



Playing our role

Safeguarding Strategy 2021 – 2024



VISION

Every adult, child and young person has a fundamental right to live a life that is free from harm, neglect and abuse.

We will work with partners and communities to promote wellbeing and keep people safe.

PURPOSE



Guidance

Principles for prevention and early intervention



Clarity

A structured approach to prevent abuse and neglect



Governance

Meeting statutory requirements

Our purpose and priorities

Safeguarding means protecting people's right to live in safety, free from harm and neglect.

This three-year strategy sets out how we will work in partnership with statutory bodies, provider organisations and other relevant stakeholders to deliver effective multi-agency safeguarding services across Torus communities.



Strategic links

Safeguarding is a Torus Group strategy. It responds to the four Strategic focuses in the *Group Corporate Plan, 2021-2025*:

Focus: Investment

Relevant goal: Embed exemplar standards of safety across living and working environments.

Focus: Resilience

Relevant goal: Foster partnerships that develop communities where people thrive.

Focus: Intelligence

Relevant goal: Embed a culture of evidence-based improvement and learning from experience.

Focus: Influence

Relevant goal: Influence people, networks and markets to unlock opportunity.

Aligning safeguarding to these focuses ensures we are clear on what we are doing, why we are doing it and how we will know if it has worked.

Safeguarding principles

Four principles will underpin a proactive, partnership-driven approach to safeguard children and adults:



Making it happen

The Torus safeguarding vision will be brought to life using the approach set out on this page.

It will be supported by partnership working for both child and adult safeguarding, and driven by a culture of performance and insight. We will work consistently and conscientiously, making sure services reflect the needs of the child, young person or adult at risk.

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Not only do I feel safe and happy, I know that I get the help and support I need.

Torus Resident

Over the lifetime of this strategy we will:

-  **embed systems and processes**, meeting the safeguarding needs of service users in a consistent and respectful way
-  **play our role in the regional network**, understanding that collaboration is vital to tackle the causes and impacts of abuse and neglect
-  **train and upskill staff**, using a ‘whole organisational’ approach to identify signs of abuse or neglect and promote wellbeing
-  **expect our suppliers and delivery partners** to have the same understanding of, and obligations to respond to, safeguarding needs
-  **monitor and assess performance**, at Safeguarding Operational Group review meetings
-  **integrate recommendations**, from professional bodies, service users and serious case reviews into our learning and improvement pathway

Actions and outcomes

Collaborative

Embed a culture based around learning and not placing blame

Establish cooperative and transparent multi-agency partnerships

Responsive

Create and maintain accurate data dashboards and review processes

Empower staff to listen, act and respond to safeguarding need

Demonstrate leadership in, and commitment to, regional safeguarding

Support local accountability and assurance structures

High performing

Implement robust training programmes for staff and suppliers

Gauge performance and systems against national exemplar standards

Employ dedicated safeguarding staff to support best practice

Choice and control

Streamline policies and procedures to ensure clarity

Measure service quality using audit and case file reviews

Personalise safeguarding by listening to children and adults at risk



Listening and learning

Safeguarding children and adults in a changing world makes continual improvements essential.

Our focus is on being a highly communicative and responsive organisation that places the views and beliefs of people and communities at the heart of service delivery. A structured approach to performance and impact measurement ensures we understand and reflect evolving need.

Tracking performance



Measures of success

Collaborative

- Number of safeguarding concerns resolved
- Evidence of continuous improvement
- Effective partnership working with agencies and critical stakeholders

Responsive

- Number of safeguarding concerns across business areas
- Increase in ABC referrals
- Reduction in need for referral

High performing

- Accurate capture of all concerns, outcomes and related information
- Increased visibility of allegations against staff in positions of trust

Choice and control

- Feedback from service users
- Feedback from stakeholders, including agencies and local authorities, to understand impacts

Safeguarding framework



Document control

Strategy owner: Torus' Chief Operating Officer (Executive Lead for Safeguarding)

Related corporate documents: Torus Safeguarding Adults, Safeguarding Children and Prevent Policies; Torus Safeguarding Training Approach; Domestic Violence & Abuse and Harmful Practices Policy.

Date of next review: 1st April 2024