



Havebury Homes

Safeguarding Policy

HS 053

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Relevant corresponding Policy (procedures only)			
Approved by (inc date)	Board		
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Legal Advice (inc date)	N/A		

1. Policy Statement

- 1.1 We are committed to working with statutory agencies to ensure the safety and wellbeing of all residents, visitors and staff ensuring they are protected from abuse, neglect, exploitation or harm.
- 1.2 We aim at all times to attain best safeguarding practice throughout all our teams and work with children, young people, adults at risk, their parents, carers and/or families. We will achieve this by adhering strictly to this policy, guidance and risk assessments.
- 1.3 We are committed to complying with all legal and regulatory requirements.
- 1.4 We will always act in the resident, visitor or customer's best interests by making safeguarding personal for the individual
- 1.5 We will ensure all board, committee members and employees, contractors and volunteers are informed of their own and the wider organisation responsibility and duties in safeguarding residents, occupants and anyone visiting our properties, from the risk of abuse and self-neglect.
- 1.6 We will maintain one clear policy to ensure a framework is in place covering all potential areas of Safeguarding.
 - Policy HS026 Domestic Abuse & Violence is a standalone policy and should be read alongside this document where relevant
- 1.7 We will actively work to reduce the risks associated with abuse and self-neglect to the resident/individual, wider community and property condition.
- 1.8 This policy is supported by a Safeguarding Procedure document which must always be read in conjunction with this policy.

2. Purpose

- 2.1 This policy outlines our approach to safeguarding, demonstrating our commitment to keeping children, young people, and adults at risk with whom we work safe. It sets out the actions we take to ensure everyone understands their responsibility if they have a safeguarding concern.
- 2.2 It also provides a clear framework for recognising, reporting, and responding to safeguarding issues in a timely and effective manner. Through this, we reinforce our commitment to creating a safe and supportive environment for all, promoting wellbeing, and working in partnership with statutory agencies to uphold the rights and safety of those at risk.

3. Scope

This policy applies to all residents and household members.

3.1 Definitions

Safeguarding: Measures to protect the health, well-being and human rights of individuals, especially children, young people and adults at risk, so they can live free from abuse, harm and neglect.

Radicalisation is the process through which people come to support increasingly extreme political, religious or other ideals. This can lead them to support violent extremism and terrorism. Whilst not included as a type of abuse in Care Act Guidance. However, awareness and prevention are considered safeguarding actions as part of this policy.

Abuse: Abuse is mistreatment by any other person or persons that violates a person's human and civil rights. The abuse can vary, from treating someone with disrespect in a way that significantly affects the person's quality of life, to causing actual physical or mental suffering.

Exploitation: occurs when a person is groomed, forced or coerced into doing something that they don't want to do for someone else's gain.

Cuckooing: a practice where people take over a person's home and use the property to facilitate exploitation.

Self-Neglect: Behavioural condition in which an individual neglects to attend to their basic needs, such as personal hygiene, appropriate clothing or living conditions (including Hoarding). The Care Act Guidance 2014 recognises self-neglect as a category of abuse and neglect.

Hoarding: There is no single definition of hoarding as it is a complex behavioural phenomenon with many different causes and types of presentation. However, it can be seen as consisting of three components;

- The acquisition of and failure to discard possessions that appear to be of little use and value.
- Living space is sufficiently cluttered so as to preclude activities for which those spaces were designed.
- Significant distress or impairment in functioning caused by the hoarding.

Children: In the UK. The UN Convention on the Rights of the Child (UNCRC), ratified by the UK government in 1991, legally defines a child as a person under the age of 18 (Article 1, Convention on the Rights of the Child, 1989).

Young Person: A care leaver, a person who is 18 and over but is still receiving children's services. For example, a person who has substantial and complex needs might be supported in a residential education setting until the age of 25.

Adults at Risk: Defined in the Care Act 2014, an adult at risk is a person over the age of 18 years who:

- has needs for care and support (whether or not the Local Authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse and neglect and
- as a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of abuse or neglect.

4. Responsibilities

4.1 Board is responsible for approval and oversight and the Director of Operations, and delegated staff are responsible for delivery.

4.2 The Care Act 2014 recognises that Housing staff have a key safeguarding role to play alongside their colleagues in Social Care, Health and the Police in keeping people safe. It recognises that Housing staff are well placed to identify people with care and support needs, share information and work in partnership to coordinate responses.

4.3 This document should be used by all individuals who come into contact with

children, young people, or adults at risk in the course of their work, even if they do not have a specific safeguarding role, including board, committee members and employees, contractors and volunteers.

5. Policy Detail

- 5.1 We are committed to ensure the safeguarding of children, young people, and adults at risk in all areas of our operation. We operate a zero tolerance policy of abuse and are committed to preventing and reducing the risk of harm to children, young people, and adults at risk to keep them safe, whilst supporting individuals in maintaining control of their lives.
- 5.2 Where abuse or self-neglect presents a high or immediate risk to the resident, any visitor to the property or neighbouring properties, an urgent and robust response will be used. Such a response could include, but would not be limited to, calling 999 or immediate injunction action.
- 5.3 Where abuse or self-neglect presents a lower or less immediate risk to the resident, any visitor to the property or neighbouring properties, then less urgent but robust response will be used. This will include a commitment to partnership working to involve all agencies as appropriate, so that responsibilities are met.
- 5.4 We have an internal reporting system called 'somethings not right' which enables any member of staff to report concerns anonymously for investigation by the designated officers.
- 5.5 Procedures relating to this policy outline the responsibilities placed on all staff, including reporting, recording and escalation guidelines at various stages and time frames. Serious cases need to be reported to the Director of Operations.
- 5.6 We will ensure that we provide comprehensive Safeguarding Training Programme; that is routinely reviewed and in line with legislation and requirements.
- 5.7 The Leadership Team will be required to promote the importance of safeguarding and that employees maintain their knowledge and awareness of correct procedure through discussion at team meetings and one-to-ones.
- 5.8 We will attend and participate in appropriate Safeguarding Partnership meetings and other appropriate meetings.
- 5.9 We are committed to safe recruitment in line with the relevant legislation and guidance from government and the Regulator of Social Housing for recruiting all staff, paid or unpaid

6. Service Standards

- 6.1 Any person being supported within this policy will be treated under our service standards as follows:
 - Where there is an immediate threat to life, response will be immediate
 - If we receive a report of concerns, we will respond within one working day
 - Referrals will be made in line with internal policies giving consideration to data protection.
 - We will aspire to comply with our Customer Service Standards and provide a service which is 'right first time' for any report or notification of domestic abuse or safeguarding.
- 6.2 We will keep accurate and detailed records and reports will be shared with Resident Experience Committee annually and Service Collaborative Management Team Meeting Quarterly.

6.3 Referrals will be reviewed and cases escalated as required to ensure none are left without an agreed resolution.

7. References

Related External Documents	
Reference	Link to reference
Environmental Protection Act 1990	Environmental Protection Act 1990
Mental Capacity Act 2005	Mental Capacity Act 2005
Equality Act 2010	Equality Act 2010
Landlord and Tenant (Covenants) Act 1995	Landlord and Tenant (Covenants) Act 1995
Defective Premises Act 1972	Defective Premises Act 1972
Building Safety Act 2022	Building Safety Act 2022
Antisocial Behaviour Crime and Policing Act 2014	Antisocial Behaviour Crime and Policing Act 2014
The Care Act 2014	The Care Act 2014
Care and Support statutory guidance under the Care Act	Care and Support statutory guidance under the Care Act
Human Rights Act 1998	Human Rights Act 1998
Modern Slavery Act 2015	Modern Slavery Act 2015
Safeguarding Vulnerable Groups Act 2006	Safeguarding Vulnerable Groups Act 2006
Children Acts 1989	Children Acts 1989
Children Acts 2004	Children Acts 2004
Working Together to Safeguard Children 2023	Working Together to Safeguard Children 2023
Domestic Abuse Act 2021	Domestic Abuse Act 2021
Data Protection Act 2018	Data Protection Act 2018
Data (Use and Access) Act 2025	Data (Use and Access) Act 2025
UK General Data Protection Regulation (UK GDPR)	UK General Data Protection Regulation (UK GDPR)
Suffolk Safeguarding Partnership's Policies, Procedures and Guidance Including; <ul style="list-style-type: none"> • Suffolk Safeguarding Adults Framework • Suffolk Safeguarding Partnership Self-Neglect and/or Hoarding Policy • In areas where the above procedures do not apply, guidance will be sought from the appropriate Safeguarding Boards 	Suffolk Safeguarding Partnership's Policies, Procedures and Guidance Including; <ul style="list-style-type: none"> • Suffolk Safeguarding Adults Framework • Suffolk Safeguarding Partnership Self-Neglect and/or Hoarding Policy <p>In areas where the above procedures do not apply, guidance will be sought from the appropriate Safeguarding Boards</p>

Related Internal Documents

- All tenancy agreements and licences for residential premises
- [HS 035 Allocations And Lettings Policy](#)
- [HS 055 Tenancy Policy](#)
- [HS015 Anti Social BehaviourGP016 Data Protection Policy](#)
- [HS 032 Gas And Heating Policy](#)
- [HS 016 Repairs & Maintenance Policy](#)
- [Equality, Diversity and Inclusion \(EDI\) strategy 2025-26](#)
- [HS 026 Domestic Abuse & Violence Policy](#)
- [P047 Safeguarding Procedure](#)
- [HS 045 Hoarding Policy](#)
- [GP 005 Whistleblowing Policy](#)
- [HR 003 Recruitment Policy](#)
- [HS 011 Complaints Policy](#)

8. Document control

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