

# Progress Housing Group Safeguarding Annual Report One Page Summary

## Our Strategic Priorities 2021-2023

### Homes Independence Opportunities

You can find our Strategic Priorities here on our website:

[www.progressgroup.org.uk/corporate/how-we-are-run/strategic-plan-and-business-priorities/](http://www.progressgroup.org.uk/corporate/how-we-are-run/strategic-plan-and-business-priorities/)



## What we've achieved in 2022-2023

This year we received 123 referrals for review that included self-neglect, domestic abuse and financial abuse, to name but a few. The local authority safeguarding teams took over 34% of the referrals to liaise directly with our tenants.



### White Ribbon campaign against domestic abuse 2022

Progress Housing Group supported the White Ribbon Day campaign. Teams from South Ribble and Chorley women's refuges ran a stall at a local market to raise awareness of the campaign and the support available locally.

Our charity Key Unlocking Futures provided our Safe at Homes programme, where we support both men and women that want to stay in their homes or cannot access refuge or alternative accommodation. We also run a 24-hour domestic abuse helpline and two women's refuges. We also run a free healthy relationships school's programme to teach children about healthy relationships.

You can read Key's safeguarding review here:

[www.keycharity.org.uk/about-us/annual-safeguarding-review/](http://www.keycharity.org.uk/about-us/annual-safeguarding-review/)

### Outcome of referrals

**15** Number referrals whereby the local authority safeguarding team confirmed that they were satisfied with the actions being undertaken internally by the Group.

**28** Number of referrals accepted by local authority safeguarding team who are working with the subject directly.

**38** Number of referrals where further action taken by local authority safeguarding team due to information supplied by a third party (usually another tenant contacting Progress Connect) or no consent gained for the referral or did not meet referral criteria.



### Modern slavery

We have a dedicated webpage to Modern Slavery on our website with resources, support guidance and links to training on our colleague intranet.

### Policies and procedures

During the year we started a review of safeguarding across the Group. We have reviewed and updated our adult and children safeguarding policies.

### Safeguarding Week 2022

We worked with our supported living provider RWP and charity Key Unlocking Futures to raise awareness of a range of important issues relating to the abuse or neglect of adults.

The campaign included social media, media, internal communications and production of a video explainer and Easy Read information about safeguarding.



## Year in numbers | The year at a glance 2022-23

- 8** Referrals for domestic abuse (a decrease of 33.3%)
- 19** Referrals for financial abuse (an increase in 58.3%)
- 21** Referrals for self-neglect for RWP supported living tenants (an increase of 320%)
- 23** Referrals were made by our Progress Lifeline Team
- 81** Cases were closed
- 151** Safeguarding concerns were raised overall by Key Unlocking Futures
- 28** Safeguarding concerns raised in Key's Schools Counselling Service
- 51** Referrals for self-neglect (a decrease of 15%)
- 61.8** Referrals were for self-neglect
- 31** Referrals were made by our customer support officers
- 21** Referrals were made by our RWP supported living team
- 42** Cases are awaiting updates from social services/employees
- 62** Safeguarding incident reports completed by Key's Emotional Health and Wellbeing Service

### Employee training

We provide mandatory safeguarding training that all employees are expected to complete depending on their role. As of 09/05/2023, over 96% of colleagues had completed their training.

Training will remain a key focus going forwards, and we will trial hourly sessions for front-line teams as and when required during the coming year.

### Case study

Progress Lifeline works with local councils and housing schemes providing services for those who are referred for a telecare installation, following a social worker's home assessment. One of our installers was sent to carry out an installation at a customer's house. Upon entering the property, our installer could see immediately that the customer was extremely vulnerable due to physical and mental health conditions and hoarding issues. Our installer raised a safeguarding referral with social services.

### Looking forward to 2023-24:



- We will continue to enhance our training offer to colleagues across the Group
- We will develop bespoke procedures for each business stream
- We will implement a communications plan to raise awareness
- We will continue to support Safeguarding Adults Week
- We will deliver four categories of mandatory safeguarding training that all staff are expected to complete (safeguarding adults level 1 and 2, safeguarding children 1 and 2).
- We will support Key's team to undertake/refresh suicide awareness training.

