

SAFEGUARDING ADULTS POLICY

1. Introduction

Safeguarding is a term for protecting a person's right to live in safety, free from abuse and neglect. This policy outlines Citizen's approach to Safeguarding our customers and colleagues.

Citizen aims to take all reasonable measures to provide safe accommodation and services for all customers living in our homes and receiving a service from us. This includes safeguarding customers with additional care and support needs.

Anyone can carry out the safeguarding of an adult, or require safeguarding from abuse or neglect themselves. It's more likely abuse will be carried out by someone the person being abused knows, especially if they trust them. People who carry out abuse or neglect can include:

- spouse / partner
- local residents
- other family members
- acquaintances
- neighbours
- friends

There are many types of abuse and neglect and they include any kind of behaviour towards a vulnerable person that deliberately or unintentionally causes them harm. These can include;

- physical abuse
- sexual abuse
- domestic abuse
- harassment and stalking
- female genital mutilation
- honour-based abuse
- children witnessing domestic abuse
- psychological abuse
- financial or material abuse
- modern slavery
- forced marriage
- neglect and acts of omission including self neglect

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- coercive control
- discrimination
- organisational
- child sexual exploitation
- mate crime

Abuse and neglect can happen anywhere, however, it can be more common in the home. It is therefore important that all who act on behalf of Citizen have awareness and training around safeguarding.

Citizen recognises that safeguarding is everybody's responsibility, and colleagues across Citizen play a key role in preventing, identifying and reporting neglect and abuse to protect our customers. We have a specialist Safeguarding training partner and have developed a specific training plan which allows our colleagues to identify and report any safeguarding concerns that they have.

All colleagues undertake mandatory Safeguarding training and this clearly defines the duty each colleague has to report any concerns for the well-being of adults as detailed in the Safeguarding procedure.

The training is supported by clearly defined procedures as well as Citizen's own Safeguarding Leads.

Citizen recognises its responsibility to safeguard and promote the welfare of those who are at risk. This requires us to:

- Have clear operational procedures for identifying and dealing with concerns about possible abuse including domestic abuse, and ensure their implementation
- Maintain effective information sharing with statutory services and other agencies as appropriate
- Work in partnership with local safeguarding adult's boards who are the main agency responsible for Safeguarding.
- Recruit safely to achieve safer services for our customers and employees, including a stringent checking process
- Ensure contractors working in our properties and partners managing schemes on our behalf have appropriate Policies and training in place and that this policy is shared with them.

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- Ensure that all colleagues are:
 - Trained in recognising the symptoms of abuse and neglect
 - Vigilant and be able to respond to safeguarding concerns
 - Familiar with the six principles underpinning adult safeguarding as defined in the Care Act 2014; empowerment, prevention, protection, proportionality, partnerships and accountability.
 - Have a clear Communications Plan in place to ensure the Policy is shared effectively

2. Policy Statement

The purpose of this Policy is to ensure that all colleagues in contact with customers take all reasonable measures to minimise the risks of harm to their welfare; and where there are concerns, appropriate actions are taken to address these concerns.

The approach of this Policy is based on and reflects the principles of both UK legislation and guidance and international agreements. Citizen will abide by existing regulatory requirements and legislation. In summary the Care Act 2014 promotes the wellbeing of individuals and in turn making Safeguarding personal. The Modern Slavery Act 2015 addresses the problem of slavery and human trafficking and is designed to improve law enforcement, strengthen criminal penalties, and deliver better support and protection for victims.

Citizen will act in accordance with the procedures of the relevant Local Safeguarding Boards who are the lead agency responsible for Safeguarding. Each Board publish an escalation process where an initial referral has been rejected. This is reflected in our processes.

3. Policy purpose

All adults regardless of age, disability, gender, racial or ethnic origin, faith or belief and sexual identity have a right to protection from harm or abuse. This is of paramount concern to us.

Adults have a right to information which could make life better and/or safer for them and we therefore will provide information about how and with whom individuals can share their concerns, complaints, and anxieties. We also, where possible, offer a choice in working together with and signposting to other agencies.



4. Scope

This policy applies to all areas and covers Citizen customers, their household members, and Citizen's workforce. Citizen's workforce includes permanent and temporary colleagues, agency staff, apprentices, volunteers, contractors, Board and committee members.

5. Support for Colleagues

Where a colleague discloses that they may require safeguarding from abuse or neglect we will discuss how we can support them as an employer and if there are any considerations that need to be made to keep the employee safe while at work.

Colleagues can make a report to their line manager, to the H.R team or to a mental health first aider. Upon making a disclosure we will discuss with the colleague how it is we can support them and identify any risks to them or anyone else in the business.

As with all disclosures we will take a balanced approach to confidentiality, safeguarding, and health and safety to ensure the welfare of colleagues and customers.

If a disclosure is made regarding a member of Citizen's workforce (as defined in 4.0) as a perpetrator of abuse, we will work with them to investigate the issue and follow procedures as appropriate to ensure Citizen meets its responsibilities under safeguarding and health and safety.

6. Roles, responsibility, and authority

Board is accountable for the overall Policy. It is the responsibility of the Safeguarding Committee to ensure that this Policy is successfully implemented, and the procedures followed.

A statement of assurance in relation to Safeguarding is presented to Citizen Board annually.

Directors and Heads of Service are responsible for ensuring that all colleagues understand the importance of this policy and the related procedures and comply with them. It is essential to the implementation of this Policy that colleagues know how to deal with emergencies and to express concerns to the appropriate person in the Organisation.

The Designated Safeguarding Lead is the Chief Operating Officer and their Deputy the Director of Housing, Care and Support.

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This Safeguarding policy is supported by the Domestic Abuse policy which promotes a victim centred approach to domestic abuse.

7. Policy management and delivery

In reviewing this policy, customers, colleagues and stakeholders have been given the opportunity to comment and shape our approach to Safeguarding Adults.

All relevant colleagues will be appropriately trained in using our Policy and procedures and will also be made aware and receive training on the procedures of their local safeguarding boards. The level of training they receive will be considered in proportion to the role within the Organisation, clients they work with and risk they are potentially dealing with.

Citizen will ensure that appropriate mechanisms are in place to ensure that contractors who work in properties on behalf of Citizen and who meet children are aware of and have had training on this policy and the related procedure.

Everyone working on behalf of Citizen is expected to behave towards customers and colleagues in a way that demonstrates their commitment to this policy. Failure to do so could result in disciplinary action or termination of contracts.

8. Policy monitoring and review

We will:

- Undertake a Safeguarding Assessment and report the outcome to the Citizen Board and Safeguarding Committee.
- Ensure that all colleagues will have mandatory training on our Safeguarding Adults policy and procedure, and we will monitor its implementation.
- Ensure that all partners and contractors evidence they have completed appropriate Safeguarding training and aware of our Safeguarding Adults Policy and procedure
- Recognise the importance of mental health and ensure our designated mental health first aiders are clear on their Safeguarding responsibilities
- Report quarterly key performance information on areas of concern and tends in terms of Safeguarding.
- Ensure appropriate Disclosure Barring Service (DBS) checks are completed.

Performance against the above measures will be monitored via our Safeguarding Committee.

This Policy will be reviewed every three years, or earlier due to:

- significant changes to legislation or regulation.

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- deficiencies or failures in this Policy, because of complaints or findings from any independent organisations
- changes in local government

9. Equality analysis

This policy reflects Citizen's values, and as such, our colleagues and others covered by the scope of this policy are committed to not discriminate against any individual or groups and will respect the diversity of the communities with which we work. We will adhere to our statutory obligations set out in the Equality Act 2010.

In framing this policy, our colleagues are committed to not discriminate adversely against any group and will respect the diversity of the communities we are working within.

The Belonging & Inclusion Strategy sets out our commitment to improving the lives of all our customers and making our society a better place for everyone. We want to ensure that all our customers have a meaningful voice, and that we provide them with the best customer experience. In line with our legal and regulatory duties we must ensure that the services we provide are accessible, and where possible are tailored to the individual needs of our customers.

10. VERSION CONTROL

VERSION	DATE	AMENDMENTS	APPROVED AT/BY	REVIEW
V 1.0	October 2021	Policy review	Citizen Board November 2021	October 2024
V2.0	April 2024	Following light touch review (MOT) reference to Section 11 assessments removed	Director of Housing, Care and Support	Nov 2025
V3.0	December 2024	Full 3 year review	Board	Nov 2027

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