

SAFEGUARDING

Clarion Housing Group are committed to working with statutory agencies to ensure the safety and well-being of our residents, service users and staff.

Safeguarding is protecting an adult's right to live in safety, free from abuse and neglect. Safeguarding children is defined as the persistent failure to meet a child's basic physical, emotional and/or psychological needs, likely to result in the serious impairment of the child's health or development.

Clarion staff are trained to identify safeguarding and will:

RESPOND Take action to make sure the person/child is safe

REPORT Concerns immediately to a manager, then social services or the police

RECORD Concerns; completing & submitting a referral to statutory services

REVISIT Referral - safeguarding team will record updates from Local Authority Safeguarding Team

What should you do if you have concerns about an adult or child?

If it is an emergency: call 999 and police, fire or ambulance can then respond.

You can contact your Local Authority Safeguarding Team if you have any concerns for an individual or child www.gov.uk/find-your-local-council

You can also contact Clarion, we will investigate your concerns and will contact the relevant agencies as required.

Contact us:

Phone: 0300 500 8000

Our phone lines are open from 8:30am -5pm Monday to Friday (10am - 5pm on Wednesdays).

Via our website: myclarionhousing.com/contact-us

Chat with us online

Our Virtual Assistant is here to help answer your questions 24/7. Our Live Chat service can put you in touch with one of our trained advisors during our opening hours.

myclarionhousing.com

