



# Safeguarding: A Guide for Accommodation Providers

**Safeguarding is everybody's business –  
abuse can happen to anyone, anywhere,  
and responsibility for addressing it lies  
with all of us**



**Essex  
Safeguarding  
Adults  
Board**



**ESSEX  
Safeguarding  
Children  
BOARD**

## What is safeguarding?

Safeguarding is about acting responsibly to recognise and report possible risks of harm to:

- Children and young people (A child or young person is defined as someone who is under 18 years old as set out in the Children Act 1989).
- Adults with care and support needs (Care and support needs may relate to disability, mental health, age-related frailty or illness, or domestic abuse as set out in the Care Act 2014).

**Safeguarding adults is different from safeguarding children in many ways.** The main difference is that adults with mental capacity (ability) have the right to make their own decisions even if they are felt by others to be an unwise decision.

## Why do we need to safeguard?

As an accommodation provider it is possible that you will, at times, have customers who are at risk of harm and abuse. Knowing what to look for, who to contact and how to help, can reduce the risk of harm happening to your customers on your premises. It helps show that you are operating your business responsibly and working with local authorities to prevent the risk of harm to people in and around your premises.

# What is the role of accommodation providers in safeguarding?



- Help to prevent abuse e.g. through having knowledge and literature available
- Alert statutory authorities regarding concerns, allegations, and suspicions of abuse (details on back of leaflet)
- Be aware of possible cases of abuse, what to look for and where to get help and advice
- Be willing to support victims of abuse and offer them help when needed
- Make sure that your accommodation is safe and secure
- Be prepared to share knowledge and information with placed families about local services, in order to enable them to access relevant services/amenities/ facilities during their stay e.g. bus timetables, doctors' surgeries, taxis, supermarkets, chemists, schools and nurseries or children's centres).

# What to look for?

Abuse can be something that is done to a person or it can be something that is not being done (neglect).

Some of the ways people can be abused are:

**Physical** – people being hit, kicked or kept in their rooms against their will

**Sexual** – people being sexually exploited by others, either on or off the premises

**Emotional/Psychological** - verbal abuse, being controlled, intimidated, threats and harassment

**Neglect and acts of omission** – failing to provide care or look after children or other members of the family

**Financial** – theft, fraud, taking control of other peoples finances, people having debit or credit cards belonging to others

**Discriminatory** – treating people unfairly because of their age, race or gender

**Organisational** - neglect or poor care practice within an organisation or an individual's own home

**Domestic abuse** - psychological, physical, sexual, financial or emotional abuse incl. 'honour' based abuse

**Modern Slavery** – people forced into work, being kept under control by others eg. domestic servitude

**Self-Neglect** – failing to look after oneself, personal hygiene, health or surroundings

A full list of the types of abuse and descriptions can be found on the Safeguarding Board websites (details on back of leaflet).



## Helpful advice to give to individuals staying in your accommodation

- Consider keeping your room locked where it is safe to do so
- Do not invite other residents in to your room
- Supervise your children at all times
- Do not give out personal details to other residents
- Do not lend money to, or borrow money from, other residents
- Contact the local authority who placed you in the accommodation if you have any concerns

# Checklist for providers of accommodation

You need to:

- ✓ Understand your responsibilities for safeguarding adults and children
- ✓ Know the signs and symptoms of abuse and who to contact if you have a concern (training could be accessed to support you with this)
- ✓ Be aware of the (Southend, Essex, Thurrock) SET Safeguarding and Child Protection Procedures and the SET Safeguarding Adult Guidelines (available on the websites listed at the end of the leaflet)
- ✓ Know who the lead professionals are with a responsibility for safeguarding in your local council
- ✓ Understand how to share information appropriately
- ✓ Make sure the accommodation offered is suitable for the family's needs (i.e. size, type, facilities) and safe (condition, repairs and maintenance)
- ✓ Make sure that you have a named person and contact details for any organisation that is placing people in your accommodation who you can contact should you have any concerns.





## What do I do if I am concerned?

**If you are concerned about an Adult contact**

0345 603 7630

[socialcaredirect@essex.gov.uk](mailto:socialcaredirect@essex.gov.uk)

**If you are concerned about a Child contact**

0345 603 7627

[FOH@essex.gcsx.gov.uk](mailto:FOH@essex.gcsx.gov.uk)

**In an emergency always call the Police  
on 999**

## **This information is issued by:**

**Essex Safeguarding Adults Board**

**Essex Safeguarding Children Board**

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## **Further information on safeguarding:**

Essex Safeguarding Adults Board

[www.essexsab.org.uk](http://www.essexsab.org.uk)

Essex Safeguarding Children Board

[www.escb.co.uk](http://www.escb.co.uk)

The websites have a wide range of information and resources available on various safeguarding issues. There is also information on who to contact if you have a safeguarding concern when there is no-one available to talk to within your organisation.