

**Appendix 7n:
Notes from Safeguarding
Round Table**

Yorkshire Water's role safeguarding & supporting our customers

Round table discussion

6 October 2017

It's part of our
Blueprint for Yorkshire



YorkshireWater

Context

As we develop our business plan for 2020 to 2025, we are working with our customers and stakeholders to shape that plan, and ultimately the future direction of our business. As part of that engagement we are inviting expert stakeholders to round table discussions on key topic areas to help inform our future direction.

As well as thinking about our core business, we are also thinking about how we carry out that business in a socially responsible way. So, on 6th October 2017 we invited a number of organisations involved in safeguarding to one of these round tables to explore whether Yorkshire Water has a part to play in the safeguarding agenda.

Attending the meeting were:

Name	Role	Organisation
Richard Flint	Chief Executive	Yorkshire Water
Julia Unwin	Non-Executive Director	Yorkshire Water
Stephen Taylor	Service Delivery Manager	Carers Leeds
Wayne Horner	Chief Inspector - Safeguarding Governance	West Yorkshire Police
Darren Minton	Detective Superintendent	West Yorkshire Police
Daniel Woodhead	Partnerships Manager	StepChange
Rosana Rategh	Training Team Leader	Leeds Mind
CLlr Val Slater	Portfolio Holder for Health and Wellbeing	Bradford Council
Sarah Muckle	Deputy to Director of Public Health	Bradford Council
Dean Stewart	Head of Household Retail	Yorkshire Water
Gillian Mason	Customer Service Strategy Manager	Yorkshire Water
Paul Carter	Political Engagement Manager	Yorkshire Water

Yorkshire Water Chief Executive Richard Flint introduced the session and a free flowing discussion followed. Below are notes of they key point in the discussion.

Is safeguarding an area that Yorkshire Water should be involved in, and why?

- In safeguarding there is a need to 'make every contact count'. Serious case reviews will often highlight the number of people who came into contact with a person at risk but missed the opportunity to act.
- Safeguarding is everyone's business. Anyone in contact we people has the potential to be the eyes and ears for others.
- In safeguarding there is areal focus on early intervention. Early intervention can help prevent issues but it relies on information and intelligence. Information from Yorkshire Water colleagues could be the key part of a jigsaw that allows early intervention.
- Empowering colleagues to act on what they see will help them feel like they are having a positive impact and will boost morale.
- Some colleagues will be vulnerable too, raising awareness will help then.
- Limiting safeguarding to public bodies makes sense in some areas, but there is a moral duty for everyone to be involved. Joining together all the information can help people much quicker and safeguard more people.
- There is also a selfish a need to avoid the corporate risk of being seen to have come into contact with a person at risk and having failed to act.
- It makes good business sense for Yorkshire a Water to act early to identify people who may struggle with bills as it will reduce number of non payers.
- Authorities are are working with public to raise awareness of their role in reporting concerns, so it make sense for companies to have a responsibility too. It is good corporate citizenship.
- This is an innovative approach and isn't something that other utilities are doing, so Yorkshire Water would be leading the way.

What would be the scope of Yorkshire Water's role?

- Yorkshire Water needs to decide what safeguarding means to the company and scope out its role based on that definition.
- Does the company want to get fully engaged in safeguarding, or is it just about signposting services and help to customers that may need it. These are two different things.
- It's not about taking over the jobs of professionals but about passing on information to them so they can take a decision on the next steps
- It is about raising the professional curiosity of colleagues to help them spot potential issues and then giving them the tools to know what to do if they see something concerning?

What would Yorkshire Water need to do to equip colleagues?

- It's about giving colleagues permission to do something about what they see and training them to know what to do.
- Yorkshire Water needs a safeguarding policy that sets out what colleagues need to do.
- Training can be provided and many of the organisations in the room already have training programmes in place that Yorkshire Water could access.
- West Yorkshire Police has a process in place with Yorkshire Ambulance Service for passing on information and could design a process for Yorkshire Water.
- It doesn't have to be complicated. The decision on whether to take action based on a report of information remains with the professionals not Yorkshire Water colleagues so it is just a case of passing on information.
- There are a very broad range of safeguarding issues, but it doesn't require lots of training to identify a problem. The signs often aren't difficult and the main thing is about changing the culture to encourage colleagues to be curious.
- It was suggested that an app could be created for colleagues to use that includes a simple process flow guiding them on what they need to do.
- The organisations in the room were keen to work with the new Yorkshire Water safeguarding officer.

What are the challenges?

- Companies can be worried about opening the floodgates by getting involved in safeguarding. Defining what vulnerable means to Yorkshire Water and setting a policy will help ensure scope is manageable.
- Need to reassure colleagues that they won't be identified if they report information and that the result is often softer than people imagine, its not a case of information being reported and sudden intervention by authorities.
- The public and voluntary sector are already facing pressures both in terms of finances and workload. It is important to be mindful of this.

What one thing would the attendees want from Yorkshire Water?

- Intelligence and information
- A culture of colleagues who ask people if they need help
- To engage with health and wellbeing agenda

Next steps

- Yorkshire Water to recruit a Safeguarding Officer who will engage with stakeholders further and develop a safeguarding strategy and policy.

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