



Policy: *Safeguarding Policy (Residents)*
Approved by: Leadership Group

Date 1 September 2026
Approved:

Frequency of review: Annually

POLICY STATEMENT:

- This policy details how Broadland meets its responsibilities to safeguard adults and children at risk of abuse or neglect that we come into contact with.
- This policy demonstrates how Broadland is committed to working in partnership with statutory agencies and relevant partners to respond to concerns or incidents of abuse or neglect.

This policy has been developed to ensure Broadland complies with current legislation, regulatory expectations, and good practice, and will be subject to ongoing review.

Policies apply to all legal entities within Broadland unless stated otherwise.

Failure to comply with approved policies and procedures may result in disciplinary action.

SCOPE:

- To ensure Broadland meets our statutory safeguarding requirements where there are safeguarding concerns about a resident or member of their household.
- This policy applies to all residents, members of their household and anyone who we contact with through our daily activities.
- Partners who deliver external services on behalf of Broadland are aware of this policy; however, we expect them to have their own appropriate safeguarding policies in place.

- This policy does not apply to employees of Broadland, unless they are a resident and we are dealing with a tenancy related matter.

Broadland's Safeguarding Adults Procedure, Safeguarding Children Procedure, Domestic Abuse Procedure and Self-Neglect and Hoarding Procedure gives a detailed account of how this Policy will be implemented. gives a detailed account of how this Policy will be implemented.

KEY STAFF RESPONSIBILITIES:

Board

The Board is responsible for ensuring the continued development of certain policies

Senior Management

The Management Team are responsible for ensuring that policies and procedures are followed by all concerned.

Staff

Employees are responsible for ensuring they are fully aware and adhere to the terms set out in the policy.

- All employees have a duty to act upon and report actual, suspected or allegations of abuse or neglect that they come across in their role.
- Neighbourhood Managers, Neighbourhood Officers, Sheltered Scheme Managers, Tenancy Support Co-ordinators, and Local Delivery Managers have additional responsibilities in working with other agencies as part of their role.
- We recognise that staff who spend more time in our homes such as repair staff, contractors, and cleaners have a significant role in seeing, hearing, and reporting concerns.
- The Tenancy Support and Safeguarding Manager is responsible for monitoring all cases and feeding back to the Tenancy Support Team and Local Delivery teams about case management, learnings, or best practice

Designated Officers

Have additional responsibilities including raising awareness of Safeguarding, carrying out internal training, and representing Broadland as part of the Norfolk Safeguarding Adults Board and Norfolk Safeguarding Children Partnership.

The Designated Safeguarding Managers are the Assistant Housing Director (Core Operations) and the Tenancy Support and Safeguarding Manager.
The Designated Safeguarding Lead is the Tenancy Support Team Leader.

DEFINITIONS:

Policy Name: Safeguarding
Latest Revision: August 2026

Revised by: Claire Walker
Verified by: Leadership Group

Broadland – all entities of Broadland Housing Association (unless otherwise stated)
 DPIA – Data Privacy Impact Assessment
 H&S – Health & Safety
 EIA – Equality Impact Assessment

Adult at risk – An adult at risk is anyone aged 18 or over who:

- Has needs for care and support (regardless of the level of need and whether or not the Local Authority is meeting any of those needs).
- Is experiencing, **or** at risk of, abuse or neglect: **and**
- As a result of those needs, is unable to protect themselves against the abuse or neglect or the risk of it.

Child – Anyone who has not reached their 18th birthday as defined under the Children’s Act 1989, including unborn children.

Abuse & Neglect – include, but are not limited to physical, sexual, psychological, or emotional, financial, or material, discriminatory, and organisational abuse; neglect (including acts of omission); self-neglect; radicalisation and enforced gang membership.

Domestic Abuse – Behaviour of a person (‘A’) towards another person (‘B’) is ‘domestic abuse’ if –

- A and B are each aged 16 or over and are personally connected to each other, and
- the behaviour is abusive.’

Safeguarding Adults– Protecting an adult’s right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that the adult’s wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings, and beliefs in deciding on any action. This must recognise that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear, or unrealistic about their personal circumstances.

Safeguarding Children - Safeguarding is preventative and involves promoting the welfare of children by protecting them from harm and recognising the risks to their safety and security. Child protection is the activity of protecting children who are suffering or may be likely to suffer from significant harm as a result of abuse or neglect.

RELEVANT KEY LEGISLATION AND RELATED DOCUMENTS: (not limited to)	
Legislation	Documents
Children Act 1989 Children Act 2004 Children and Families Act 2014	Anti-Social Behaviour Policy Allocations Policy Domestic Abuse Policy (residents)
Policy Name: Safeguarding Latest Revision: August 2026	Revised by: Claire Walker Verified by: Leadership Group

Equality Act 2010 Housing Act 2004 Human Rights Act 1998 Working Together to Safeguard Children 2026 Counter-Terrorism and Security Act 2015 Prevent Duty Guidance England and Wales (2023) Care Act 2014 Mental Capacity Act 2005 Modern Slavery Act 2015 Data Protection Act 2018 (UK GDPR) Domestic Abuse Act 2021 Sexual Offences Act 2003	Domestic Abuse Policy (employees) Speaking Out Policy Professional Boundaries Policy Recruitment Policy & Procedure Equality, Diversity and Inclusion Policy Customer Complaints Policy Repairs Policy Self-Neglect and Hoarding Policy Hate Crime Policy Tenancy Agreement Norfolk Safeguarding Childrens Partnership (NSCP Procedure Manual)
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EQUALITY IMPACT ASSESSMENT:

This policy has had an Equality Impact Assessment (EIA) that has identified that this policy does not discriminate either directly or indirectly and does not disadvantage any individual group.

DATA PROTECTION

Privacy Impact Assessment should be completed for all new policies or policy revisions which include any use of personal data (this will be the majority). The PIA form can be found in the Data Protection bucket of the Forms and Information Centre on SharePoint - <https://broadlandgroup.sharepoint.com/Forms/SitePages/Home.aspx>

This policy (and associated procedures) requires a Privacy Impact Assessment (PIA) and one was completed on 21 May 2026 and appropriate risk mitigations implemented.

Please refer to the Tenant and Employee Privacy Notices, and the Data Protection Policy and Procedures, for details on Broadland's use, security, sharing, and retention of personal data.

IMPORTANT PRINCIPLES:

- When working with adults at risk we will apply the 6 principles set out by the Care Act that underpin the safeguarding of adults. Empowerment, protection, prevention, proportionality, partnership, and accountability.
- We will record and refer all concerns, suspicions or allegations of abuse or neglect to the lead agencies or team responsible for carrying out safeguarding assessments and enquiries, specifically the Local Authority.
- We will report any incidents of abuse that we suspect are a criminal offence to the Police. We will treat any disclosures of actual historical abuse in the same way as an allegation, disclosure, or suspicion of current abuse.

- We will develop and implement internal procedures for employees that establish clear lines of accountability, responsibility, and processes for reporting safeguarding concerns.
- We will provide employees with role appropriate external training at least every 3 years so that they understand their roles and responsibilities in relation to safeguarding and are enabled to identify and report the signs of abuse in accordance with safeguarding procedures. Internal training will be provided annually.
- We will meet our responsibilities in safe recruitment, selection and vetting of employees by using the Disclosure and Barring Service.
- We will not carry out work in a resident's home unless someone unless an adult (age 18 and over) is present.
- We are committed to ensuring our residents live safely. When a member of staff or a contractor visits a resident's home, they are trained to identify Safeguarding concerns. If they observe or her anything that concerns them, including someone making threats to harm themselves, they will report it to a Designated Safeguarding Manager or Designated Safeguarding Lead.
- We will identify and contact a resident's GP to share concerns if a resident tells us they intend to harm themselves. If there are other concerns we may also make a referral to Adult or Children Services.
- We recognise the emotional impact on employees of recognising and reporting safeguarding concerns. Employee support will be available through line managers, designated officers and by accessing the Employee Assistance Programme.
- Any concerns relating to conduct by staff, contractors, or anyone in a position of trust working on behalf of Broadland should be reported through the Confidential Reporting & Whistleblowing Policy.
- We will address any allegations or suspected abuse by Broadland employees through formal statutory investigative procedures and our own internal disciplinary procedures.
- We will participate in all Safeguarding reviews and change our policy and processes where relevant learnings have been identified.
- We will raise awareness of safeguarding issues in our communities through information and advice. All our Safeguarding Policies and Procedures will be available on our website and customers can request a copy at any time.
- Our Safeguarding Policies and Procedures will be reviewed annually.

