

Safeguarding Guidance for Community Threads Trafford Hall

Document owner	Regenda Safety and Safeguarding Team
Approved by	Director of Safety
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Version	7.0
Scope	The Regenda Group

1. Introduction/purpose

This guidance has been developed by the Regenda Safeguarding Team to be used in conjunction with the Regenda Safeguarding Adults at Risk and Regenda Safeguarding Children policies, procedure, and reporting forms. It is essential we equip our staff and those associated with the Group with the knowledge, skills, and resources to enable them to have the confidence to know how, and when to raise concerns.

2. Definitions

Safeguarding means to protect the health, wellbeing, and human rights of individuals, which allow people — especially children, young people and adults at risk — to live free from abuse, harm and neglect.

Wellbeing/welfare is a broad concept, and it is described as relating to the following areas in particular:

- personal dignity (including treatment of the individual with respect)
- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- control by the individual over day-to-day life (including over care and support provided and the way it is provided)
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal
- suitability of living accommodation
- the individual's contribution to society

(UK GOV Care and Support Guidance 2024)

3. Scope and exemptions

This guidance supports the Group approach to reporting and responding to safeguarding and causes for concern and the commitment to working in partnership with local agencies to promote the safety and wellbeing of children and adults at risk. Information within this guidance applies to **Community Threads staff at Trafford Hall.**



4. Guidance note detail

Information contained within this guidance is taken from the Regenda Safeguarding Adults at Risk and the Regenda Safeguarding Children policies. All information detailed within this guidance is supported by the relevant regulations applied to adults at risk and children and young people safeguarding and local authority safeguarding frameworks and levels of need/thresholds.

What does safeguarding mean?

Safeguarding children and young people: Safeguarding is the process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.

If a child is at **immediate risk of harm**, contact should be made with the emergency services and/or local social services 24/7 safeguarding reporting service **without delay**.

Safeguarding adults at risk: Safeguarding adults at risk means protecting a person's right to live in safety, free from abuse and neglect. An adult at risk is any person who is aged 18 years or over and at risk of abuse or neglect because of their needs for care and or support.

If an adult is at **immediate risk of harm**, contact should be made with the emergency services and/or local social services 24/7 safeguarding reporting service **without delay**.

What is a welfare concern?

Where there is no imminent danger to the individual or others, but you suspect there may be abuse and/or neglect or you have concerns about the welfare and wellbeing. This could include:

- Living conditions such as hoarding, lack of heating or essential services, deteriorating property condition
- Concerns there is a lack of food available to the individual or family
- Disclosure about concerns regarding debt, gambling, or financial problems
- Disclosure about concerns regarding mental health and wellbeing

How might I be made aware there is a safeguarding issue or welfare concern?

There are a number of ways you could be alerted to a safeguarding issue or cause for concern:

- A conversation with the adult at risk, child or a family member
- Witnessing or hearing something whilst undertaking work in a property
- Hearing something during a telephone conversation
- Someone else telling you about something they have seen or heard



What should I report?

Safeguarding Children	Safeguarding Adults at Risk *
Emotional neglect and/or abuse	Physical abuse
Physical neglect and/or abuse	Domestic violence or abuse
Educational neglect	Sexual abuse
Medical neglect	Psychological or emotional abuse
Sexual abuse	Financial or material abuse
Domestic abuse	Modern slavery
Grooming	Discriminatory abuse
Online abuse	Organisational or institutional abuse
Female genital mutilation (FGM)	Neglect and acts of omission
Parental substance misuse	Self-neglect
Harmful sexual behaviour	Radicalisation
Child Exploitation (Criminal and Sexual)	So – called 'honour' based abuse
Parental mental health	Forced Marriage
Impact of separation or divorce	Hate Crime
Bullying	
Radicalisation	
So-called 'Honour' based abuse	
Forced Marriage	
Witnessing domestic abuse	

*Evidence of any one indicator from the above safeguarding adults at risk list should not be taken on its own as proof that abuse is occurring. However, it should raise a cause for concern leading to further consideration of associated factors. This list is not an exhaustive and it must be taken into account a person may be subject to a number of abuse types at the same time.

Information relating to the signs, symptoms and effects of child abuse and neglect are available on the NSPCC website. Further information and support is available from the Regenda Safeguarding Team.

Who should I report it to and how?

Immediate risk of harm

In the event the child, young person or adult at risk is at immediate risk of harm or subject to a criminal activity, you must contact the emergency services 999 and/or local social care 24/7 safeguarding reporting service without delay on the numbers below:



Cheshire West and Chester	
Adults – Monday – Thursday 8.30am – 5pm Friday 8.30am – 4.30pm	0300 123 7034
Adults – out of hours and public holidays	01244 977 277
Children – Monday – Thursday 8.30am – 5pm Friday 8.30am – 4.30pm	0300 123 7047
Children – out of hours and public holidays	01244 977 277

The relevant local authority will advise if you will be required to complete an online multiagency referral form (MARF), this would typically be within one day of making a telephone referral. Anyone making a referral involving the welfare of a child or young person will be required to refer to the Multi-agency Thresholds or Levels of Need Framework. These documents provide guidance on how to make the correct judgement when deciding on the level of referral and what prevention/intervention approaches are available. If the referral doesn't meet the criteria for a MARF, then an Early Help Assessment (EHAT) should be initiated (if not already in place). Early Help Assessments require consent. A copy of all completed referral documents must be uploaded as an attachment to the SHE online portal.

At the first available opportunity inform your line manager or the Designated Safeguarding Lead (DSL) and the Regenda Safeguarding Team by completing the appropriate Safeguarding/Welfare Concern report via the SHE online portal.

Welfare concern

If the concern does not require immediate intervention by the emergency services or multiagency referral (MARF) to social care, discuss with your line manager or the DSL and within 1 day complete the appropriate Safeguarding/Welfare Concern report via the SHE online portal.

If the concern is for a customer of the Youth Hostel Association, please report it to the YHA Manager at Trafford Hall and complete the appropriate Safeguarding/Welfare Concern report via the SHE online portal.

What happens next?

The Regenda Safeguarding Team will review the information within the reporting form on SHE and reassign the report to the appropriate DSL. The DSL will be responsible for taking the lead on responding to the referral (this could be the colleague making the original referral).

The colleague receiving the referral will be required to respond to the safeguarding/cause for concern report in a timely manner, providing progress updates to the DSL (as agreed on a case-by-case basis) and adding notes to the open referral on SHE. Action relevant to the nature of the referral should be taken, this will be determined by several factors including willingness of the individual or family member to engage and consent. Where possible and applicable, a joint working, multi-agency approach is encouraged for both children and adult referrals.

For concerns relating to children and young people, reference should be made to the Multiagency Threshold or Levels of Need guidance in order to determine if an Early Help



Assessment (EHAT) should be completed. Contact should be made with the relevant local authority safeguarding team to enquire if an EHAT is already in place for the child/children/young person concerned. A new EHAT should be completed by colleagues from the Neighbourhood Team who have the best knowledge of the family or by a representative of the most appropriate partner agency. Consent will be required.

When can a safeguarding or welfare concern be closed?

The DSL is responsible for ensuring safeguarding and cause for concern referrals reach a satisfactory conclusion and where applicable, Regenda Group colleagues play their part in contributing to the best possible outcomes. The DSL has ultimate responsibility for ensuring open cases are appropriately managed and they have oversight of the monthly updates completed by their team. Where cases can be closed, details of the outcome and reason for closure are recorded. The DSL or relevant colleague will also be required to keep up to date any other system used for recording/logging safeguarding and welfare concern referrals.

When determining the point at which a referral can be closed, the following should be considered:

- All relevant services/agencies have been contacted and an appropriate update provided.
- All necessary or pre-arranged visits have been carried out and an appropriate update provided.
- If other services are involved but a Regenda representative is not required to be present at future visits or meetings e.g., TAF/Core Group/Child Protection/Assessments.
- No further causes for concern have been identified.
- No immediate risk of harm has been raised from this or any other cause for concern.
- The outcome(s) clearly states the reasons why this is no longer a cause for concern, this includes what actions have been taken and how can you tell that progress has been made for this individual and what has changed?

When a DSL submits a referral to be closed, it will be reviewed and verified by the Regenda Safeguarding Team. All safeguarding and welfare concern referrals will be verified against the above checklist, a record of the checklist is attached to the referral on SHE. If the Regenda Safeguarding Team identify further actions to be taken, the referral will not be approved but assigned back to the appropriate DSL with recommendations of the further actions required added to the notes within the referral. The Regenda Safeguarding Team monitor all referrals via SHE and the Insights module provides real time reporting in addition to generating monthly and quarterly reports for the Strategic Safeguarding Group (made up of Regenda Group DSLs and the Safeguarding Team), senior management and Board.

Keeping you informed

Depending on the origin of the referral, colleagues and contractors will receive an update from a member of the Regenda Safeguarding Team within two weeks of the alert. If you have any further concerns in relation to your referral don't hesitate to contact the Regenda Safeguarding Team.



What if a colleague or contractor is the alleged perpetrator?

It is essential that any allegation of abuse made against a member of staff, contractor or volunteer who works with children and young people or adults at risk is dealt with fairly, quickly, and consistently, in a way that provides effective protection for the child, young person or adult and at the same time supports the person who is the subject of the allegation.

Any allegation should be reported to the Regenda Safeguarding Team immediately who will then contact the Local Authority Designated Officer (LADO) within 1 working day with details of the concerns raised. The local authority will guide the process for managing concerns around people in position of trust (PIPoT). The Regenda Group have in place an internal procedure for responding to and managing allegations against staff, volunteers, and contractors. This is available as an appendix and is listed in section 5 of this guidance document.

5. Associated documents

5.1. Associated legislation, regulation, and guidance

Associated legislation, regulation and external standards
Working Together to Safeguard Children (2023)
Keeping Children Safe in Education (2025)
The Children Act (1989 and 2004)
The Children and Social Work Act (2017)
Safeguarding Vulnerable Groups Act (2006)
Protection of Freedoms Act (2012)
General Data Protection Regulations GDPR (2018)
Information Sharing: Advice for Practitioners (2018)
Sexual Offences Act (2003)
Child Sexual Exploitation: definition and guide for practitioners (2017)
Education and Inspection Act (2006)
The Housing Act (2004)
The Prevent Duty (2023)

5.2. Associated Regenda Homes / Group documents / guidance

Associated Regenda Homes / Group documents / guidance
Safeguarding Children Policy
Safeguarding Adults at Risk Policy
Managing Allegations Policy
Health and Safety Policy
Domestic Abuse Policy
Data Protection Policy



Disciplinary Policy
Grievance Policy
IT Strategy
Customer Feedback Policy
Speak Up Policy and Procedure
Anti-Social Behaviour Policy
Volunteer Policy
Hate Crime Policy
Group Code of Conduct and Probity Policy
Housing Under 18s Policy / Group documents / guidance
Equality, Diversity, and Inclusion Strategy 2022 – 2026

6. Data Protection

The Data Protection Act is not a barrier to sharing information, it provides a framework to ensure that personal information about living persons is shared appropriately.

Regenda staff must remember:

- Be open and honest with the person (and/or their family where appropriate), share information with consent where appropriate and where possible respect the wishes of those who do not consent to share confidential information.
- Base information sharing decisions on considerations of the safety and wellbeing of the person and others who may be affected by their actions.
- Ensure the information you share is necessary for the purpose for which you are sharing it and is only shared with those people who need to have it.
- All safeguarding concerns involving children and young people under the age of 18 where there is an immediate risk of harm must be reported to the emergency services and/or Children's Social Care Services.
- An adult at risk has the right to decide if and how they wish to be helped, do they consent to the safeguarding interventions?
- Talk to the person about your concerns and seek their consent about the next steps you feel are necessary – what are the person's views and wishes?
- If language is a barrier, it is important to use an interpreter not a family member or someone from a local cultural or religious organisation which the vulnerable person or suspected abuser is a member.
- There will be instances where the person's decision not to refer the situation to the appropriate authorities will have to be over-riden if it is in the public interest to do so.

This will occur where:

- other people or children could be at risk from the person causing harm or it is necessary to prevent a crime.
- there is a high risk to the health and safety of the adult at risk.
- the person lacks capacity to consent.
- there is an allegation against a Regenda Group staff member or contractor and should be recorded accordingly.
- Don't pass on the information to anyone other than those with a legitimate need to know.
- Tell the person you are going to inform the appropriate person and also report the disclosure to the Regenda Safeguarding Team.



Please see our Group's Data Protection Guidance in the Document Management System for more guidance or speak to the Governance team.

7. Monitoring and reporting

The completion of staff and where appropriate, contractor induction and training records will be monitored by the Regenda Safeguarding Team and will be reviewed by the Strategic Safeguarding Group. Colleagues involved in inducting, training and supervising staff and contractors will be required to fully understand the content of this guidance and where appropriate, supporting documentation and associated information.

The Regenda Safeguarding Team will also regularly review the number of safeguarding and cause for concern referrals, where they have come from and where possible, the outcomes. The Strategic Safeguarding Group will meet quarterly as part of the review process and findings and actions will be minuted. Minutes will be made available to the Director of Safety and M&Y Executive Director.

8. Contact Information

Regenda Safeguarding Team

Tel: 0151 7033777

Email: safeguarding@regenda.org.uk

Ria Hall: Safeguarding and Prevent Officer

Tel: 0151 7033261/07528969031

Email: ria.hall@regenda.org.uk

David Morrell: Director of Safety

Tel: 0151 7033826/07966877596

Email: david.morrell@my-maintenance.co.uk

Deniece Pendlebury: Safeguarding Coordinator

Tel: 0151 7033264/07989715195

Email: deniece.pendlebury@my-maintenance.co.uk

Fay Donnelly: Safeguarding and SEND Lead

Tel: 07483116403

Email: fay.donnelly@my-maintenance.co.uk

9. Amendment log

Change	Made by	Authorised by	Effective date
Details of Regenda Safeguarding Team updated	Ria Hall	Dave Morrell	October 2025
Associated legislation and guidance update	Ria Hall	Dave Morrell	October 2025
'Witnessing domestic abuse' added to the list of types of abuse for children	Ria Hall	Dave Morrell	October 2025