

Safeguarding Policy

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Executive Lead (Owner):	Executive Director Customer		
Policy Author:	Alice Courtney-Duguid – Service Delivery Manager Louise McKnight – Head of Lettings and Customer Support		
Strategic alignment:	This policy is aligned to our Landlord Resident strategy		
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Previous review date:	Settle – October 2025 Paradigm – April 2025		
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Policy approved by:	Executive Board		
Next policy review date:	April 2029		
IMPACT ASSESSMENTS			
Equality Impact Assessment			
Completed?	No	☐	Yes
☒	If not required, state reason:		
Resident Impact Assessment			
1) Is this one of the agreed policies requiring resident consultation? Please refer to:	Yes	☒	No
2) If yes, please confirm resident consultation has taken place	☒	Briefly detail changes arising from resident feedback: Amended layout of the 'objectives, desired outcomes and strategic alignment' section, based on feedback that this could be set out better.	
APPROVAL - To show transparency and accountability, specify whether policies have been approved by the Board/Executive/Committee. Clear approval lines strengthen governance, ensuring assurance and accountability.			
Approval journey:	Executive Team	Committee	Board
	☒	Yes	Committee name(s)
		☐	Add name, otherwise state N/A
Which Regulatory Standard does this Policy support?	Economic		
	Governance & Viability	Rent	Value for Money
	☐	☐	☐
	Consumer		

	Neighbourhood & Community	Safety & Quality	Tenancy	Transparency, Influence & Accountability
	☒	☐	☐	☐
Associated legislation	• ASB Crime and Policing Act 2014 • Data Protection Act 2018 • Disclosure and Barring Service (DBS) • Domestic Abuse Act 2021 • Equality Act 2010 • Female Genital Mutilations Act 2015 • Homeless Reduction Act 2017 • Human Rights Act 1998 • Mental Capacity 2005 • Sexual Offences Act 2003 • Modern Slavery Act 2015 • Prevent Strategy 2011 and Revised Prevent duty guidance for England 2021 • Protection of Freedoms Act 2015 • Safeguarding Vulnerable Groups Act 2006 – Disclosure and Barring Service (DBS) • Care Act 2014 • Children Act 1989-2004 • Children and Young Persons Act 2008 • Working together to Safeguard Children 2018			
Associated procedures	• Safeguarding Adults Procedure • Safeguarding Children Procedure			
Where is this policy to be published?	Website	Intranet	Both	
	☐	☐	☒	

Safeguarding Policy

1. Policy Statement

Safeguarding means protecting a person's right to live in safety, free from abuse and neglect (including self-neglect).

This policy outlines SettleParadigm's approach to safeguarding adults and children. It sets out our safeguarding responsibilities to ensure all colleagues and residents are clear on our legal and moral obligations. It also establishes the reporting channels we have in place to support individuals who need to raise a concern.

The policy also demonstrates how SettleParadigm adheres to relevant legislation:

- Safeguarding children – The government guidance 'Working together to safeguard children' 2018, The Children Act 2004 and Section 213A of the Housing Act, which set out duties to safeguard and promote the welfare of children living in our homes. Every child has the right to feel safe and to be protected from any situation of practice that could result in them being significantly harmed.
- Safeguarding adults – The Care Act 2014, which sets out a clear legal framework for local authorities and imposes duties on them to work with housing associations to safeguard adults who have a care and support need, and the Mental Capacity Act 2005, which sets out the role everyone plays in safeguarding and the types of abuse identified in statutory provisions and guidance.

2. Objectives, desired outcomes and strategic alignment

Safeguarding and protecting our residents from abuse, harm or neglect is the shared responsibility of SettleParadigm and partner agencies.

SettleParadigm is required to have clear safeguarding policies and procedures in place and colleagues must be trained to recognise the signs of abuse or neglect. If we do not deliver on our responsibilities in respect of safeguarding there is a risk to the health, safety and wellbeing of our residents.

The objectives of this policy are:

- All SettleParadigm managers take responsibility for ensuring their teams understand their legal and moral duties and are confident to report concerns.
- Annual Mandatory refresher training is carried out to ensure all colleagues working with residents and in residents' homes understand their safeguarding obligations.

- Safeguarding issues relating to adults and children living in our homes who may be at risk of abuse, harm or neglect will be managed and reported through the appropriate channels.
- Vulnerable adults and children will be assisted to help them access the relevant care and support in accordance with their needs.
- Safeguarding data is used to help determine any trends or areas of concerns, providing regular reports to the Safeguarding panel.
- Cases will be reviewed by appropriate managers. In the event where any service failures are identified, these will be acted on appropriately and learning applied to implement changes.
- Information relating to the safeguarding of adults and children at risk will be shared with our partners in line with relevant legislation and stored confidentially, in line with the Data Protection Policy.
- Feedback from residents and other agencies is factored into any changes to our approach.

The desired outcomes of this policy are:

- Vulnerable residents are supported by SettleParadigm, in partnership with external agencies, to receive appropriate support and sustain their tenancies.
- All colleagues will have regular training at the appropriate level for their role.
- All colleagues are confident in how to identify a safeguarding concern and how to escalate these, including making referrals into external agencies promptly.

3. Scope

- This policy applies to all residents. For the purpose of this policy, the term resident refers to all people living in our homes.
- The Local Authority has overall statutory responsibility for safeguarding. To support this, SettleParadigm are responsible for reporting any concerns and cooperating with the Local Authority as required. All SettleParadigm colleagues, including contractors, have a responsibility to the safety and welfare of adults and children living in our homes.
- This policy does not specifically cover anti-social behaviour or domestic abuse as there are separate policies outlining our approach to these situations.
- SettleParadigm also has a duty to safeguard colleagues, and this is supported by the Dignity and Respect at Work Policy.

4. Policy Principles

- Any concern or suspicion of abuse, neglect or risk should be reported as soon as the concern is identified in every case.

- Allegations of abuse or neglect made by children, family members, residents, colleagues or partner agencies will be prioritised and taken seriously.
- All concerns are recorded in the housing management system for oversight of the case; they will be logged confidentially due to their sensitive nature.
- Informed consent will be obtained where appropriate to do so however where consent cannot be obtained or there is a high risk the safeguarding concern will still be raised.
- It may not always be appropriate to obtain informed consent where the safeguarding concern relates to a child or young person. In these circumstances their safety must be the overriding priority, and information must be shared with statutory authorities where there is any indication of neglect or abuse.
- We proactively engage with vulnerable residents to offer support and partner working with appropriate agencies.
- We seek solutions with partner agencies to support and safeguard 'at risk' adults and children, taking action before harm occurs and sharing information appropriately.

('At risk' includes those who are unable to take care of, or protect themselves, and whose independence and wellbeing is at risk without support because they are vulnerable e.g. due to age, physical or mental health, having been in care, prison or other institution).

- All colleagues are trained and accountable for safeguarding and understand their role in reporting, by maintaining knowledge on any legislative changes that impact on our obligations to deliver services.
- All colleagues are expected to handle safeguarding concerns in line with the relevant legislation, policies and procedures.
- Expectations and responsibilities of contractors are outlined in the Code of Conduct for Contractors.
- We have designated safeguarding leads to provide advice and guidance to colleagues.
- Leadership responsibility is taken for our safeguarding arrangements, including representation on local Safeguarding Boards.
- We will be responsive and adaptable to changes in the way services are delivered by partner agencies.
- We take every opportunity to learn from case reviews and learning shared by other organisations to help improve our approach to support residents.
- We have legal obligations for safeguarding as set out in key legislation and will respond to any emergency changes to this legislation or guidance as needed.

5. Equality, Diversity & Inclusion

- We are committed to doing as much as is practically possible to enable all residents to access and understand our services.

- This policy is designed to promote equality and protect all individuals from harm, regardless of their protected characteristics.
- SettleParadigm colleagues are expected to treat all residents with fairness and respect, in line with regulatory standards set by the Regulator of Social Housing.
- We will consider the needs of our residents and endeavour to make reasonable adjustments where possible to ensure we meet our duties to equality, diversity and inclusion under the Equality Act. There is no prescribed list of reasonable adjustments; the adjustment will depend on the resident's individual needs and will be discussed with the resident to reach an agreement on what may be reasonable in the circumstances.
- An Equality Impact Assessment has been conducted and the findings considered in developing this policy.

6. Roles and responsibilities

The **Executive Board** are responsible for:

- Reviewing and approving this policy and any amendments.

The **Executive Director of Customer Service** is responsible for:

- Strategic oversight of this policy as the policy owner.
- Ensuring a review is conducted every 3 years, or sooner should there be a material change or if a more frequent review is required.
- Attending Local Safeguarding Boards.

The **Safeguarding Panel** are responsible for:

- Monitoring and review of our approach to safeguarding cases.
- Safeguarding process improvements including learning from case studies and reviewing any trends.
- Sharing best practice and updates from external safeguarding boards with other Housing Associations and Local Authorities.

The **People team** are responsible for:

- Organising safeguarding training for all colleagues as appropriate for their role.
- Ensuring the safeguarding e-learning module is up to date.
- Keeping a record of safeguarding training completed by colleagues on the system and identifying any gaps.

Designated Safeguarding Leads are responsible for:

- Providing advice and guidance to colleagues in relation to logging, managing and closing safeguarding cases.

Colleagues in the Customer directorate are responsible for:

- The operational delivery of safeguarding case management.
- Keeping records up to date.
- Representing SettleParadigm at professionals' / multi agency meetings.
- Challenging statutory responsibilities not being met by Local Authorities where required.

All colleagues are responsible for:

- Safeguarding our residents by being vigilant and reporting any concerns to the appropriate partners, both internally and externally.
- Attending training appropriate for their role.
- Maintaining clear professional boundaries.

7. Compliance/Key Performance Measures

- Regular reviews of this policy will ensure that it remains effective.
- Compliance with this Policy will be monitored and enforced by SettleParadigm leaders and designated safeguarding leads through case reviews, reporting any identified failures and learning to the Safeguarding Panel.
- Disclosure and Barring Service (DBS) regulations and checks are carried out during the recruitment process and on expiry, for specific roles that work closely with children and vulnerable adults, with records and renewals managed by the People team.
- All colleagues will complete appropriate training, which is monitored through the Learning Management System to ensure compliance.
- An annual safeguarding report will be produced highlighting cases, trends, learning and any process changes or improvements from the previous year and shared with ExBo and resident engagement panel.
- Using Power BI Dashboards giving live case oversight, Management case reviews (QAF) to give assurance cases are being managed within KPI's and to use to drive improvement in services provided to residents.
- Processes are in place to ensure statutory requirements are met in responding to requests for information from Safeguarding Services.

8. Related Policies, Procedures and Key Documents

Related Policies

- Resident Areas Management Policy
- Anti-Social Behaviour Policy
- Complaints Policy
- Data Protection Policy
- Domestic Abuse Policy
- Temporary Accommodation Policy
- Customer Care and Reasonable Adjustments Policy
- Recruitment Policy
- Whistleblowing (Speak up) Policy
- Disciplinary Policy
- Grievance Policy

Related Procedures

- Safeguarding Adults Procedure
- Safeguarding Children Procedure
- Flexicare Lettings Procedure
- Recruitment Procedures
- Colleagues Code of Conduct
- Disciplinary Procedure

Key Documents

- Landlord Resident Strategy
- Safeguarding Toolkit
- Colleagues Code of Conduct
- Code of Conduct for Contractors

9. Version Control

Version control			
Date	Version	Approved By	Details of Amendments
April 2026	V1	Executive Board	New integrated group wide policy