

# Progress Housing Group Safeguarding Annual Report 2023/24 Summary

## Our Strategic Priorities 2024-2029

### Homes Independence Opportunities

You can find our Strategic Priorities here on our website:

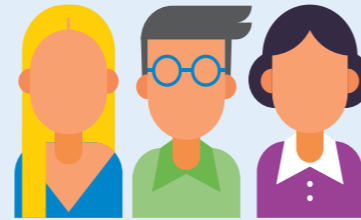
[corporate.progressgroup.org.uk/about-us/strategic-plan-and-business-priorities/](https://corporate.progressgroup.org.uk/about-us/strategic-plan-and-business-priorities/)



## What we've achieved in 2023/24

This year there were 71 safeguarding concerns raised, a reduction of 52 compared to the previous year. Neglect (including referrals for self-neglect) accounted for the largest number of safeguarding concerns raised, followed by domestic abuse, emotional abuse and financial abuse.

Of our referrals, 31% were accepted by the local authority safeguarding team.



### White Ribbon campaign against domestic abuse 2023

#ChangeTheStory was the message for this year's campaign. To raise awareness, we shared messages on social media about domestic abuse. Colleagues from South Ribble and Chorley Women's Refuges encouraged people to show their support by wearing white ribbon badges, made by the women and children staying at the refuges.

Our charity Key Unlocking Futures (Key) provided our Safe at Homes programme, where we support both men and women who 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, along with a free school programme to teach children about healthy relationships.

You can read Key's safeguarding review here:

[www.keycharity.org.uk/about-us/safeguarding/](https://www.keycharity.org.uk/about-us/safeguarding/)

### Safeguarding Week 2023

We supported Adult Safeguarding Week which is led by the Ann Craft Trust, the leading authority on safeguarding. Our supported living subsidiary RWP and Key worked with us to raise awareness of the campaign which included themes on a trauma informed approach, leading conversations in our organisation and best practice in co-production. We produced articles, blogs, a video explainer and Easy Read information.



### Outcome of referrals

- 5 Number referrals whereby the local authority safeguarding team confirmed that they were satisfied with the actions being undertaken internally by the Group
- 22 Number of referrals accepted by local authority safeguarding team who were working with the subject directly
- 10 Number of referrals which were deemed by the local authority not to meet the safeguarding thresholds

### Case study

When an electrical inspection could not be carried out at one of our properties due to hoarding, a case was opened by our area housing officer. Both tenants had severe health issues, they were sleeping downstairs and the living room was full of items. The fridge, freezer, and oven were not working, too.

We assisted the tenants by applying for funding to SAFFA, the Armed Forces charity, as one of them was ex-military. We secured funding for a new oven and fridge freezer and granted funding for property clearance. The clearance company worked with the tenants to ensure that only items they were happy to dispose of left the property. The electrical testing was then completed. The team raised this case with the local authority's social care team, and a social worker has been allocated. In the meantime, we continue to monitor and offer any housing support required.

## Year in numbers | The year at a glance 2023/24

- 1 Referral for domestic abuse (a decrease of 87.5%)
- 5 Referrals for financial abuse (a decrease in 74%)
- 11 Referrals for self-neglect for RWP supported living tenants (a decrease of 48%)
- 15 Referrals were made by our Progress Lifeline Team
- 37 Cases were closed
- 149 Safeguarding concerns were raised overall by Key Unlocking Futures
- 7 Safeguarding concerns raised in Key's Schools Counselling Service
- 41 Referrals for self-neglect (a decrease of 19.6%)
- 11 Referrals were made by our Independent Living Team
- 15 Referrals were made by our Customer Contact Centre
- 11 Referrals were made by our RWP Supported Living Team
- 34 Cases are awaiting updates from social services/employees
- 81 Safeguarding incident reports completed by Key's Emotional Health and Wellbeing Service
- 8 Referrals were made by our Housing Operations Team

### Employee training

We provide mandatory safeguarding training that all employees are expected to complete depending on their role. As of May 2024, over 92% of colleagues had completed their training. We send reminders to colleagues six months, three months and one week prior to their refresher date.

### Modern slavery

We have a dedicated webpage to modern slavery on our website with resources, support guidance and links to training for our colleagues on our intranet.

### Policies and procedures

We have produced a Reasonable Adjustments Policy. Our Safeguarding Adults and Children Policies have been updated to include abuse through social media platforms.

### Looking forward to 2024/25:



- Our Safeguarding Review Group will continue to identify areas for improvement
- We will incorporate regular safeguarding awareness in all our tenant newsletters and on our intranet for colleagues
- We will continue to support Safeguarding Adults Week each year
- We will support Key's team to undertake/refresh suicide awareness training
- We will continue to offer free mental health and wellbeing support to our tenants through our partnership with Life and Progress
- We will monitor and implement our Reasonable Adjustments Policy to ensure we adapt and tailor services where required.

