

Attachment
Tier 2, Priority 4
Policy, Procedures and 'Systems'

Charter Housing's 'Cause for Concern'

Cause for concern is a system of capturing all safeguarding concerns across the Association, making sure they are dealt with in an efficient and effective manner.

At its core Cause for Concern is a confidential database with details of tenancies where there have been concerns reported around safeguarding.

The process captures data and reports by staff from all departments in one central point that is only accessible by members of staff that need access to the information i.e. the 'Cause for Concern Group' (see below). When there is an issue in the tenancy, the database gives a clear picture of what has happened in that household and allows designated officers to respond to the issue/s with this knowledge in hand.

All staff are given training on the procedure, in addition to other safeguarding and domestic abuse training, highlighting key issues that staff should lookout for in their interactions with tenants.

The Process

After attending Cause for Concern training, staff are emailed a link for their desktop which opens up a form for them to populate with the details of anything they have seen or been told that has raised concerns.

The form asks for details of the people involved, asks staff to outline why they are concerned and what, if any, action they have taken. When this form is completed it is emailed to a group of staff known collectively as the 'Cause for Concern Group'. This group is made up of 8 staff with varying roles within the organisation, who each have a particular set of skills and experience, allowing them to give advice and made decisions on what action (if any) needs to take place.

At least two members of the group will respond to a concern and give advice on how best to proceed.

An important element of the process is reporting back to the member of staff who has reported a concern. This has built up trust in the process and improved reporting, especially from amongst our maintenance operatives.

Cause for Concern sample monthly data collected

Domestic Violence October 2016

Incidents: There have been 22 DV incidents in October, in 19 properties (3 properties had 2 incidents) - 14 in Newport, 5 in Caerphilly, and 3 in Monmouthshire

All cases have a referral team listed:

Team	No of Incidents
Neighbourhood	11
Nuisance Prevention Team	9
Rents	1
Customer Services	1
Grand Total	22

16 were DACC Referrals, 4 were direct disclosure, 1 was Statutory Service, and 1 was blank.

14 of the incidents have been closed

Outcome	No of Incidents
Record Only - No Disclosure at DACC	7
NFA	5
Feels Safer - Able to Remain in Property	1
Feels Safer - Waiting to Move	1

Adult Safety November 2016

There have been 18 Adult Safety incidents in November, in 18 properties:

- 11 in Newport, 6 in Caerphilly and 1 in Monmouthshire
- 13 are general concern, 5 are direct disclosure
- 1 has an interim outcome of "Referral Accepted by Tenancy Support"
- 4 have a final outcomes, 2 with "No Further Concerns", 2 with "Referral Accepted by External Agency/Support"

Referred by (Team)	No of Incidents
Nuisance Prevention Team	5
Community Regen	4
Customer Services	3
PBI	2
Neighbourhood	2
Rents	1
Maintenance - Contractor	1
Grand Total	18

Concern Type	No of
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	Incidents
Deterioration of Mental Health	6
General Concern	6
Living in Unhygienic or Dangerous Conditions	3
Abuse/Risk	2
Tenant with Care and Support Needs	1
Grand Total	18

Child Safety November 2016

There have been 6 child safety incidents in November in 6 properties.

Referral Team	No of Referrals
Rents	2
Nuisance Prevention Team	2
Neighbourhood	1
PBI	1
Grand Total	6

Disclosure methods: All 6 were general concern

Concern Type	No of Incidents
General Concern	4
Abuse/Risk	1
Child found alone/Left Alone to let personnel in	1
Grand Total	6

1 of them has been closed - Case Closed - Additional Measures in Place for Emergencies

Actions

All 6 incidents have actions listed against them for a total of 22 actions.

Action	No of Actions
General Notes	11
Consult Children Services	6
Following Statutory Services Guidance/Advice	2
CP Referral Made	2
Core group attended	1
Grand Total	22