

Nacro's safeguarding statement

Safeguarding is at the heart of our vision and mission with our commitment to the safeguarding of all our service users at the centre. This means not only ensuring our service users and their family members are free from abuse, harm and neglect, but also ensuring their health, wellbeing and human rights.

We publish and promote to Trustees, staff and contractors safeguarding and risk assessment policies. These are quality assured as part of our annual review process to ensure we are compliant with legislation such as the Care Act 2014 and Working Together to safeguarding Children 2018, Keeping Children Safe in Education 2020, and best practice as it has evolved over the period by experts - the NSPCC and Sitra, as well as our own local experience. Our complaints, comments and compliments policies are used in conjunction with these policies and is widely promoted to service users. The final stage of the policy has a service user review process.

Our commitment is supported by a strong governance structure with Roles and responsibilities for safeguarding clearly defined and promoted. Nacro's Trustees are briefed annually on Safeguarding best practice. The Director of Education is the lead officer for the Executive Leadership Team and is responsible for championing safeguarding across the organisation and chairs a national Safeguarding Board that meets quarterly to review internal and external practice and reports to Nacro's governance committees which are responsible for holding the Leadership Team and the organisation as a whole to account. The Board is supported by an external critical friend expert. The Head of Learner Services and Safeguarding and Housing Improvement Manager have operational responsibility, reporting to the National board.

A designated safeguarding officer (DSO) structure is in place that gives access to trained local DSOs. In addition each service has a safeguard lead who will ensure continued compliance and good practice. The DSO will make sure that appropriate case management is in place and reports through to Nacro's Safeguarding Board to analyse incidents, share good practice and make recommendations. Staff may contact DSOs for support where there may be concerns before, during or following an incident.

Our nationally recognised best practice on safer recruitment policy includes detailed pre employment screening to ensure that we recruit staff who have the right values, skills and experience and are able to carry out their duties effectively. We carry out enhanced DBS checks on all new employees and ensure references are satisfactory prior to starting their employment. Our Safeguarding children, young people and vulnerable adults training encourages staff to respond appropriately to concerns and recognise signs of abuse and neglect through a variety of training methods including Induction training, E-learning, Supervision (every 4/6 weeks), Appraisal, One to one interactions with service users and bespoke training (i.e. Signs of safety). Training is flexible to meet emerging needs and includes:

- general awareness on how to identify people with support needs, risk and indicators of abuse;
- when and how to raise concerns through safeguarding incident reporting;
- arranging support for victims and protection planning;

- working together and understanding local information sharing protocols;
- understanding key roles of partners staff and agencies
- local knowledge and learning from mistakes

Understanding is checked and reinforced through various mechanisms including team meetings, joint working and briefings.

We respond to concerns, requests for information and advice quickly and take into account the needs of the individual. We encourage individuals to report abuse through:

- Discussion at move in
- Support meetings
- Incidents

We actively encourage multi agency working, information sharing and communication and signpost to other agencies that offer specialist support where appropriate.

We have an incident reporting and management system for all safeguarding incidents which is supported by procedures for staff. Reports are produced on a monthly basis for service departments and a quarterly review is undertaken by the National Safeguarding Board which enables lessons to be learnt.

Where we are undertaking work on behalf of the local authority we have regard to contractual requirements as well as local policy and partnership arrangements as we recognise that each community and each service delivery organisation is different. We make it a priority to become embedded in local partnership structures – working effectively, ensuring that we share information, attend local Safeguarding Board meetings/forums, report incidents and concerns and collaborate on delivering multi-agency solutions.

We aim to ensure that the environment and facilities where Nacro service users, and where applicable their family members, live or receive Nacro services that are safe, appropriate and meet their needs. All this is fundamental to creating high-quality services. Our own monitoring enables us to identify trends and to use this to inform policy and practice development priorities.

It is the role of all Nacro employees, volunteers and contractors to safeguard service users.