Safeguarding Adults Policy

This policy sets out Bromford Flagship LiveWest's approach to safeguarding adults, ensuring we recognise risk, make timely referrals, and deliver safe, fair, and responsive services to our customers. It is underpinned by legal duties, regulatory requirements, and our organisational values of fairness, accountability, and transparency. It places dignity, prevention, and person-centred practice at its core.

Department	Customer Experience
Policy owner	Regional Director - Customers
Approved date	January 2026
Date for review	July 2028
Approving body	Board
Associated legislation/regulation	Care Act 2014, Mental Capacity Act 2005, Children Acts 1989 and 2004, Working Together to Safeguard Children 2023, Domestic Abuse Act 2021, Modern Slavery Act 2015, Human Rights Act 1998, Data Protection Act 2018, GDPR, Prevent Duty, 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 adults who may be at risk of harm, abuse, or neglect. It supports compliance with the Care Act 2014, Mental Capacity Act 2005, and 2024 Consumer Standards while promoting the principles of this legislation, and fostering a preventative, inclusive, and safe culture.

Adults at risk will be listened to, treated with dignity, and supported to live safely and independently wherever possible.

We are committed to working collaboratively with partners, listening to those with lived experience, and continuously improving our safeguarding approach.

Scope

This policy applies to Bromford Flagship LiveWest colleagues.[1] Contractors and third-party organisations must also have adequate safeguarding arrangements and comply with this policy.

It covers every service and interaction with customers, across all tenure types, and includes any safeguarding concerns relating to customers, visitors, or anyone engaging with our services

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.

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

[1] Colleagues of Bromford, 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.

Adults at risk and their families should be involved in decision making wherever possible.

Policy content

An adult at risk is someone aged 18 or over who:

- has care and support needs (whether or not these are being met)
- may be experiencing or at risk of abuse or neglect
- may be unable to protect themselves due to those needs

Abuse may be physical, sexual, emotional, financial, discriminatory, domestic, neglect, organisational, self-neglect, cuckooing, or modern slavery. For detailed definitions, see **Appendix A**.

Bromford Flagship carries out its safeguarding responsibilities in line with Sections 42–46 of the Care Act 2014, which require local authorities and their partners to make or cause enquiries when an adult with care and support needs is, or may be, at risk of abuse or neglect. We will co-operate fully with local authority enquiries and contribute to multi-agency safeguarding plans.

We uphold the **six principles of adult safeguarding** from the Care Act 2014:

- Empowerment – supporting people to make their own decisions
- Prevention – acting before harm occurs
- Proportionality – taking least intrusive, proportionate action
- Protection – for those in greatest need
- Partnership – working together with other agencies
- Accountability – transparency in safeguarding practice

These principles guide how we respond to customers: we will empower, prevent, act proportionately, protect, partner, and remain accountable.

We also adhere to the **five statutory principles** of the Mental Capacity Act 2005:

- presumption of capacity
- support to make decisions
- right to make unwise decisions
- best interests
- least restrictive option

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

Our commitments
We will:

- ensure all colleagues receive safeguarding training appropriate to role.
- apply principles of safe recruitment
- securely record safeguarding concerns and make referrals to appropriate safeguarding agencies
- work in partnership with safeguarding agencies, share information appropriately, and comply with safeguarding requirements
- use learning from safeguarding cases and customer feedback to continuously improve our approach
- ensure colleagues are confident in recognising and reporting concerns via our internal safeguarding process

Information sharing
We recognise that effective safeguarding depends on timely, lawful, and proportionate information sharing.
All colleagues must share information in accordance with the Data Protection Act 2018, UK GDPR, and Information-Sharing Advice for Safeguarding Practitioners (2018). Information will be shared where necessary to protect life or prevent harm, and decisions will be recorded to evidence lawful basis, proportionality, and best interests.

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.

Appendix A – glossary of abuse types

Abuse can take many forms, including but not limited to:

- Physical abuse: hitting, slapping, pushing, misuse of medication
- Sexual abuse: rape, sexual assault, non-consensual acts
- Emotional or psychological abuse: threats, humiliation, isolation
- Financial abuse: theft, fraud, misuse of property or benefits
- Domestic abuse: controlling, coercive, threatening or violent behaviour
- Neglect: failure to provide basic care or access to services
- Organisational abuse: poor care in institutional settings
- Discriminatory abuse: harassment or slurs based on protected characteristics
- Self-neglect: failing to care for personal hygiene, health or surroundings
- Modern slavery: human trafficking, forced labour, servitude
- Cuckooing: taking over a vulnerable person's home for criminal purposes

Supporting documents

This policy is supported by:

- Safeguarding Procedures
- Safeguarding Customer Service Standards
- Equality Impact Assessments
- ASB Policy
- Complaints Policy
- Domestic Abuse Policy
- Managed Behaviour Policy
- Safeguarding Children 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