Derventio
People Really **Do** Matter

Service Handbook

Version: 8 | **Last reviewed:** 15/12/2025 | **Next review:** 15/12/2028

This handbook and policies contained within it will be reviewed periodically but at least every 3 years. This handbook is correct at time of review. However, if legislation changes in any relevant area, this will supersede anything in the handbook.

Version Control

Version	Date	Changes
8.0	December 2025	Whistleblowing Policy updated. Incident Reporting Policy added. AI Policy added.

Legal Disclaimer

This Handbook is correct at time of review. However, if legislation changes in any relevant area, this will supersede anything in the Handbook.

Scope

This policy is relevant to Direct Personnel, Residents and Participants, and to Third Parties where applicable.

Policy Compliance

Please note, any breach of the policies, procedures or guidance in this handbook may be dealt with in accordance with the Company's disciplinary procedure or other relevant procedure dependent on the personnel involved. The Company will ensure that relevant third parties adhere to this document as appropriate otherwise relevant action or sanctions may be taken.

Definitions

These lists are not exhaustive and should include all those that could reasonably be included in their definition.

Direct Personnel are defined as anyone who is connected with the Company in a representative capacity, such as paid employees, board members, volunteers, trainees, people on work experience and students on placement.

Residents and participants are defined as anyone the Company is working with now or has worked with in the past.

Third Parties are defined as partners, contractors, sub-contractors and suppliers.

Company - In the context of this handbook 'The Company' means Derventio Housing Trust in all instances.

Our Mission and Values

Derventio Housing Trust's mission is to use integrity, expertise and passion to give people the opportunity to have a more positive future. We achieve this using three core values:

INTEGRITY Do the right things in the right way	TRANSFORMING Design and try new ideas	PROACTIVE We get on and do more

Safeguarding Policy and Procedures

Policy Statement

The Company makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe.

The Company recognises that safeguarding is everyone's business.

The Company comes into contact with adults at risk and/or young people by providing:

- Housing and support services.
- Group activities and supported learning.
- Health and employability services.

This policy seeks to ensure that the Company undertakes its responsibilities regarding protection of adults at risk and/or young people and that the Company will respond to concerns appropriately. The policy establishes a framework to support Direct Personnel in their practices and clarifies the Company's expectations.

The Company will follow Local Authority Safeguarding Board's policy and procedures with regards to the protection of at-risk adults and/or children.

All Direct Personnel who regularly come into contact with residents and participants and their families will attend safeguarding training as part of their induction and annually to maintain a high level of awareness.

Direct Personnel should check the policy and procedures of the Safeguarding Board in the relevant area. The Designated Safeguarding Lead can assist with advice if required. Contact details are in **Appendix 9.7: Contacts for Local Authorities**. Up to date procedures and reporting pathways can be found on each Safeguarding Board's website.

Responsibilities

All Direct Personnel have responsibility to follow the guidance laid out in the local policy and internal procedures, and to pass on any welfare concerns. This is usually to their Line Manager, and/or the Designated Safeguarding Lead.

The Company expects all Direct Personnel to promote good practice by being an excellent role model, to contribute to discussions about safeguarding, and

to positively involve adults and young people who are at risk in developing safe practices.

Additional specific responsibilities

- Directors have responsibility to ensure the policy and procedures are in place and appropriate to the company and its activities.
- SMB have responsibility to ensure that the policy and procedures are implemented, monitored and reviewed, and that adequate resources are made available. SMB also has responsibility to ensure that safer recruitment procedures are followed.

The Designated Safeguarding Lead (DSL) is the Assistant Director Operations (Midlands) and the Deputy DSL is Assistant Director Strategy. The DSL's responsibilities are:

- Promoting the welfare of adults at risk and young people.
- Ensuring Direct Personnel have access to appropriate training/information (in partnership with the Company's training lead).
- Receiving Direct Personnel concerns about safeguarding and responding seriously, swiftly and appropriately.
- Maintaining an up-to-date copy of the relevant policy and procedures and/or provide links to the online document (as applicable) and ensure Direct Personnel have read the policy.
- Keeping up to date with local arrangements for safeguarding and DBS, including any new procedures and policy changes.
- Disseminating changes in policy and procedures to other Area Directors, Heads of Service and Managers as appropriate.
- Developing and maintaining effective links with relevant agencies.
- Taking forward concerns about responses with the appropriate section Manager/Lead.

Procedural Guidance Reporting Concerns

Company flow charts are for guidance and information. They should be followed wherever possible. In case of any doubt, Direct Personnel should report their concern to their Line Manager and/or the Designated Safeguarding Lead.

Contractors, including maintenance and cleaning personnel, must report any concerns to the relevant operational director in that region within two hours of noting the concern. The following information will be required:

- Date and time of concern.

- Address of property.
- Name of individual.
- Contact number for person raising the concern.

Recording and Monitoring

It is essential that all safeguarding concerns are recorded and passed to the relevant person.

- Direct Personnel should record any safeguarding concerns on the Company case recording system using the Safeguarding session type and appropriate sub type. All such entries should be emailed to their Line Manager, the DSL and Human Resources.
- Any high risk of harm concerns must be reported through to the Designated Safeguarding Lead accompanied by an **Incident Form (Appendix 9.6)**.
- Once a month the Designated Safeguarding Lead will run a report from the Company case recording system to check entries.
- The Designated Safeguarding Lead will draw up a monitoring report for Senior Management and the Board.
- Any cases of high risk of harm will be reported to Senior Management immediately and be discussed further at the next available meeting.
- The Designated Safeguarding Lead will produce an annual report for SMB and the Board.

Findings from all monitoring and reports will be used to develop and strengthen the Company's policies and procedures.

Useful Information

Who does safeguarding apply to?

Safeguarding applies where a local authority has reasonable cause to suspect that an adult in its area (whether or not ordinarily resident there):

(a) is experiencing, or is at risk of, abuse or neglect, and

(b) is unable to protect himself or herself against the abuse or neglect or the risk of it.

What is abuse?

The ten types of abuse are:

- Discriminatory.
- Psychological.
- Financial or material.
- Organisational.
- Neglect and acts of omission.
- Physical.
- Sexual.
- Domestic.
- Modern slavery.
- Self-neglect.

When can Direct Personnel share information without consent?

If a person refuses intervention to support them with a safeguarding concern, or requests that information about them is not shared with other safeguarding partners, their wishes should be respected. However, there are several circumstances where Direct Personnel can reasonably override such a decision, including:

- Other people are, or may be, at risk, including children.
- Sharing the information could prevent a crime.
- The alleged abuser has care and support needs and may also be at risk.
- AA serious crime has been committed.
- Direct Personnel are implicated.
- The person lacks the mental capacity to make that decision – this must be properly explored and recorded in line with the Mental Capacity Act.
- The person has the mental capacity to make that decision but they may be under duress or being coerced.
- The risk is unreasonably high and meets the criteria for a multi-agency risk assessment conference referral.
- A court order or other legal authority has requested the information.
- The matter may involve terrorism.

What are the principles of Making Safeguarding Personal?

The principles of Making Safeguarding Personal should be followed. These are:

- Empowerment - give individuals the right information about how to recognise abuse and what they can do to keep themselves safe. Consult with them before taking any action. Where someone lacks capacity to make a decision, act in his or her best interests.
- Prevention - help people to identify and report signs of abuse and suspected criminal offences and train direct personnel how to recognise signs and take action to prevent abuse occurring.
- Proportionality - discuss with the individual and where appropriate, with partner agencies, what to do where there is a risk of abuse or neglect before making a decision.
- Protection - effective ways of assessing and managing risk.
- Partnership - sharing information locally, have multi-agency arrangements in place and Officers understand how to use them.
- Accountability - roles of all agencies are clear together with lines of accountability. Officers understand what is expected of them and others.

Incident Report Form

This form should be completed for all serious incidents.

In case of personal injury, please also record the injury in the Accident Book.

Please send all forms to:

Midlands	Julie Howells
South West	Sara Ward
Warwickshire	Penny Wiltshire

Type of incident			
☐	Serious crime	☐	Fire / flood *Significant damage to property*
☐	Personal injury / death *Resident/participant or staff*	☐	Other *Details*

Person making the report	
Name of the person making the report	
Date report made	

Person report concerns			
Name of relevant adult			
Date of birth		**Gender**	
Phone number		**Postcode**	
Address		**Currently at this address?**	☐ Yes ☐ No
If not at address, please explain their current living situation		**Ethnicity**	☐ Asian ☐ Black ☐ Mixed/Multiple ☐ White ☐ Other ☐ Prefer not to say

Incident Form

Details	
What happened? *Facts only to be recorded – not opinion*	
Names of those responsible for the incident	**<u>Person(s) Derventio works with</u>** **<u>Derventio direct personnel</u>** **<u>Other</u>**
Names of those affected by the incident	**<u>Person(s) Derventio works with</u>** **<u>Derventio direct personnel</u>** **<u>Other</u>**
Names of witnesses to incident *Whenever possible, witnesses should be asked to provide a short statement.* *Take a record of their contact details.*	
What actions have already been taken?	

What further action is needed? *Include contact with or support for Derventio officers, residents or other agencies*	
Are there any immediate steps which need to be taken to minimise the risk of a similar incident happening again? **Is there any learning to prevent similar incidents in the future?**	
Have any organisations been informed? *For example, commissioners/funders* *State name of person informed and date when they were told*	

Safeguarding Report Form

Please send completed forms to:

- Designated Safeguarding Officer (DSO) Julie Howells OR
- Deputy DSO Jackie Carpenter

Person making the report			
Name of person making the report			
Date report made			
Person concerned about			
Name of relevant adult			
Date of birth		**Gender**	
Phone number		**Postcode**	
Address		**Currently at this address?**	☐ Yes ☐ No
If not at address, please explain their current living situation		**Ethnicity**	☐ Asian ☐ Black ☐ Mixed/Multiple ☐ White ☐ Other ☐ Prefer not to say

Referral details			
Referral discussed with person?	☐ Yes ☐ No	**If no, please explain why not**	
Have you considered their capacity (Mental Capacity Act) to make a decision about safeguarding referral?	☐ Yes ☐ No	**If no, please explain why not**	
If yes, what was the outcome?	☐ Fluctuating ☐ Has capacity ☐ Lacks capacity ☐ Not known	**If yes, date of capacity assessment**	
Consents to referral?	☐ Yes ☐ No	**If no, please explain why not**	
If no, grounds to override consent *Tick all that apply in list below*			

	Lacks capacity to consent (MCA 2005)		Domestic abuse meets MARAC criteria
	Prevention and Investigation of Crime (CDA 1998)		Alleged abuser needs care & support/maybe at risk
	Prevent serious harm/distress/threat to life (GDPR 2016)		Staff are implicated
	Risk to other people		Court order/other legal authority
	Risk to children (CA 1989)		Other: please explain
	The adult is under duress or coercion		

Able to independently represent their views and wishes?	☐ Yes ☐ No		
Like someone to support or represent them?	☐ Yes ☐ No	**If yes, please provide details**	
What do they want to happen?			
Has Safeguarding What to Expect leaflet been given?	☐ Yes ☐ No		
Need referral to formal advocacy or support?	☐ Yes ☐ No	**If yes, has referral already been made? Please provide details**	
Safeguarding details			
Care and support needs • *Include all:* ○ *medical conditions* ○ *learning disabilities* ○ *physical disabilities* ○ *mental ill health* • *Day to day impact of these* • *Conditions that impact ability to make decisions for themselves eg substance use*			

• *Trauma, abuse, coercion/control* • *Leaving care status* • *Caring responsibilities*	
How do these needs prevent the person keeping themselves safe?	

Safeguarding Categories *Select all that apply*			
	Physical		Sexual exploitation
	Sexual		Neglect / acts of omission
	Psychological / emotional		Modern slavery
	Financial / material		Organisational
	Discriminatory		Self-neglect
	Domestic abuse		

Which of the following factors are involved *Select all that apply*			
	Ageism		Homelessness
	Anti-social behaviour		Honour-based violence
	Caring responsibilities		Mate crime
	Criminal exploitation		Poverty / cost of living
	Cross border issues / county lines		Pregnancy / maternity
	Cuckooing		Racism
	Disability		Radicalisation
	Female genital mutilation		Religious intolerance
	Forced marriage		Rough sleeping
	Gender discrimination		Sexual orientation / homophobia
	Hate crime		Substance use

	Hoarding		Transphobia

Details of alleged abuse / risk of abuse			
Date of incident *Day, date and time*			
Details of alleged abuse/ risk of abuse/ concerns. *Give as much detail as possible:* • *what the concerns are* • *what has happened* • *what risk of future abuse/harm has been identified.* • *who is involved* • *what has happened* • *where it happened* • *how it happened*			
What immediate safeguarding action has been taken? *Details of safety plan in place*			
Have the police been informed?	☐ Yes ☐ No ☐ Not known	**If yes, what is the incident or crime number?**	
Where did alleged abuse occur?		**Is it a regulated setting?**	☐ No (usually) – *Smarts is not a regulated setting*
Date of suspected abuse		**Time of suspected abuse**	
If the date and/or time is unknown, please provide details			
Has the person died?	☐ Yes ☐ No ☐ Not known	**If yes, what was the date & location of death?**	
Has the death been referred to HM Coroner?	☐ Yes ☐ No ☐ Not known		
Is anyone else at risk?	☐ Yes ☐ No	**Please give details**	
Has abuse or neglect been directly observed?	☐ Yes ☐ No ☐ Not known	**If by whom?**	
Details of person who has allegedly caused harm ***For self-neglect, leave this section blank***			
Name of person alleged to have caused harm *If known*			
Date of birth *If known*		**Address** *If known*	

Do they have care and support needs	☐ Yes ☐ No ☐ Not known	**Details of care and support needs** *If known*	
Are they aware of the referral?		☐ Yes ☐ No	

What is their relationship to the adult: *Select all that apply*

	Carer		Stranger
	Family member		Unknown
	Partner		Other *Give details*
	Professional		

Additional details

Any other relevant information about circumstances *eg mobility, sensory or communication needs, access to mobile or landline phone, best time to contact or visit, anyone supporting them*			
Do you consent to us disclosing to the adult that you have made this referral?	☐ Yes ☐ No	**How would you like us to send you feedback about the outcome of the referral?**	☐ Email ☐ Phone

Appendix: Contacts for Local Authorities

Hyperlinks to websites in alphabetical order of local authority:

Derby

Safeguarding adults
http://www.derby.gov.uk/health-and-social-care/safeguarding-adults-at-risk/safeguarding-vulnerable-adults/

Safeguarding children
http://www.derby.gov.uk/health-and-social-care/safeguarding-children/

Procedures for safeguarding children Derby and Derbyshire
http://www.proceduresonline.com/derbyshire/scbs

Derbyshire county incl Amber Valley, Chesterfield, Erewash, NE Derbyshire

Safeguarding adults
https://www.derbyshiresab.org.uk/home.aspx

Safeguarding children
https://www.derbyshirescb.org.uk/professionals/

Procedures for safeguarding children Derby and Derbyshire:
http://www.proceduresonline.com/derbyshire/scbs

Nottinghamshire incl Broxtowe

Safeguarding adults
http://www.nottinghamshire.gov.uk/caring/adultsocialcare/backgroundsupport/safeguardingadults/reporting-a-concern/

Safeguarding children
http://www.nottinghamshire.gov.uk/caring/protecting-and-safeguarding/nscb/concerned-about-a-child/

Staffordshire incl Burton-on-Trent, Cannock Chase, Stafford, Tamworth

Safeguarding adults
https://www.ssaspb.org.uk/Home.aspx

Safeguarding children
https://www.staffsscb.org.uk/Home.aspx

Procedures for safeguarding adults and children
http://www.staffordshire.gov.uk/health/reportabuse/reportabuse.aspx

Swindon

Safeguarding adults
http://www.swindon.gov.uk/sc/Pages/sc-adults-safeguardingadultsatrisk(adultprotection).aspx

Safeguarding children
https://www.swindon.gov.uk/info/20043/child_protection/43/family_contact_point_andamp_multi_agency_safeguarding_hub

Warwick

Safeguarding children
https://www.warwickdc.gov.uk/info/20131/child_protection/465/safeguarding

Report a safeguarding concern
https://www.safeguardingwarwickshire.co.uk/report-it

Appendix: Other Useful Info

The Care Act 2014 – Safeguarding adults

http://www.legislation.gov.uk/ukpga/2014/23/part/1/crossheading/safeguarding-adults-at-risk-of-abuse-or-neglect/enacted

Safeguarding children – Government guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/592101/Working_Together_to_Safeguard_Children_20170213.pdf

Safeguarding adults

https://www.ssaspb.org.uk/Professionals/SafeguardinginlightoftheCareAct.pdf

http://www.derby.gov.uk/media/derbycitycouncil/contentassets/documents/adultsocialcare/DerbyCityCouncil-Say-No-to-Abuse.pdf

https://www.scie.org.uk/files/safeguarding/adults/practice/safeguarding-adults-for-housing-staff.pdf

Child sexual exploitation

http://www.derby.gov.uk/health-and-social-care/safeguarding-children/child-sexual-exploitation/

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/591903/CSE_Guidance_Core_Document_13.02.2017.pdf

Domestic abuse – Clare's Law – Controlling/coercive behaviour – Government guidance

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/482528/Controlling_or_coercive_behaviour_-_statutory_guidance.pdf

http://respectphoneline.org.uk/

http://www.gmp.police.uk/content/WebAttachments/88A190F67550078780257A71002E5DC8/$File/claire%27s%20law%20other%20people%20booklet.pdf

Domestic abuse for young people

http://thehideout.org.uk/

Hate crime

https://www.stophateuk.org/talk-to-us/

Hoarding

https://www.youtube.com/watch?v=fhmfptpwNZc

Mental capacity / DOLS

https://www.ssaspb.org.uk/Professionals/Info-sheet-MCA-top-tips-V2-3.pdf

http://www.asist.co.uk/assets/uploads/PDF/My_next_patient_lacks_capacity_pack_17-12-14_NAT.pdf

Modern slavery / human trafficking

https://www.ssaspb.org.uk/Professionals/Home-Office-Modern-slavery-booklet-v12-WEB.PDF

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/510593/6_1672_HO_VictimsModernSlavery_DL_FINAL_WEB_230316.pdf

https://www.modernslaveryhelpline.org/

http://www.antislaverycommissioner.co.uk/resources

Online safety

https://www.getsafeonline.org/

https://www.thinkuknow.co.uk/

https://www.saferinternet.org.uk/professionals-online-safety-helpline

Childline app for anyone up to age 19 to use

https://www.childline.org.uk/toolbox/for-me/

Position of trust

http://www.telfordsafeguardingadultsboard.org/sab/downloads/download/18/position_of_trust_pot_framework

Prevent - terrorism

https://www.slideshare.net/MichaelDawes1/prevent-ppt

Self-neglect

http://www.telfordsafeguardingadultsboard.org/sab/info/1/home/4/information_for_professionals_carers_and_health_workers