

Safeguarding Children Policy

This policy sets out Bromford Flagship LiveWest's approach to safeguarding children ensuring we recognise risk, make timely referrals, and deliver safe, fair, and responsive services to our customers. It is underpinned by legal duties, regulatory expectations, and a commitment to fairness, accountability, and transparency.

Department	Customer Experience
Policy owner	Regional Director – Customer
Approved date	January 2026
Date for review	July 2028
Approving body	Board
Associated legislation/regulation	Children Acts 1989 and 2004 Working Together to Safeguard Children 2023 Domestic Abuse Act 2021 Human Rights Act 1998 Data Protection Act 2018 & UK GDPR Prevent Duty Guidance (2015) Consumer Standards 2024
Legal advice from	Internal Legal Review
Equality impact assessment date	October 2025
Version number	1.1
Publication status	Internal Intranet and Customer Website

Purpose/principles

The purpose of this policy is to safeguard children and ensure they are protected from harm, abuse, and neglect. It explains how Bromford Flagship will keep children safe within our homes, services, and communities, and how we will act quickly when concerns arise.

This policy supports our statutory duties under the Children Acts 1989 and 2004, aligns with Working Together to Safeguard Children (2023), and demonstrates compliance with the Safety and Quality Standard of the 2024 Consumer Standards.

It also recognises the statutory framework for information-sharing under the Data Protection Act 2018, UK GDPR, and *Working Together (2023) Chapter 1*, which permit lawful sharing where necessary to protect a child's welfare.

Our principles are to:

- put children's safety and wellbeing first
- recognise risk and act without delay
- work in partnership with families, communities, and safeguarding agencies
- take a supportive, customer-centred, and empathetic approach to every child and family

Scope

This policy applies to:

- Bromford Flagship LiveWest colleagues, regardless of role¹
- contractors and third parties, who must have adequate safeguarding arrangements in place
- all customer interactions and services, across every tenure type and legal entity where children may be at risk

Roles/responsibilities

Board/Committees provide oversight and assurance that the policy aligns with strategic priorities, customer outcomes, and regulatory requirements.

Executive Leadership Team/Directors are accountable for ensuring the policy is implemented consistently across their areas of responsibility and that compliance is maintained.

¹ Colleagues of Bromford and Flagship and their subsidiaries, plus any former Bromford and Flagship colleagues now operating under Bromford Flagship LiveWest. At the time of writing LiveWest operate under a separate policy.

Heads of Service/Service Leads are responsible for embedding the policy within their service areas, ensuring colleagues are aware of and follow the requirements, and providing assurance on compliance.

Customer-facing colleagues are responsible for applying the policy in day-to-day service delivery, supporting customers, and taking action or escalating issues in line with procedures.

All colleagues are expected to understand the policy as it relates to their role, complete any required training, and seek support where clarification is needed.

Contractors and partners – must comply with this policy and demonstrate adequate safeguarding arrangements.

Policy content

What safeguarding means

A child is anyone under the age of 18. Safeguarding means protecting children from maltreatment, preventing impairment of their health and development, ensuring they grow up in safe environments, and enabling them to have the best outcomes, as set out in the Children Act 1989 (Section 17 and 47) and Children Act 2004 (Section 11).

Forms of harm and abuse

This includes physical, emotional, and sexual abuse, neglect, and wider safeguarding concerns such as domestic abuse, grooming, child sexual exploitation, gang involvement, radicalisation, online safety, female genital mutilation, and children who go missing.

Our commitments

We will:

- always put children first and act in their best interests
- respect diversity and recognise the additional risks faced by children with disabilities, those from minority backgrounds, or living in challenging family environments
- listen to children, families, and communities and take their voices seriously
- work in partnership with safeguarding agencies to provide the right help at the right time
- share information lawfully and transparently in accordance with the Data Protection Act 2018, UK GDPR, and 'Working Together' information-sharing principles, where it is in a child's best interests to do so
- provide safe, respectful, and inclusive environments where families can thrive

How we do this

- every colleague receives role-specific safeguarding training
- apply principles of safe recruitment
- concerns are recorded securely and referred promptly
- escalation routes and flowcharts are clearly set out in safeguarding procedures
- staff wellbeing is supported through reflective practice and access to support services
- safeguarding data and feedback are reviewed to identify risks and prevent future harm
- an annual Safeguarding Assurance Statement is published to our Board

The policy is aligned to the Safety and Quality Standard of the 2024 Consumer Standards. It is supported by our related policies.

We are committed to:

- using case data and feedback to identify trends and risks
- promoting reflective practice and colleague wellbeing
- embedding a safeguarding network of leads and champions to promote local safeguarding cultures
- publishing an annual safeguarding assurance statement to our Board

EIA statement

An Equality Impact Assessment (EIA) has been completed for this policy. The EIA ensures that the policy is fair, inclusive, and does not negatively impact any protected groups under the Equality Act 2010. The outcomes of the assessment will be monitored, and actions taken where needed to promote equity.

We recognise that we may not have identified all adverse impacts on one or more protected characteristics. We welcome any feedback on, or examples of, things that we may have overlooked so that we can continuously improve our policy.

Training statement

All colleagues receive safeguarding training through:

- mandatory induction
- annual refresher training
- role-specific modules (e-learning and in-person)

Measuring effectiveness

We will measure effectiveness through:

- volume and nature of safeguarding referrals

- audit results
- training completion rates
- customer experience
- thematic reviews
- Board assurance reporting

Review period

This policy will be formally reviewed every three years. Earlier review may take place if required by changes in legislation, regulation, organisational priorities, or following feedback from colleagues, customers, or stakeholders. Any updates will be approved through the appropriate governance route.

Approval

This policy was approved by the Board and is applicable to:

- Bromford Housing Association Ltd (operating as Bromford)
- Bromford Home Ownership Ltd (operating as Bromford)
- Merlin Housing Society Ltd (operating as Bromford)
- Flagship Housing Limited (operating as Flagship)

Any references to Bromford Flagship LiveWest should be interpreted as equally applicable to all the above.

Supporting documents

This policy is supported by:

- Safeguarding Procedures,
- Equality Impact Assessments,
- ASB Policy
- Complaints Policy
- Domestic Abuse Policy
- Safeguarding Adults Policy
- Tenancy Management Policy
- Vulnerability, Inclusive Services & Reasonable Adjustments Policy

Version control

Note: minor updates approved by delegated authority increase version number by 0.1; major updates and formally approved versions increase version number by 1.0.

Version	Detail	Approved by	Date
1.0	First issue	Board	26 January 2026
1.1	Updated template (including the logos on titlepage footer and wording in approval section)	n/a	6 August 2026