



# **Safeguarding Children and Young People Policy Resident Involvement Report May 2020**

**Paulina Cumbicus  
Customer Involvement Officer**

# Contents

REPORT PURPOSE	Page 3
CONSULTATION THEMES	Page 3
METHODOLOGY	Pages 3 -4
RESPONDENT PROFILE	Page 4
CONSULTATION FINDINGS	Pages 4-8
SUMMARY	Page 9
RECOMMENDATIONS	Pages 9-10
PROJECT LEAD FEEDBACK	Page 10

## Report Purpose

Until recently we had one policy that set out our legal obligations and approach to safeguarding across the Group. We have taken the decision to split this into two different policies – one that will focus on vulnerable adults and the other on the safeguarding of children and young people.

## Consultation Themes

1. Necessity
2. Content
3. Need for change
4. Better safeguarding support
5. Visibility
6. Accessibility

## Consultation Methodology

This report sets out the findings of the online surveys that were created via Survey Monkey. This consultation took place during the lockdown therefore residents were invited to take part via email. Because of the current circumstances all involved residents that had provided an email address were invited to take part.

Residents were sent a link to the survey and were given instructions on how they could take part. The draft policy for Safeguarding Children and Young People was also attached to the email as we also wanted to gain feedback for this.

Residents had also selected 'Policy/Strategy reviews and surveys as a way of getting involved.

The consultation took place between 8<sup>th</sup> April 2020 and 1<sup>st</sup> May 2020. The email provided information on the consultation detailing the current safeguarding policy and plans to have two separate policies after the review. Residents that completed the survey came from the following regions:

<b>North:</b>	<b>4 Residents</b>
<b>South:</b>	<b>5 Residents</b>
<b>Isle of Wight:</b>	<b>1 Resident</b>

There were open questions used and residents were free to provide as much or as little feedback as they felt comfortable to.

The questions aimed to find out the accessibility and quality of current information and support available for residents in the Southern Housing Group website.

Also, to get feedback on the new Safeguarding Children and Young People policy. The survey also had two case scenarios that asked residents if they would know what to do if they followed the information on the website and the policy.

Answers will be referred to during the production of this report.

The Resident Involvement Team were responsible for:

- Advising the best method of consultation for this review.
- Drafting the invitation with instructions how to take part.
- Collating names of involved residents with email addresses and involvement options that suited the consultation method.
- Designing the survey, creating a suitable link and sharing with invited residents.
- Keeping in contact with involved residents answering any questions on the survey and sending friendly reminders where needed.
- Closing the survey and collecting answers.
- Creating a final report for the Safeguarding Officer.

In line with standard research practice, and due to the numbers of residents involved, the findings of these surveys cannot be viewed as providing representative feedback on the views of all the Group's residents. However, these results do provide an insight into the views and opinions of residents.

## Respondent Profile

120 residents were invited to provide feedback and 10 residents participated via online survey monkey.

## Consultation Findings

The survey was divided in three parts:

Part 1 aimed to find whether the current information available on the website was suit for purpose and visible. The first questions asked was:

### 1. Is the information easy to find?

Four residents responded with a straightforward '**Yes**'. Further feedback provided was "**Yes I googled southern housing safeguarding**" and "**Yes - by typing the word safeguarding into the search box**". Four residents responded that finding the information was not easy with feedback such as "**Didn't manage to find it so definitely not**", "**No couldn't find it**" and "**Not really**".

Question 2 was used to explore whether the information was fit for purpose and asked:

## 2. Does this give you an understanding of what safeguarding is?

Eight residents responded that the information does give them an understanding of what safeguarding is. This shows that although the page wasn't easy to find, eventually when residents did they found useful information.

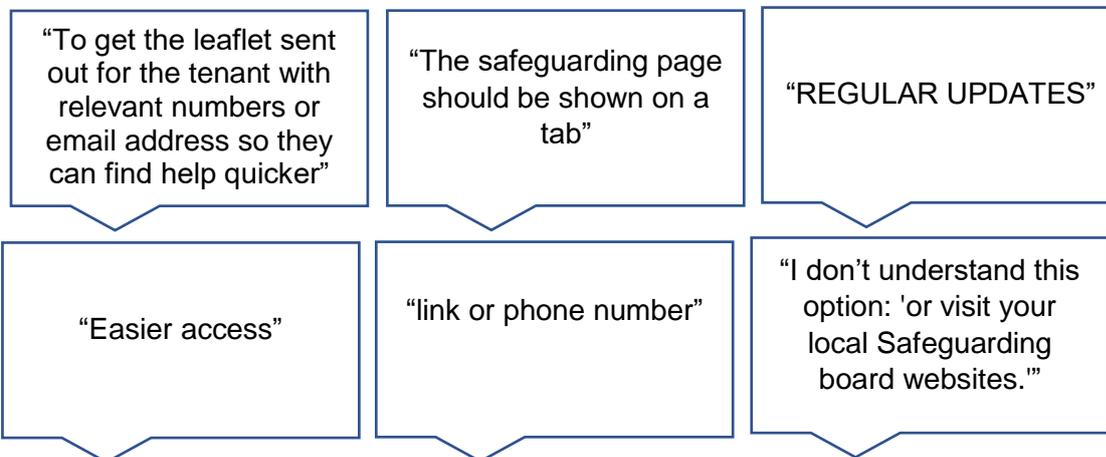
The third question asked:

## 3. Are you clear on how you would report a concern to us or your local authority?

The general answer was **“Yes”** with one resident adding **“Yes, there is a link saying, 'report a concern'”** and another adding **“Fairly, would be good to have a link or phone number”**. Again, eight residents were happy with the support available as in questions two. There were two residents that didn't provide an answer. These were the same residents that added that they could not find any safeguarding information on the website.

Residents were also asked for feedback on improvements that could be made and if they felt any information was missing.

Feedback on improvements were as follows:



Finally question five of part 1 wanted to explore whether there was any information that residents felt was missing. Four residents felt that there was no information missing. One resident added that a **“link or phone number”** was missing. As one of the residents couldn't find the page she added that she couldn't say whether there was any information missing.

The second part of the survey focused on getting feedback for the policy. The questions asked were:

### 1. Is the policy easy to read and understand?

Six residents believed that it was. One resident added **“Yes, but is this for the public? Or for staff?”** One made a comment that the policy was a **“Little bit wordy”**

### 2. Does this give you an understanding of what safeguarding is?

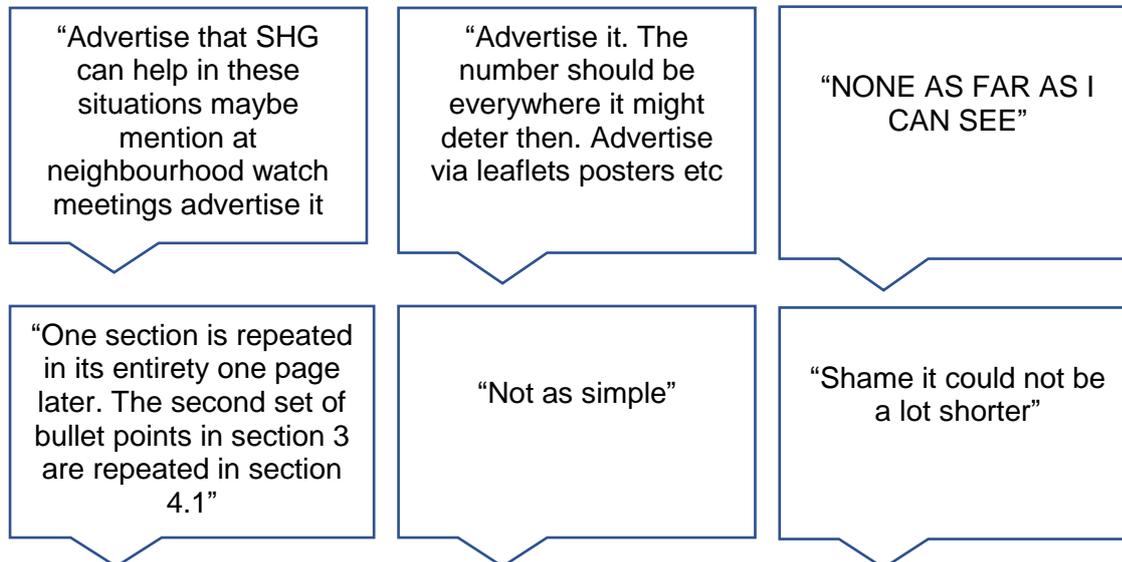
Seven residents thought that the policy gave them an understanding of what safeguarding is. One didn't know, and one resident added that the policy was **“not as easy to digest as the web page”**.

### 3. Are you clear on how you would report a concern to us or your local authority?

Four residents expressed that they were not clear on how they would report a concern. One resident added **“No, not from this policy document. At the end there is a complaints section but no reference to reporting concern. The email address given is the service centre, not the safeguarding email address on the website”** another said, **“no unless people are aware you can help you wouldn't be first port of call it would be the police”** and finally another resident felt that the information needs to be advertised more at a local level **“Not really don't feel it's clear enough, needs to be advertised in blocks of flats etc”**.

Five residents thought that the policy gave them clear guidance on how they would report a concern to the group or their local authority. Although one added that she is clear because she had previous personal experience.

In terms of improvements to the policy the following feedback was collected:



Finally like in part 1 we also aimed to find out whether residents felt that there was any information missing from the policy. Four residents fed back that there was no information missing. Those that felt differently (4 residents) added ***"the phone number should be at the top, it should be advertised as no one knows a housing company would do anything."*** ***"Personally, I wouldn't think of reporting to you, so others probably don't either. The police would be my first port of call as nothing has been advertised that you would or could help"***, ***"The numbering is all wrong from section 6 onwards"*** and ***"too much"***.

The final part of the survey focuses on getting feedback from residents through providing potential scenarios. For scenario one residents were asked:

**1. Would you know what to do with this information if you followed Southern Housing Groups advice on the internet?**

**2. Would you know where to report your concerns if you followed the policy?**

### **Scenario 1**

Monica lives next door with her four-year-old daughter Jane. Monica works evenings and her friend Simone looks after Jane in the flat. Last night you heard screams coming from Monica's property, you also heard "please get off me, it's hurting" and "shut up, I will do it harder". After you heard the shouting you saw Simone leaving the flat. You knocked on Monica's door to see if everything was ok, you could hear Jane crying and she shouted, "go away I want my mummy". One hour has passed and you have not seen either Monica and Simone return to the property.

Six residents answered that they would know what to do if they followed the group's website advice. One added that she knows that she could email but highlighted that no phone number was given. The seventh resident didn't specify that she would know what to do by following the group's information on the website but that she **"would call 101 Non-Emergency first then 999 if Emergency"**.

We also have a response from one resident that adds **"I would know based on experience. I don't know what SHG's policy is to this crisis"**. Finally, two residents fed back that they wouldn't know what to do. One of those residents said **"No couldn't find it would call the police"**

For question 2, five residents felt that they would know where to report their concerns if they followed the policy. One added that she would **"call 999"**. One resident felt that information **"needs to be clearer"**. One resident didn't think that she would know where to report any concern as **"The phone number contact section refers to making complaints about SHG?"**. Finally, another resident mentioned that she would know what to do based on her personal experience.

## Scenario 2

There is a weekly youth club being held in the Community Centre on your estate. This is run by volunteers from the local community and the booking for the Community Centre is managed by Southern Housing Group. You have raised concerns that the young people who are attending the youth club are smoking and drinking alcohol whilst in the Centre. Despite reporting this previously underage drinking continues in and around the centre.

For this scenario residents were asked:

**1. Would you know what to do with this information if you followed advice on internet?**

**2. Would know who to pass this onto if you followed the policy?**

The majority felt that they would know what to do if they followed the advice on the website. Three residents weren't confident on what they could do, with one adding that she **"couldn't find it"**. One resident added that she would know what to do because of personal experience.

Seven of the ten residents said that they would know who to pass the information to if they followed the policy. Again, one resident said that this was the case because of personal experience and another resident added that she would pass this on to **"Southern Housing Group"**. However, two residents didn't feel that they knew who to pass this on to. One of these residents felt that the way in which she could do this **"Needs to be clearer"**

---

## Report Summary

It is fair to say that most residents felt that the current information on the website is fit for purpose. Although finding the information is harder than it should be. Many got the relevant and important information needed from the policy but felt that it was a bit long and wordy. The fact that one resident asked if it was staff or residents that were going to be reading the policy suggests that it was not jargon free. One comment made by one resident that the information was not as easy to digest as the website, also suggests that although the policy gave residents an understanding of what the policy is it may not be suitable for residents.

More residents felt that the information on the website gave them confidence on how they would report a concern. Only five residents felt the same when it came to the information on the policy. The only feedback on what else could be added to the webpage was that a number could be added. Whereas in the policy residents felt that the service centre number was not enough and that there was no reference on reporting a concern.

Further feedback suggested that safeguarding support from the group should be advertised at a local level, in blocks etc. The main theme of the feedback that residents provided for any improvements that could be made, was that safeguarding information on the website needs to be advertised more and be more accessible- perhaps for safeguarding to have its own tab on the main page? More promoting on leaflets, regular updates and that a designated number should be provided. Also, to have better information on other support in their local area.

When asked the same question for the policy, residents also recommended and felt that safeguarding should be advertised more at neighbourhood watch meetings for example. There was feedback on the layout of the policy and the length which suggested that it needed to be shorter. In terms of what was missing again residents felt that designated numbers should be added. Also, that the policy needs to be clear on exactly what the group can do to support residents.

With scenario one more than half of the residents felt that they would know what to do by following advice from the website and half of the residents involved with this consultation fed back the same for the policy. The feedback for scenario two shows that the information on the website and the policy are fit for purpose as seven residents agreed that they would know what to do with the information as well as know who to pass it to.

## Recommendations

These recommendations have been summarised and reflect majority opinion.

- Make the safeguarding page more visible on the website.
- Add a designated number for safeguarding and not just the service centre.

- Use less jargon on official documents if they are to be shared with residents
- More promoting of the safeguarding support at a local level (resident meetings, neighbourhood watch meetings, notice boards on blocks etc.)
- Provide more information on websites or support groups other than Southern Housing Group.

## Project Lead Feedback

Thank you for your comments and feedback on the Safeguarding policy review. I can now confirm that we have finished all the amendments for the policies, and they will be going live in November 2020. In terms of your comments surrounding the policy documents we have taken on board and implemented three of the recommendations. I will go into these in more detail below, going forward having resident feedback for relevant documents is something we will continue.

The recommendations around the website are going to form more of a wider project, to re-design the webpage and look at better ways to provide information to you. Therefore, I will write to you again separately when this has been completed. This project has a timeline to be completed by December 2020.

Following residents comments a number of recommendations were given to the project team and I am pleased to let you know the outcomes for each recommendation:

1. ***“Add a designated number for safeguarding and not just the service centre.”*** - We have added a section into the contact us section of the policy, which includes a dedicated number and email address for the Safeguarding Teams.
2. ***“One section is repeated in it’s entirely one page later.”*** This has now been amended.
3. ***“Use less jargon on official documents if they are able to be shared with residents.”*** I have gone through the document to simplify as much as we can. Some of the words are needed from a regulatory perspective.

Thank you, once again for your feedback and I hope you find this information useful.

We look forward to your continued involvement.