

# Safeguarding children and young people from abuse

## Customer summary of a Genesis Housing Group policy

The protection offered by this policy applies to all children and young people who are living in homes that are owned or managed by subsidiaries of Genesis Housing Group. It also applies to children and young people in the communities that we work with through community projects.

The policy excludes customers whose housing is managed on behalf of a local authority (Hackney or Westminster). They will be covered by the authority's policy.

## Introduction

This policy states our commitment to raise awareness and tackle issues of abuse. We are committed to actively preventing child abuse and ensuring that any report or allegation of child abuse, in the communities where we work, will be listened to and investigated. We aim to take all reasonable measures to secure the health, safety and welfare of children and young people involved in our work.

We fully recognise the harmful effect that abuse has, not just on the victim, but also their families and the wider community. The policy demonstrates how we will take action to help eradicate abuse within the communities where we work.

## Our responsibilities

Children's services within local authorities are the lead agency with responsibility for co-ordinating child protection. They have expertise in handling cases of abuse, providing support and counselling to victims and assisting the police with any criminal investigations.

Genesis staff are not trained to, and are not expected to, investigate cases of abuse or carry out counselling roles. Where we suspect that abuse may be occurring we will report our concerns to relevant agencies including local authorities.

## What is abuse?

Abuse may be one or more of the following:

- a single or repeated act;
- physical, verbal, psychological, neglect or failure to act; or
- when a vulnerable person is persuaded to do something they haven't (or can't) agree to.

There are four main categories of abuse defined in the Children Act 1989.

- Emotional abuse e.g. threatening, bullying.
- Physical abuse e.g. hitting, punching.
- Sexual abuse e.g. inappropriate touching, intercourse or involvement in pornography.
- Neglect abuse e.g. leaving alone, not providing enough food or shelter.

## Who is a child?

A child is defined as:

- anyone under age 18 years;
- a person aged 18, 19 or 20 who has been looked after by the local authority after the age of 16; and
- a person aged 18, 19 or 20 who has a learning disability.

## Confidentiality and sharing information

We treat all information regarding children and young people confidentially. Responsible information sharing between organisations is sometimes necessary to protect children and young people, however we will only share information with appropriate organisations.

## Consent to share information

We will respect the wishes of a child or young person who does not consent to share confidential information. If they do not consent then we will only share information:

- when withholding information would put the child/ young person or others at an increased risk of serious harm; or
- when certain criminal offences have been committed (e.g. rape).

## Working in partnership

Responsibility to protect children and young people is shared amongst a number of agencies. We recognise the role we have to play in taking all reports of abuse seriously. We will work with other organisations to tackle and eradicate abuse. In particular, we will liaise with local children's services departments who have a general duty to safeguard children in their borough.

At every opportunity we will aim to raise awareness of abuse, and its effects, to help local people understand the part they play in reporting incidents of suspected abuse.

## Recruitment and staff training

We follow a rigorous staff selection, appointment and supervision procedure. To further ensure that children and young people are protected by our staff we will:

- always carry out an enhanced Criminal Records Bureau (CRB) check on staff applying to work with children or young people;
- give staff clear job descriptions and guidelines that spell out their responsibilities for protecting children and young people; and
- train all new staff and volunteers to understand their responsibilities when working with children and young people.

## Further information

Knowing what to do when we suspect something is wrong is a concern for everyone. If anyone has concerns about children or young people in their community it is better that they speak to someone.

Customers should contact their local authority or one of the national organisations listed below for advice.

**NSPCC Child protection helpline 0808 800 5000**  
(24 hour free helpline) [www.nspcc.org.uk](http://www.nspcc.org.uk) also has useful information, available in several languages.

### Childline 0800 1111

(24 hour free, confidential, helpline for children and young people)

## Contact us



If you are a **PCHA customer** phone us on **020 8451 8000** or email [info@pcha.org.uk](mailto:info@pcha.org.uk) [www.pcha.org.uk](http://www.pcha.org.uk)



If you are a **Springboard Housing Association customer** phone us on **020 8475 0033** or email [info@springboardha.org.uk](mailto:info@springboardha.org.uk) [www.springboardha.org.uk](http://www.springboardha.org.uk)



If you are a **Pathmeads customer** phone us on one of the numbers below:  
Temporary housing **020 8900 4900**  
Octavia Hill **020 8900 4998**  
Key Places **020 7380 9025**  
or email [info@pathmeads.org.uk](mailto:info@pathmeads.org.uk) [www.pathmeads.org.uk](http://www.pathmeads.org.uk)



If you are a **St Matthew Housing resident** phone us on **01284 732550** or email [info@stmatthewhousing.org](mailto:info@stmatthewhousing.org) [www.stmatthewhousing.org](http://www.stmatthewhousing.org)

**If you need any part of this information in large print, Braille, on audio tape or explained in your own language please contact us on the number below.**

Si necesita esta información en Braille, en CD, en cinta o en su propio idioma, póngase en contacto con nosotros en el teléfono siguiente.

Spanish

إذا كنت ترغب في الحصول على أي جزء من هذه المعلومات مطبوعاً بأحرف كبيرة أو بطريقة برايل أو مسجلاً على اسطوانة مدمجة أو شريط صوتي أو مشروحاً باللغة التي تتحدثها، يرجى الاتصال بنا على الرقم الموضح أدناه.

Arabic

যদি আপনি এই তথ্যগুলোর যে কোন একটির সম্বন্ধে বিস্তারিত জানতে চান, অথবা আপনার নিজের ভাষাতে ব্রেল, সিডি, অডিও টেপ-এ পেতে চান তাহলে নিম্নলিখিত নম্বরে আমাদের সাথে যোগাযোগ করুন।

Bengali

Si vous souhaitez obtenir une partie de ces informations en Braille, sur CD, cassette audio ou expliqué dans votre langue, veuillez nous contacter au numéro indiqué ci-dessous.

French

જો તમારે કોઈ પણ ભાગની આ માહિતી બ્રેઈલ, સીડી ઉપર, ઓડિયો ટેપ અથવા તમારી પોતાની ભાષામાં સમજી શકો તેની જરૂર હોય તો નીચે જણાવેલ નંબર ઉપર અમારો સંપર્ક કરો.

Gujarati

Se necessitar de parte desta informação em caracteres aumentados, em Braille, em CD, cassete áudio ou apresentada no seu idioma, por favor contacte-nos, através do telefone abaixo indicado.

Portugese

Haddaad u baahan tahay warkan afkaaga-hooyo, afka loogu talagalay dadka aan arki karaan – afka faraha ama CD-ga ama ajeladda rekorka nala xirir. Namberkan isticmaal.

Somali

**Telephone 020 7563 0037**  
**or email [info@ghg.org.uk](mailto:info@ghg.org.uk)**