



# Ongo Homes Safeguarding Procedure

## May 2026

### Owner: Safeguarding Lead

<u>Version No.</u>	<u>Purpose/Changes</u>	<u>Approval Date</u>	<u>Approved By</u>	<u>Suggested Review Date</u>
<b>3.0</b>	<b><u>Annual check after full review</u></b>	<b><u>29/05/2026</u></b>	<b><u>Leadership Team</u></b>	<b><u>2029/2030</u></b>
2.0	Full review	26/02/2024	Executive Leadership Team	March 2025
1.0	Full review	14 <sup>th</sup> July 2022	Head of Service Team	June 2025

## **1. What is this procedure for?**

- 1.1 All colleagues have an individual responsibility to help safeguard children, young people, and vulnerable adults from abuse, neglect, or harm. Safeguarding is everyone's duty, regardless of role, and colleagues must remain alert to signs of vulnerability, risk, or harm in the customers and communities we work with.
- 1.2 The purpose of this procedure is to provide clear guidance on the actions colleagues and contractors must take when they identify, suspect, or are informed of a safeguarding concern. This includes how to recognise different types of concerns, how to respond appropriately, who to report to, and how to record and escalate information in line with legal and organisational requirements.
- 1.3 Safeguarding concerns can arise in a variety of situations and may relate to:
  - A **child or young person** who may be at risk of abuse, neglect, exploitation, or harm
  - A **vulnerable adult** who has care and support needs and may be unable to protect themselves
  - **Domestic abuse**, including coercive control, in any household or relationship
  - **Extremism or radicalisation**, including concerns that may fall under the **Prevent agenda**
  - Any behaviour or situation that indicates a person's **safety, welfare, or wellbeing** may be at risk
  - Colleagues including contractors and People in a Position of Trust (see PiPoT Procedure)
- 1.4 Ongo processes personal data relating to safeguarding under its public task in line with Article 6(1)(e) of the UK General Data Protection Regulation (UK GDPR). Where safeguarding information includes special category data, this is processed under the substantial public interest condition for safeguarding children and adults at risk in accordance with Article 9(2)(g) UK GDPR and Schedule 1 of the Data Protection Act 2018.
- 1.5 Safeguarding concerns do not rely on consent where there is a risk of harm. Information will be shared lawfully, proportionately, and on a need-to-know basis with relevant internal teams and statutory agencies in line with this procedure and local safeguarding arrangements.
- 1.6 This procedure ensures that all safeguarding concerns are recognised, recorded, and acted upon promptly and consistently, so that individuals at risk receive the right support and protection at the earliest opportunity

1.7 This procedure has been developed to align to our own internal Safeguarding Policy and Domestic Abuse Policy and legislation. Safeguarding concerns can also involve Colleagues and not just customers/tenants, when this happens it may trigger the People in a position of Trust Procedure.

1.8 This procedure should be read in conjunction with the following:

- Safeguarding Policy
- PiPoT Procedure
- Mental Capacity Guidance
- Domestic Abuse Policy & Procedures
- Relationship Breakdown Procedure
- ASB Policy and Procedures
- Tenancy Management Policy and Procedures
- Appropriate Local Authority Safeguarding policies and procedures
- Prevent Strategy and Duty Guidance
- Reasonable Adjustment Policy

## 2. Who does what?

2.1 This section details the roles and responsibilities of everyone involved in the Safeguarding process, both internally and externally:

Position	Responsibilities
<b>Local Authority</b>	<ul style="list-style-type: none"> <li>• Local authorities have a statutory duty to safeguard and promote the welfare of children and adults at risk.</li> <li>• Under the Care Act 2014 and the Children Act 2004, every local authority must have a Safeguarding Adults Board and a Safeguarding Children Board (or their current partnership equivalents).</li> <li>• These multi-agency bodies coordinate and oversee how organisations work together to protect vulnerable children and adults.</li> </ul>
<b>Ongo Homes Board</b>	<ul style="list-style-type: none"> <li>• Receive the annual safeguarding report, including self-assessment outcomes and actions, for review, debate, and challenge.</li> </ul>
<b>Ongo Homes</b>	<ul style="list-style-type: none"> <li>• We play a key safeguarding role alongside colleagues in social care, health, education and the police to help keep people safe.</li> <li>• As an organisation, we are a vital partner due to our knowledge of ASB and our awareness of individuals with care or support needs who may not be known to social services. Through regular contact with tenants, we are well placed to identify signs of abuse, harm or neglect.</li> <li>• We are also represented at a strategic level across safeguarding boards, MARACs, MAPPAs, health and wellbeing boards, and community safety partnerships.</li> </ul>

Position	Responsibilities
<b>Strategic lead for safeguarding (Director of Customer Services / Head of Neighbourhoods)</b>	<ul style="list-style-type: none"> <li>• Represents Ongo Homes at relevant Local Authority Safeguarding Boards and ensures compliance with local multi-agency safeguarding policies and procedures.</li> <li>• Provides an annual safeguarding report to the Ongo Homes Board covering: <ul style="list-style-type: none"> <li>• Outcomes of the annual safeguarding self-assessment</li> <li>• Key issues and themes across the safeguarding landscape and their impact on Ongo Homes</li> <li>• Number of safeguarding alerts received</li> <li>• How many concerns were referred to the Local Authority or other statutory bodies</li> <li>• How many were managed internally</li> <li>• Outcomes of completed cases</li> <li>• Any serious case reviews involving Ongo Home</li> </ul> </li> </ul>
<b>Operational Safeguarding Leads</b>	<ul style="list-style-type: none"> <li>• Supports the Strategic Lead to implement and update safeguarding policies and procedures.</li> <li>• Maintains the list of Designated Safeguarding Persons (DSPs) and keeps all DSP information up to date.</li> <li>• Provides advice and support to DSPs and facilitates their community of practice (e.g., via Teams).</li> <li>• Acts as the escalation point for serious safeguarding cases.</li> <li>• Works with People &amp; Culture to ensure training aligns with safeguarding policies, is role-appropriate, and includes regular refreshers. Liaises with People &amp; Culture when safeguarding concerns involve a colleague.</li> <li>• Conducts regular audits and case reviews to identify learning, good practice, and areas for improvement, including analysis of referral patterns and gaps.</li> <li>• Organises and facilitates quarterly meetings with DSPs</li> </ul>
<b>Designated Safeguarding Persons (DSP)</b>	<ul style="list-style-type: none"> <li>• Provides governance and oversight for all safeguarding concerns and referrals.</li> <li>• Monitors and oversees safeguarding cases involving Ongo tenants.</li> <li>• Offers advice, guidance and support to colleagues on potential safeguarding issues.</li> <li>• Acts as a point of contact for safeguarding advice, supporting frontline teams without removing individual responsibility for raising concerns.</li> <li>• Promotes understanding and compliance with safeguarding policies, including domestic abuse, radicalisation/extremism, and adult and child safeguarding.</li> </ul>

Position	Responsibilities
	<ul style="list-style-type: none"> <li>• Maintains accurate records of advice given, ensures recommended actions are followed up, and informs relevant colleagues or managers.</li> <li>• Attends quarterly meetings to review and discuss caseloads with operational leads</li> </ul>
<b>All Managers</b>	<ul style="list-style-type: none"> <li>• Promote understanding and compliance with safeguarding policies (including domestic abuse, extremism/radicalisation, and safeguarding of adults and children).</li> <li>• Signpost team members to DSPs for guidance and support.</li> <li>• Escalate concerns involving colleagues immediately to People &amp; Culture</li> <li>• Ensure all required safeguarding training is completed by their team.</li> <li>• Support People &amp; Culture and Operational Safeguarding Leads with People in a Position of Trust (PiPoT) investigations</li> </ul>
<b>All colleagues</b>	<ul style="list-style-type: none"> <li>• Raise any concerns with your manager or a DSP if something doesn't feel right it's always better to report than overlook a potential risk.</li> <li>• Call 999 if there is any immediate risk to anyone's safety.</li> <li>• For DRS-related concerns about a tenant, submit a "Cause for concern" for safeguarding.</li> <li>• Where concerns relate to a tenant and you have access, record the details on QLx for investigation.</li> <li>• If the concern involves a colleague, notify People &amp; Culture immediately and do not discuss it with anyone else unless seeking advice from a Strategic or Operational Lead or a DSP</li> <li>• Attend safeguarding training and refresher sessions relevant to your role</li> <li>• Any concern involving a colleague must be raised with People &amp; Culture</li> <li>• Confidentiality must be maintained and discussions kept on a need-to-know basis</li> </ul>
<b>People &amp; Culture team</b>	<ul style="list-style-type: none"> <li>• Investigate all safeguarding concerns involving employees in line with the PIPOT procedure.</li> <li>• Make referrals to the appropriate authorities when safeguarding allegations are made about a colleague.</li> <li>• Attend quarterly safeguarding meetings to review cases, training needs, and updates.</li> <li>• Ensure training is recorded in Learning Pool and maintain accurate training records</li> </ul>

Position	Responsibilities
	<ul style="list-style-type: none"> <li>• Acts as the single point of coordination for all PiPoT concerns</li> <li>• Determines whether concerns meet PiPoT thresholds</li> <li>• Liaises with LADO / Local Authority / Police where required</li> <li>• Manages P&amp;C processes in parallel without compromising safeguarding activity</li> </ul>
<b>Procurement team</b>	<ul style="list-style-type: none"> <li>• As part of due diligence before entering any contract, confirm that the contractor has appropriate safeguarding policies and up-to-date training. If not, ensure they adopt the Ongo Homes policy and complete training before starting work.</li> </ul>
<b>Contract Managers</b>	<ul style="list-style-type: none"> <li>• Ensure all contractors have their own safeguarding policies and procedures, or follow Ongo's, and understand their responsibility to report any safeguarding concerns to Ongo.</li> <li>• Ensure contractors complete safeguarding training.</li> <li>• Include safeguarding as a standing agenda item at all contract review meetings</li> </ul>

### 3. How to report a safeguarding concern

- 3.1 If anyone raises a concern with you, or if something simply doesn't feel right, treat it as a safeguarding concern and report it using this procedure. It's always better to raise a concern that turns out to be nothing than to fail to report something important
- 3.2 If you need to talk through a concern before making a report, speak with your manager or a designated safeguarding person or make contact with the relevant local authority Safeguarding Team who can provide advice and guidance to you.
- 3.3 All up to date information and guidance is available on the Safeguarding HUB intranet page and Ongo website.

### 4.0 Emergency Situations

- 4.1 If you believe that a person is in immediate danger, or a crime is happening right now, you must dial 999 and request the appropriate emergency service.
- 4.2 The following situations are considered emergencies:
  - A child or adult is in immediate danger or requires urgent medical attention
  - A serious crime is in progress, such as theft, rape, or a serious physical assault
  - A serious crime has just occurred, and the alleged perpetrator is still nearby or others remain at risk
  - A child or adult is threatening suicide or expressing intent to harm themselves
  - A child or adult is threatening to commit a serious crime

4.3 Once you have contacted the emergency services, record the incident as a safeguarding concern on QLx following the steps outlined below within 1 working day.

Make sure to include

- full details of the situation
- the actions you took
- the response provided by the emergency services

<b>Step</b>	<b>Action</b>	<b>Who/By When</b>
1	<p>Raising a safeguarding concern</p> <ol style="list-style-type: none"> <li>1. Add safeguarding concern workflow on QLX - SAFEGUARD &gt;CHILD/ADULT/DA/PREVENT&gt;CONCERN <ul style="list-style-type: none"> <li>• Who is at risk</li> <li>• Nature of concern</li> <li>• Any immediate risks</li> </ul> <p>Are emergency services needed now?</p> <p>SGASS (Safeguarding Assessment) will launch as the first action to N.O via email, work tray. An email notification will also be sent to Neighbourhood Officer (to pick up while mobile working) and to Neighbourhood Manager for governance if Officer is absent.</p> <p>Once assessment is complete, determine if home visit or standard case management applies. Complete with relevant outcome code (outcome codes). If no further action required, this will complete the action and the safeguarding case can be closed. If further information is required or any potential risk a home visit must be carried out within 1 working day.</p> <p>SGVIS (Safeguarding Visit) Action will launch to the Neighbourhood Officer work tray to be completed in 1 working day. An email notification will also be sent to Neighbourhood Officer (to pick up while mobile working) and to Neighbourhood Manager for governance if Officer is absent.</p> <ul style="list-style-type: none"> <li>• 2.For Maintenance Operatives use Mobile Working Cause for Concern button. The cause for concern form will go to the customer experience team who will log a Safeguarding case on QLX.</li> </ul> </li> </ol>	All colleagues immediately when a risk is identified

Step	Action	Who/By When
	<p>3. Neighbourhood Service Operatives email your works planner who will log a Safeguarding case on QLX.</p> <p>4. If any of the above options are unavailable to you email <a href="mailto:Safeguarding@ongo.co.uk">Safeguarding@ongo.co.uk</a>-which goes to Hub triage</p>	
Step 1a	<p><b>For any Safeguarding Concerns Involving Colleagues. Please refer to the PiPoT Procedure</b></p> <p><b>Where a safeguarding concern involves a colleague, People &amp; Culture must be notified immediately</b></p>	All Colleagues
Step 2	<p><b>Safeguarding Concern Visit</b></p> <p>complete initial checks before progressing a safeguarding concern.</p> <p>Refer to <b>Appendix 1</b> for required checks, which may include (but are not limited to):</p> <ul style="list-style-type: none"> <li>• VIP records</li> <li>• Previous safeguarding cases</li> <li>• Known risk indicators</li> </ul> <p>Use the standard safeguarding concern template, ensuring the following information is captured:</p> <ul style="list-style-type: none"> <li>• <b>Risk factors:</b> domestic abuse, neglect, exploitation, self-neglect, ASB impact, vulnerabilities</li> <li>• <b>Risks to colleagues, assets, or the wider community</b></li> <li>• <b>Known history</b> relevant to the concern</li> <li>• <b>Support already in place</b>, including making contact with any professionals currently working with the tenant</li> </ul> <p><b>Safeguarding Concern Visit</b></p> <p>In all cases, you must make direct contact with the person at risk. This should be:</p> <ul style="list-style-type: none"> <li>• <b>An in-person visit</b>, or</li> <li>• <b>Remote support</b> in exceptional circumstances only</li> </ul>	Neighbourhood Officer Support Officer

Step	Action	Who/By When
	<p>If remote support is used, you must complete an <b>in-person follow-up visit within five working days</b> to:</p> <ul style="list-style-type: none"> <li>• Ensure the tenant’s safety and welfare</li> <li>• Identify any risks to the property, assets, or the wider community</li> </ul> <p><b>Existing Cases</b></p> <p>If the individual already has an open case (e.g., with the Anti-Social Behaviour Team), add the <b>Safeguard Maker code</b> to the existing case. This alerts the case holder to any ongoing or emerging risks.</p> <p><b>During the Visit</b></p> <p>During the safeguarding concern visit:</p> <ul style="list-style-type: none"> <li>• Follow the <b>guidance checklist</b> on your mobile device</li> <li>• Gather all information relevant to the concern</li> <li>• Obtain consent where safe and appropriate However, consent is not required to raise safeguarding concerns or make referrals where a child or adult is at risk.</li> <li>• Ensure the tenant’s needs, wishes, and views are clearly understood and recorded</li> <li>• Explain the <b>next steps</b>, including why action is being taken and what the tenant can expect</li> </ul> <p><b>If during visit at any point if there is an imminent risk of harm:</b></p> <ul style="list-style-type: none"> <li>• <b>Call 999</b> (Police/Ambulance).</li> <li>• Follow lone working procedures</li> <li>• <b>Record facts</b> (who/what/where/when/how; the person’s exact words).</li> </ul> <p>Step4 Outcome of visit (Adult Safeguarding)</p>	

<b>Step</b>	<b>Action</b>	<b>Who/By When</b>
Step 3	<p>Visit Outcom Decision making</p> <p>1. Was there an adult at risk of harm? If yes has the adult safeguarding threshold been met?</p> <p>If threshold is met make a Section 42 Adult Safeguarding Referral on the same day. Does it meet the safeguarding threshold <b>(i.e., adult has care/support needs AND is experiencing/at risk of abuse/neglect AND cannot protect themselves)</b></p> <p><b>If no threshold not met close the safeguarding case down with appropriate with relevant outcome code:</b></p> <ul style="list-style-type: none"> <li>• <b>No access-follow no access procedure for gaining access</b></li> <li>• <b>Escalate to Designated Safeguarding Person/Manager-launches a review with manager</b></li> <li>• <b>Care Needs Assessment</b></li> <li>• <b>External Signposting</b></li> <li>• <b>Open ASB/TEN MANAGEMENT/SUPPORT CASE</b></li> <li>• <b>Open Domestic Abuse case (not Anti-Social Behaviour)</b></li> <li>• <b>Entered in error</b></li> <li>• <b>No further Action</b></li> </ul> <p>Consider the need to open another case to support the tenant and sustain the tenancy.</p> <ul style="list-style-type: none"> <li>• Opening an ASB/TENMAN/Support Case</li> <li>• Domestic Abuse case</li> <li>• Partnership working</li> </ul> <p>All contact details are available on the intranet safeguarding page.</p>	OSP
Step 3b. <b>Local authority referral (children)</b>	<p><b>Is a child living in the household or regularly present who may be at risk?</b></p> <p><b>Indicators: disclosures, unsafe home, exposure to DA or substance misuse, poor supervision, injuries, etc.</b></p> <p>► <b>If YES</b></p>	

Step	Action	Who/By When
	<p><b>If during visit at any point if there is an imminent risk of harm:</b></p> <ul style="list-style-type: none"> <li>• <b>Call 999</b> (Police/Ambulance).</li> <li>• Follow lone working procedures</li> <li>• <b>Record facts</b> (who/what/where/when/how; the person's exact words).</li> <li>• <b>Make a Children's Services Section 47 referral on the same day</b></li> </ul> <p><b>If no children found to be at risk</b></p> <p><b>Close safeguarding case down with appropriate with relevant outcome code:</b></p> <ul style="list-style-type: none"> <li>• <b>No access-follow no access procedure for gaining access</b></li> <li>• <b>Escalate to Designated Safeguarding Person/Manger-launches a review with manager</b></li> <li>• <b>Care Needs Assessment</b></li> <li>• <b>External Signposting</b></li> <li>• <b>Open ASB/TEN MANAGEMENT/SUPPORT CASE</b></li> <li>• <b>Open Domestic Abuse case (not Anti-Social Behaviour)</b></li> <li>• <b>Entered in error</b></li> <li>• <b>No further Action</b></li> </ul> <p><b>(If Domestic Abuse was found a Section 47 referral would be made)</b></p> <p>Consider the need to open another case to support the tenant and sustain the tenancy.</p> <ul style="list-style-type: none"> <li>• Opening an ASB/TENMAN/Support Case</li> <li>• Domestic Abuse case</li> <li>• Partnership working</li> </ul>	
<p>Step 3c. <b>Local authority referral (Prevent)</b></p>	<p><b>Evidence or concerns about radicalisation or extremist influence?</b></p> <p>➤ <b>If YES</b></p> <ul style="list-style-type: none"> <li>• <b>Make a Prevent referral.</b></li> <li>• <b>If immediate threat → 999.</b></li> <li>• <b>Organisational actions:</b></li> </ul>	

Step	Action	Who/By When
	<ul style="list-style-type: none"> <li>○ <b>Open a Tenancy Management case if behaviour impacts tenancy (e.g., extremist graffiti, harassment).</b></li> <li>○ <b>Work with the Prevent team; maintain proportionate information sharing.</b></li> </ul> <p>Complete online Prevent Referral Form and submit to the relevant local authority area. For children aged 17 or under follow the steps for the relevant local authority area Child Safeguarding team. Add all links onto guidance document For all Prevent referral email addresses access the intranet safeguarding page.</p>	
Step 4.	<p><b>Safeguarding Referrals</b></p> <p>The following cases will be reviewed weekly with your Neighbourhood Manager:</p> <ul style="list-style-type: none"> <li>• Adult Safeguarding</li> <li>• Child Safeguarding</li> <li>• PREVENT</li> <li>• Care Needs Assessment</li> </ul> <p>Update all action in QLX notes.</p>	

## Appendix 1

### **Neighbourhood Officer – Safeguarding Home Visit Guidance –will be made into a mobile working document.**

Tenant Name: \_\_\_\_\_

Address: \_\_\_\_\_

Officer Completing: \_\_\_\_\_

#### **Pre-Visit Safety Check (Before Attending)**

Known History / Alerts:

- Safeguarding concern previously recorded yes/no?
- Home Choice Lincs have you checked details?
- Docuware check
- Tenant and Rent Account warnings
- Domestic abuse history yes/no?
- Known Mental health concerns yes/no?
- Known Substance misuse concerns yes/no?
- Police involvement / ASB issues
- discuss case with any Officers who have previously worked with the household
- No known concerns
- always ensure background checks are completed ahead of visit**

#### **Visit Safety Preparation:**

- Date & Time & address of Welfare visit in Officers calendar:
- always use lone worker system or device
- Joint visit with partner agency
- No safety concerns identified
- any previous risk assessments on CRM

**If risks are identified take action to ensure mitigated e.g. Visit in Pairs,**

**Arrival & External Observations**

Environment:

- Property appears neglected/damaged
- Appearance of Children, are they unsupervised?
- Unknown adults loitering
- Evidence of substance misuse
- Evidence of radicalization
- Evidence of child/adult exploitation
- No visible concerns

**Officer Personal Safety:**

- Feel safe to enter?
- Concerns about people present?
- Unsafe environment / officer did not enter?

**Officer to remove themselves from the environment, following Lone Worker Policy if immediate risks use Lone worker device or call 999.**

**Inside the Home – Immediate Risks**

**Home Conditions: Carry out a full tenancy inspection**

- Clean and safe?
- Cluttered/hoarding?
- No working utilities (water/heat/power)
- Fire risks present
- Infestation visible or signs
- Strong unpleasant smell (dirt, urine, damp, cannabis, alcohol)
- Unsafe for children
- Unsafe for a vulnerable adult

**If Children Present: Voice of child important to capture**

- Children appear safe and cared for
- Engaged & communicates freely no concerns
- Children appear hungry/unclean
- Inappropriate supervision
- School-age child present during school hours
- Observed injuries or distress
- Withdrawn / fearful
- Overly anxious
- Disclosed worry, fear, or risk
- Disclosure made by child

**Behavioral Indicators**

Adults:

- Calm and cooperative
- Evidence of Self Neglect
- Distressed / crying
- Observed injuries or distress
- Concerns about Mental Capacity
- Signs of mental health crisis
- Aggressive / threatening
- Present as under the influence of a substance
- Evidence of coercion / control from others

**Risk Indicators Related to Others**

- Unknown adults in home

- Frequent visitors known for ASB/drug use
- Possible exploitation (cuckooing, county lines)
- Signs of domestic abuse
- Loud arguments / shouting
- Evidence of financial abuse
- No concerns identified

**Wishes and feelings and consent**

- gathered wishes and feelings of adult/child
- consent obtained to refer/discuss case with Social Services or another external agency

**Actions Taken**

- Safeguarding referral made to Local Authority
- Police, Ambulance or Fire service contacted
- Internal safeguarding case updated
- Internal ASB case opened
- Internal Tenancy Management case opened
- Repairs / environmental actions logged
- Follow-up visit required
- No action needed

Details:

---



---



---

**Follow-up Required**

Next steps: \_\_\_\_\_

Date for follow-up: \_\_\_\_\_

Assigned to: \_\_\_\_\_