organisation and person who comes into contact with a child or adult, has a responsibility and a role to play to help keep them safe and have awareness of their responsibilities in line with our policy and processes.

Effective date

22 February 2024

Review

We will review this Policy every 3 years or when there has been an update to legislative, regulatory, best practice or operational changes.

Version

Version 1.0

Contents

1	Introduction	3
2	Purpose.....	3
3	The six safeguarding principles.....	4
4	Cross Authority and Partnership working	4
5	Recruitment of staff	6
6	Role and responsibilities	6
7	Whistle Blowing.....	8
8	Propriety and Behaviour.....	8
9	Powers and positions of trust	9
10	Safeguarding Procedures	10
11	Training and information giving	10
	DSL and Deputies.....	10
	ALL other staff	11
	All staff (including Volunteers)	11
12	Early Help and Prevention	12
13	Reporting Procedures	13
14	Disclosure of Information	13
15	Refusal of consent	14
16	Allegations against staff and adults in a position of trust.....	15
17	The Local Authority Designated Officer (LADO)	15
18	Conducting an investigation	16
19	Regulation and legislation	16
20	Related documents	16
21	How to report a concern for a child	17
22	How to report a concern for an adult.....	17
23	What have we done to make sure this Policy is fair?	18
24	How to feedback	18

1 Introduction

The principle of safeguarding is the same for both children under 18 and adults at risk (sometimes referred to as vulnerable adults): - that everyone has a duty to protect children and adults at risk from harm. We all have a role in enabling children and adults to live a life free from abuse or neglect. This cannot be achieved by any single agency. Every organisation and person who comes into contact with a child or adult has a responsibility and a role to play to help keep them safe.

As a social housing provider working with children, young people, and families, we have specific statutory duties under Section 11 of the Childrens Act 2004, to promote the welfare of children and young people, and ensure they are protected from harm. We also have statutory responsibilities for safeguarding adults, for example from the Human Rights Act (1998); the Mental Capacity Act (2005), and the Care Act (2014).

This policy applies to all staff and contractors who work within Portsmouth City Council's, Local Authority Housing Landlord Service.

Any reference in this policy to 'we', 'our' or 'us' refers to Portsmouth City Council, Local Authority Housing.

Any reference in this policy to 'tenant', 'customer' or 'resident' refers to Portsmouth City Council, Local Authority Housing secure tenant or leaseholder.

We are committed to the safeguarding of its licensees; tenants; leaseholders; shared owners; and their household members, both over and under the age of 18; as well as its staff members and contractors (from herein these will be referred to as "individuals").

2 Purpose

We are committed to ensuring that:

- All individuals, regardless of age, disability, gender, racial heritage, religious belief and sexual orientation or identity have the right to protection from harassment, harm, or abuse
- All individuals, staff, and contractors working on our behalf, are responsible for safeguarding and promoting the welfare of others and will be briefed and receive training as appropriate, on safeguarding policy and procedures
- Safeguarding is everyone's responsibility
- Responsibility for the protection of children, young people, and adults at risk is shared because people are safeguarded only when all individuals and relevant agencies accept responsibility and cooperate with one another

- Any individual who is suffering, or likely to suffer, significant harm, is identified, and appropriate action taken to see that individuals are kept safe
- The environment will be one in which all people feel valued and respected, and are encouraged and supported to raise any concerns they have about their own safety and welfare and the safety and welfare of others
- An environment is promoted in which everyone feels valued and able to communicate their wishes and feelings successfully
- Disclosures about abuse or neglect and allegations against persons in a position of trust made by individuals and employees alike will always be taken seriously and reported in line with procedures and with due regard to the privacy of the individuals and their families
- All staff and people working on our behalf should clearly understand the need to maintain appropriate boundaries in their dealings with individuals. Intimate relationships between staff and individuals will be regarded as a grave breach of trust
- Safeguarding procedures provide a clear framework for raising concerns or worries about a young person or vulnerable adult and should be read and understood by all staff
- Forced marriages. This policy includes children, young people and adults who are being forced to marry, or those who fear they may be forced to marry.

3 The six safeguarding principles

- **Empowerment** People being supported and encouraged to make their own decisions and informed consent.
- **Prevention** It is better to take action before harm occurs.
- **Proportionality** The least intrusive response appropriate to the risk presented.
- **Protection** Support and representation for those in greatest need.
- **Partnership** Local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect and abuse.
- **Accountability** Accountability and transparency in safeguarding practice.

4 Cross Authority and Partnership working

We work across Portsmouth and with the neighbouring social care teams of Hampshire, Southampton, and Portsmouth to ensure a consistency of approach and that individuals are protected, we are a member of both the Portsmouth Safeguarding Children Partnership and the Portsmouth Safeguarding Adults Board.

The Portsmouth Safeguarding Children Partnership (PSCP)

The PCSP brings together all the main organisations who work with children and families in Portsmouth, with the aim of ensuring that they work together effectively to keep children safe. Contact information can be found at [Home - Portsmouth Safeguarding Children Board \(portsmouthscp.org.uk\)](https://www.portsmouthscp.org.uk)

The [Hampshire, IOW, Portsmouth, and Southampton \(HIPS\) procedures](#) provides overarching guidance and procedures on safeguarding issues which have been agreed by all four LSCPs, and which have been developed and adopted by PSCP, and in turn us.

A manual has been developed to provide a set of chapters which comply with [Working Together to Safeguard Children](#). The content is intended to be accessible to a wide range of staff from organisations that have responsibilities to identify children with unmet needs and/or at risk of abuse, and to keep them safe.

Where a local approach has been developed regarding a safeguarding issue, this is supported by local procedures which supplement those used across the region. These are highlighted on each of the relevant safeguarding issue pages and are referred to by us when working with children and young people. Policies and procedures are frequently updated to ensure that they meet emerging requirements and challenges.

The Portsmouth Safeguarding Adults Board

The Portsmouth Safeguarding Adults Board is a multi-agency strategic partnership that oversees and leads adult safeguarding in Portsmouth. Contact information can be found at [Portsmouth Safeguarding Adults Board \(portsmouthsab.uk\)](https://www.portsmouthsab.uk).

Adult safeguarding multi-agency policy, process and guidance has been produced with contributions from partner agencies of the four Local Safeguarding Adults Boards (4LSABs) in Southampton, Hampshire, Isle of Wight, and Portsmouth. The content applies to adults over the age of 18, across the geographical areas covered by the 4LSABs and is fully endorsed and supported by each of the Boards. 4LSAB policies can be found on the PSAB website at [Policies & Procedures \(portsmouthsab.uk\)](https://www.portsmouthsab.uk)

The guidance supports partnership working and good practice in adult safeguarding across the whole of the 4LSAB areas, setting out the overarching values and principles we should be working to, the approaches to be taken to adult safeguarding and the process that explains how agencies and individuals should work together to respond to concerns of abuse and neglect of adults with care and support needs and be able to put the policy, process and guidance into practice.

5 Recruitment of staff

We work in accordance with PCC's Recruitment and Selection policy, ensuring that references are sought in advance of any offer of employment. All newly appointed staff take part in a formal induction process, with a probation period to ensure competence in their role. Please see Portsmouth City Council's Induction Policy and Probation Policy for further information. All staff must sign our code of conduct.

We have regard to PCC additional criteria for positions working with children or adults at risk, abiding by statutory duties as set out by government legislation in respect of references and DBS checks for staff, to ensure that no disqualified person or unsuitable person works in a setting which has close access to children and adults at risk e.g., staff working within our older person housing schemes and play and youth settings.

We will also take steps to ensure that we have control over whom comes into settings so that no unauthorised person, including visitors, has unsupervised access (physical and electronically) to any children or adults at risk.

6 Role and responsibilities

All adults working with individuals have a responsibility to safeguard and promote their welfare. It is far better to report a potential issue or concern and for it to be unfounded than not to report something that could potentially lead to the death of a child or vulnerable adult.

Designated Safeguarding Lead (DSL)

The Senior Team has duties in the scrutiny and oversight of safeguarding matters. They have appointed the Head of Local Authority Housing, Mark Fitch, as the Designated Lead for Safeguarding, in respect of the housing management function.

Mark Fitch: Mark.fitch@portsmouthcc.gov.uk

Deputy Safeguarding Leads are the postholders of the following roles:

- Sheltered and Supported Housing Manager
- Area Housing Manager

DSL responsibilities include:

- supporting the senior team in developing and establishing the approach to safeguarding
- playing a lead role in maintaining and reviewing the plan for safeguarding
- coordinating the distribution of policies, procedures, and safeguarding resources
- advising on training needs and development

- providing safeguarding advice and support to staff and contractors
- managing safeguarding concerns, allegations or incidents reported to us
- Managing referrals to key safeguarding agencies (e.g. social services or police) of any incidents or allegations of abuse and harm.
- Undertaking the annual PSCP Compact Audit undertaking resulting actions

The Head of Community Safety, chairs a Safeguarding Group that meets quarterly and is made up of cross departmental managers/leads.

Managers

All departmental managers are responsible for ensuring that safeguarding matters are reported to the relevant DSL and that safeguarding is effectively managed within their area of responsibility.

Within the Buildings Service, the Building Repairs managers undertake the function of being the point of contact for any surveyor or repairs contractor concerns and escalate to the relevant manager for action.

All managers must take responsibility for any concerns that come to their attention in their teams. They must never ignore, underplay, or pass on overall responsibility to another member of staff, contractor, or peer.

All managers have a key role in helping develop understanding, knowledge, and confidence to ensure procedures are followed effectively, professionally, and safely.

No member of staff or person working on our behalf raising a concern or indeed, any manager must shoulder this burden on their own.

Staff

All staff will be briefed in and informed of their responsibilities in being alert to the signs of abuse. We will support staff by providing an opportunity to talk through their concerns with the Designated Safeguarding Lead (DSL) or their deputy.

Staff will be provided with relevant information, on a need-to-know basis, about individual children and adults at risk to keep them vigilant to, or able to support around, any specific needs, for example where we are supporting individuals as part of a multi-agency framework in partnership with Childrens Social Care or Adult's Social Care, or if there is concern about criminal activity.

Anyone who feels that there is a real and immediate health risk to an individual, can refer directly to the relevant local authority social services team or the police, and will receive the relevant training to enable them to do so.

Individuals

Our Safeguarding policy will be communicated through the Portsmouth City Council website and online platforms for individuals, contractors, and visitors to the website to see.

Anybody can highlight their concerns about a child or individual they believe to be at risk.

Contractors and people working on our behalf

Contractors and service providers for frontline services on our behalf need to make sure their staff:

- Are suitable to provide frontline services
- Comply with contractual requirements
- Are aware of who to contact with any safeguarding concerns.

Contractors must also:

- Notify us of all safeguarding concerns
- Fully co-operate with any investigation into received allegations
- Have adequate systems in place to take appropriate disciplinary action.

The training and resources provided by PSCP and PASAB are available to our main contractors.

7 Whistle Blowing

Portsmouth City Council's Whistle Blowing policy sets out the way contractors, individuals and staff may raise any concerns they have, including safeguarding, and details how those concerns will be dealt with.

8 Propriety and Behaviour

The Children Act 2004, through the Stay Safe outcome of the Every Child Matters Agenda, places a duty upon organisations to promote the wellbeing of children and young people. This includes the need to ensure that all adults who work with or on behalf of children and young people in these organisations are competent, confident, and safe to do so. All adults have a responsibility to maintain public confidence in their ability to safeguard the welfare and best interests of children and young people and adults at risk, with whom they work or come into contact with. It is therefore expected that they will adopt high standards of personal conduct in order to maintain the confidence and respect of the general public and of their colleagues.

Please refer to the PCC Code of conduct for further information.

Staff and those who work on our behalf, working with our residents, may have contact with children, young people and adults at risk. They are responsible for their own actions and behaviours and should avoid any contact which could lead to someone questioning their motives and intentions or allegations being made.

It is acknowledged that people may have concerns about the possibility of an allegation being made against them, and for that reason it is important that they familiarise themselves with behaviours that may be considered as constituting misconduct or gross misconduct, and those which would be considered illegal. Further information can be found in the PCC Code of conduct.

Circumstances where misunderstandings may arise:

- Dress and appearance
- Gifts, rewards, and favouritism
- Communication with individuals (including the use of technology and /or social media platforms)
- Social contact
- Physical contact
- Sexual contact
- Children, young people, and adults at risk in distress

9 Powers and positions of trust

All staff and people working on our behalf, are considered to be in a position of trust regarding licensees, tenants, leaseholders, shared owners, and their household members, because of their knowledge, position and/or the authority invested in their role. This means that staff should not use their:

- position to gain access to information for their own or other's advantage.
- position to intimidate, bully, humiliate, threaten, coerce, or undermine anyone
- status and standing to form or promote relationships which are of a sexual nature or may become so

This means that staff, and people working on our behalf, should:

- ensure that an unequal balance of power is not used for personal advantage or gratification
- maintain appropriate professional boundaries and avoid behaviour which may be misinterpreted by others
- report or record any incident where their behaviour may be misinterpreted with a senior member of staff at the earliest opportunity.

We advise all staff to avoid the use of personal social media platforms as a communication format with residents. We have specific, identifiable social media accounts to enable communication.

10 Safeguarding Procedures

All members of staff, are responsible for safeguarding and promoting the welfare of others and must undertake to:

- Participate in any briefings and training provided
- Read the relevant documentation
- Follow published procedures

11 Training and information giving

To ensure individuals are protected, all appropriate staff members are required to read and participate in briefings on safeguarding policies and procedures.

Staff members will:

- engage in briefings as part of their induction and other activities with PCC, for example, engagement with webinars, completing e-learning and attending training courses
- have access to relevant policies and procedures via PCC's website, plus the shared learning provided by PSCP and PSAB
- be required to keep up date with these as part of their on-going development

All staff who will have direct contact with young people and adults at risk will receive periodic safeguarding briefings and will be required to confirm through the annual declaration form that they have for example:

- updated their knowledge, for example, using government briefings and other relevant documentation
- participated in briefings, for example, attended webinars and other relevant activities

This will be picked up as part of annual appraisals.

Staff working within the Housing, Neighbourhood and Buildings service who come in to contact with our residents, are required to carry out the following training in relation to children & young people's safeguarding, as a minimum:

DSL and Deputies

Early Help - Using the FSP and Child Protection Modules (1 day each via PSCP)

Refresh (at least every 3 years)

Relevant PSCP masterclasses such as:

- **Masterclasses currently available via PSCP:**

- Contacting MASH (getting the right help)
- Decision Making (Portsmouth thresholds)
- Safeguarding (national and local picture)
- Escalation (having the right conversation)
- Compact (developing practice in your organisation)
- Exploitation (consider your language - victim blaming)
- Exploitation - The National Referral Mechanism
- Cyber Choices
- Consent
- LIVE Masterclasses for DSLs and Managers on embedding the Family Support Plan (FSP) into Policy and Practice (How we do Early Help in Portsmouth)

ALL other staff

Basic Safeguarding Awareness (3 hours via PSCP)

Refresh (at least every 3 years)

Attend training relevant to role, e.g., PSCP training

- **PSCP training currently available:**

- ACEs (adverse childhood experiences) (3 hours)
- CERAF Toolkit - Multi Agency (1.5 hours)
- Preventing Online CSE (Child Sexual Exploitation) - ThinkUknow (2 x 3 hours)
- Understanding Childhood Neglect (1 day)
- Harmful Cultural Practices (1.5 hours)
- Bruising Protocol (2 hours)
- Safeguarding Children with Disabilities (2 x parts)

As a minimum, all staff who come in to contact with our residents must complete the following training in relation to the safeguarding of adults.

All staff (including Volunteers)

- Safeguarding Adults Awareness - once (half day course)
- Safeguarding Adults Annual Refresher - every year (one day course)

DSLs and Deputies

The above plus build awareness of the following:

- Developing Safeguarding Practice
- Safeguarding in a strength-based way
- Best practice for safeguarding adults planning and review meetings
- Safeguarding adults detailed
- Adult Safeguarding Concerns
- Responding to Domestic Abuse
- Friends against scams
- Modern Day Slavery Act
- Mental Capacity Act Refresher

- 4LSAB Fire Safety Risk Assessment

Other training is then identified based on the role being performed by a staff member. Officers with responsibility for supporting individuals, for example in a Housing Officer role, or sheltered housing role, will receive wide and varied training to enable them to provide early help.

12 Early Help and Prevention

Critical to Safeguarding is that the system works proactively and does not just wait to respond when people reach a crisis point.

Activities aimed at promoting general wellbeing and maintaining independence as a means of eliminating or reducing individual's vulnerability to potential exploitation, abuse, or neglect, which will be undertaken by us includes (list not exhaustive):

- Providing universal access to good quality information.
- Supporting households around their finances, including the promotion of and referral to tackling poverty initiatives and energy schemes.
- Identifying vulnerability factors and potential risks as part of a needs assessment and addressing these as part of a support planning process.
- Referring to appropriate support agencies best placed to address identified needs, supporting the initial contact and formation of a positive relationship, where needed.
- Providing people with information about sources of independent information, advice, and advocacy.
- Supporting safer neighbourhoods.
- Actively addressing hate crime or anti-social behaviour.
- Promoting healthy and active lifestyles.
- Reducing loneliness or isolation, such as via promoting befriending schemes or community activities.
- Encouraging early discussions in families/groups about potential future changes.
- Having conversations about care arrangements if a family member becomes ill or disabled.
- Identifying unpaid carers (including young carers) and signposting to appropriate support.
- Promoting a range of 'Keeping Safe' initiatives e.g. Mail and Telephone Preference Services, Safer Places, Buy with Confidence, Making Money Matter, No Cold Calling Zones, Mate Crime Awareness, SCAM Awareness initiatives, Neighbourhood Watch, Dementia Friendly Communities.
- Are vigilant to radicalisation across both children and adults, as current research has highlighted that radicalisers are increasingly targeting people with a learning disability or other vulnerabilities.
- Are vigilant in responding to reports of concern for welfare and no access visits

- Ensuring that the principles of wellbeing and adult safeguarding are directly linked into commissioning, contract, and procurement activity.
- Assuring ourselves, through contracting arrangements, that any commissioned provider is capable and competent in responding to allegations of abuse or neglect, including having robust processes in place to investigate the actions of members of staff.
- Use of the 4LSAB Multi-Agency Risk Management Framework, where appropriate ([4LSAB MARM \(Multi-Agency Risk Management\) Framework June 2020 \(portsmouthsab.uk\)](https://www.portsmouthsab.uk/))
- Use of the PSCP FSP (Family Support Plan), where appropriate.

13 Reporting Procedures

Members of staff or contractors with a safeguarding concern for any other person should report it to the Designated Safeguarding Lead for their service area and complete a Safeguarding Report form to the relevant local authority / police.

Where an individual has disclosed that they have experienced abuse or neglect or where it is believed that a person is in need, is suffering from, or is at risk of significant harm, the relevant procedures outlined by HIPS / 4LSAB must be followed. Any criminal offences should be reported immediately to the Police.

Referrals to relevant external agencies such as police and social services teams, should be made by the person who has witnessed abuse, suspects abuse is taking place, or who has received a report of abuse whilst carrying out their job role, supported by their DSL line manager, normally within 24 hours of an incident being reported.

All safeguarding concerns should be recorded by staff on a secure database or log of observations, which will include as a minimum, name, and address of the person at risk, name of the reporter, what the concern was, what actions were taken and the reasons for the decision.

We recognise that we do not have the responsibility or authority to investigate cases of suspected abuse. However, we will co-operate with and share information with relevant external agencies in any enquiries regarding safeguarding matters, including representation at case conferences, core groups and multi-agency planning meetings as required.

14 Disclosure of Information

All safeguarding records are subject to Freedom of Information Act (2000) and the Data Protection Act 2018. If there is any doubt as to the rights of any party to access information, we may seek legal advice prior to releasing any information.

Information will be shared with other agencies in accordance with statutory requirements and local information sharing agreements. If a child, young person, or adult is deemed to be at risk or any other person is deemed to be at risk, referrals can still be made despite not having the consent of the person involved.

Children and Young People at Risk

Provided it is safe to do so, we will always talk to the family at risk about their concerns before making a safeguarding referral, involving the family in decisions about them and taking their views and wishes into account. If the family do not give their consent, the Multi Agency Safeguarding Team may not be able to act in response to a referral.

The exception is when we believe that contacting the parent/carer could place a child or another adult at risk of harm. In these exceptional circumstances, or if consent is refused or cannot be obtained, we will contact the multi-agency safeguarding hub for advice.

Adults at Risk

Provided it is safe to do so, we will always talk to the adult at risk about our concerns before making a safeguarding referral, involving the adult in decisions about them and taking their views and wishes into account. If there is no consent given, the Adult Safeguarding Team may not be able to act in response to a referral.

However, there are some situations where we must make a referral even if we are unable to get the adult's consent. For example:

- If there is a risk to other people (including children or other adults at risk).
- If a crime has been committed, or action is needed to prevent a crime being committed.
- If seeking their consent would put them at further risk.
- The adult lacks mental capacity to understand the risks to them, and it is in their best interests to take action.
- If we believe the person is refusing support because they are being influenced or coerced by someone else.
- There has been abuse or neglect by a person in a position of trust, such as a carer or health professional.

15 Refusal of consent

If a person does not give consent to make a referral, we will still consider what other actions can be taken to reduce the risk that has been identified.

Assurances of absolute confidentiality should never be given in reports of abuse. All staff and people working on our behalf should make it clear to any child, young person, or vulnerable adult disclosing information that they cannot

guarantee confidentiality, but they will only pass the information on to the people that can help them.

If we do make a decision to report concerns to the Children or Adult Safeguarding Team, we will explain to the relevant individuals why we have made this decision and what action we are going to take.

16 Allegations against staff and adults in a position of trust

All staff and people working on our behalf should be aware of their duty to raise concerns about the attitude or actions of colleagues or individuals.

Where an allegation has been made against a member of staff or someone working on our behalf which calls into question their ability to safeguard and promote the welfare of children, young people and adults at risk, and their suitability to work with these individuals which is likely to result in a breakdown of public confidence, these will be investigated.

If a person makes an allegation against a member of staff, someone working on our behalf, or another individual the DSL must be informed immediately, and a safeguarding report completed. If an allegation of abuse is made against a member of staff in a work-based provision not directly linked to us, the DSL or their deputy must be informed, and it must be reported to the Police and the DSL in the work-based provision.

The member of staff concerned should have no further contact with the individual concerned and must not be informed of the allegation prior to referral. Any person who comes into contact with children, young people and adults at risk have a legal and moral duty to safeguard and promote their welfare. This duty requires individual staff to ensure the safety of a young person or vulnerable adult involved in any activity or interaction for which that person is responsible.

17 The Local Authority Designated Officer (LADO)

The Local Authority Designated Officer (LADO) should be alerted to all cases in which it is alleged that a person who works or volunteers with children has:

- Behaved in a way that has harmed or may harm a child.
- Possibly committed a criminal offence against children, or related to a child, behaved towards a child or children in a way that indicates s/he is unsuitable to work with children.

The LADO role applies to workers who are paid, unpaid, volunteers, casual, agency or anyone self-employed and they capture concerns, allegations or offences emanating from outside work.

There is a similar internal process in place for issues involving adults at risk.

18 Conducting an investigation

Guidelines set out within the PCC Formal Action Policy (for staff) will be adhered to for internal investigation purposes.

19 Regulation and legislation

We recognise the vast amount of legislation regarding the safeguarding of children and adults at risk and will continue to monitor relevant legal guidance. The list below reflects some of the existing legal framework and relevant publications:

- Working Together to Safeguard Children, December 2023
- The Data Protection Act 2018
- The Children Act 1989
- Children Act 2004 Child Safeguarding
- Education Act 2002
- Safer Working Practice for Adults who Work with Children and Young People, 2015
- Information Sharing Guidance for Practitioners, 2015
- The Modern Slavery Act 2015
- The Care Act 2014 and further statutory guidance
- Equalities Act 2010
- Deprivation of Liberty Safeguards (DoLs 2007)
- The Human Rights Act 1998
- Disclosure and Barring Service
- Family Law Act 1996
- Sexual offences Act 2003
- Female Genital Mutilation Act
- Domestic Violence Crime and Victims Act 2004
- Homelessness Act 2002
- General Data Protection Regulation 2016
- Anti-Social Behaviour, Crime and Policing Act 2014
- Care Standards Act 2000
- Domestic Abuse Act 2021
- Prevent Duty Guidance 2023

20 Related documents

This policy must be read in conjunction with:

- Local Authority Housing Landlord Policies, Strategies and Reports - [Housing policies, strategies and privacy notices - Portsmouth City Council](#)
- Tenancy Agreement / Leasehold agreement
- Portsmouth City Council Code of Conduct
- Portsmouth City Council Gift and Hospitality Policy
- Play, Youth and Community Safeguarding Policy

21 How to report a concern for a child

If you are concerned about a child in Portsmouth or Hampshire, it is important that you talk to someone about this. Do not ignore your concerns or delay taking action.

If you consider a child is at immediate risk of harm phone the police on 999.

Portsmouth Children Services

Monday to Thursday 8.30am to 5pm
Friday 8.30am to 4.30pm

phone 023 9268 8793 email mash@portsmouthcc.gov.uk

At all other times, contact the out-of-hours service, phone 0300 555 1373

Hampshire Children Services

Monday to Thursday 8.30am to 5pm
Friday 8.30am to 4.30pm, phone 0300 555 1384

At all other times, contact the out-of-hours service, phone 0300 555 1373

You can also contact the NSPCC on 0808 800 5000 (free service, lines open 24 hours a day). They will listen to your concerns, offer advice and support, and can take action on your behalf if a child is in danger.

22 How to report a concern for an adult

If you see, hear, or suspect an adult at risk is being abused or neglected in any way, you must tell someone about it.

In an emergency, or if you suspect you or someone else is in immediate danger, phone 999.

Portsmouth Adult Social Care

Monday to Thursday 8.30am to 5pm
Friday 8.30am to 4.30pm,
phone 023 9268 0810 Email: AdultSafeguarding@portsmouthcc.gov.uk

At all other times, contact the out-of-hours service, phone 0300 555 1373

Hampshire Adult Social Care

Monday to Thursday 8.30am to 5pm
Friday 8.30am to 4.30pm, phone 0300 555 1386

At all other times, contact the out-of-hours service, phone 0300 555 1373

23 What have we done to make sure this Policy is fair?

We completed an Integrated Impact Assessment (IIA) to consider the positive and negative impacts this Policy may have on people with protected characteristics under the Equality Act 2010. This Policy should have direct and positive equality and diversity impacts.

24 How to feedback

You can get this policy in large print, Braille, audio or in another language by contacting your Housing Office.

You can get this policy in large print, Braille, audio or in another language by contacting your Housing Office.

Compliments:

To help us provide the best service we can. We would like to hear customer views on the services that they use. If the customer is pleased with a member of staff or service, please let us know.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Complaints:

If a customer is unhappy, they can refer to our LAH (Local Authority Housing) Landlord Complaint Policy.

- Telephone: 02392 606383
- Email address: HNBLandlordComplaints@portsmouthcc.gov.uk

Housing Ombudsman Service

If a customer is unhappy, after they have followed the LAH Landlord complaints process, they can contact the Housing Ombudsman Service.

- Online complaint form at www.housing-ombudsman.org.uk
- Telephone 0300 111 3000