


# Progress Housing Group Safeguarding Annual Report 2024/25 Summary

### Our strategic priorities 2024-2029

#### Homes Independence Opportunities

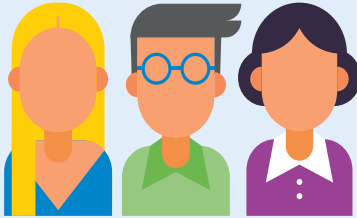
You can find our strategic priorities here on our website:

[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 have achieved in 2024/25

There have been 68 safeguarding concerns raised in the year. This is a slight reduction on the previous year when there were 71 concerns raised. Self-neglect and financial abuse accounted for the top concerns raised, followed by neglect, emotional abuse and physical abuse, cuckooing and suicide risk. Of our referrals, 22% were accepted by the local authority safeguarding team.



### White Ribbon campaign against domestic abuse 2024

Progress Housing Group and our charitable arm Key Unlocking Futures supported the White Ribbon campaign to raise awareness of domestic abuse.

We shared links to support services and information on what domestic abuse is/looks like, so people can recognise the signs.

We collaborated with Key and South Ribble Borough Council for a co-ordinated approach and wide reach in our communities.

### 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.

### Safeguarding Adults Week 2024

In 2024, we supported Safeguarding Adults Week, which is led by the Ann Craft Trust. The purpose of the week is to raise awareness of safeguarding. The themes of the week were all centred around ‘Working in Partnership’, such as professional curiosity, boundaries and recognising exploitation. During the week we shared real life stories about how we protect people from abuse and neglect.

We also shared housing officer blogs and a video series with colleagues about ‘what does safeguarding mean to you?’



### Outcome of concerns raised

26	Number of concerns whereby the local authority safeguarding team confirmed that they were satisfied with the actions being undertaken internally by the Group
15	Number of concerns accepted by local authority safeguarding team who were working with the subject directly
10	Number of concerns where further action was taken by the local authority safeguarding team to obtain further information
24	Number of concerns where no further action was necessary

### Case study

Tom is a Progress Lifeline service user. He lives on his own and has no other family in the area and has many health conditions. On a recent call, he said he had been in hospital for a few days following a fall. A week or so later he made us aware he had been struggling with daily tasks.

We raised a safeguarding concern with Lancashire County Council. We also checked in with Tom each week to see how he was getting on. As a result of the safeguarding referral, Tom had carers coming in to help him with showering, getting dressed and making his meals. He said this was a big help until he was able to get himself better.

We have since checked in on him each week and he no longer needs care to be provided. We also gave him the Lancashire County Council social services number in case he needs any further help in the future.

## Year in numbers | The year at a glance 2024/25

7	Concerns raised by our Progress Futures Team	25	Concerns raised for self-neglect (a decrease of 39%)
17	Concerns raised for financial abuse (an increase in 29%)	9	Concerns raised by our Independent Living Team
8	Concerns raised for self-neglect for RWP supported living tenants (a decrease of 27%)	5	Concerns raised by our Customer Contact Centre
19	Concerns raised by our Progress Lifeline Team	8	Concerns raised by our RWP Supported Living Team
44	Cases were closed	24	Cases are awaiting updates from social services/employees

### Employee training

We provide mandatory safeguarding training that all employees are expected to complete depending on their role. At the end of the year, over 94% of employees had completed their training.

We send reminders to colleagues six months, three months and one week prior to their refresher date.

We also provided training opportunities for employees about tenant sustainability, domestic abuse, county lines, hoarding and dementia awareness.

### Anti-Slavery Week 2024

For Anti-Slavery Week we updated our Modern Slavery and Human Trafficking statement on our website to set out our zero-tolerance approach to the exploitation of individuals through coercion, threats, or deception, trapping them in conditions they cannot escape. This is illegal and a violation of human rights.

Many of our colleagues attended a webinar about modern slavery, provided by one of our audit partners, Mazars.

We also raised awareness on our social media platforms, too.



### Looking forward to 2025/26:



Our Safeguarding Review Group will continue to offer a range of services to support customers. This includes:

- Free wellbeing and support service, through partnering with Life & Progress, an independent mental health and wellbeing provider.
- Cost of Living Hub, which includes the Tenant Sustainability Service, money saving tips, help with debt and community support.
- Housing Perks - an exclusive discount application, to help with food and shopping bills.
- RWP visits to tenants twice yearly to check all aspects of the property and tenant welfare.
- Regular meetings with RWP support providers - safeguarding is a standard agenda item.
- Safeguarding discussions to be included at all team meetings across Housing Operations.

We will continue to inform tenants about safeguarding awareness in our tenant newsletters.

We will continue to support the national Safeguarding Adults Week campaign annually.