



POLICY DOCUMENT

Safeguarding

POLICY TITLE:	Safeguarding Policy
LEAD OFFICER:	Safeguarding & ASB Service Manager
DATE APPROVED:	05/06/25
APPROVED BY:	Board
IMPLEMENTATION DATE:	05/06/2025
DATE FOR NEXT REVIEW:	05/06/2028
ADDITIONAL GUIDANCE:	Housing Management Policy Housing Management Procedures Doncaster Tenancy Strategy 2018 – 21 Secure Tenancy Agreement ASB Policy CDC Safeguarding Governance
ASSOCIATED CUSTOMER PUBLICATIONS:	
TEAMS AFFECTED:	All SLHD teams
THIS POLICY REPLACES WITH IMMEDIATE EFFECT:	This Policy is a separation of the safeguarding function from the overarching Housing Management Policy to provide a clear, standalone policy.

Page	Version	Date	Author
Page 1 of 15	1	March 2025	Karl Chapman

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Page	Version	Date	Author
Page 2 of 15	1	March 2025	Karl Chapman

DOCUMENT CONTROL

Revision History

Date of this revision:	05/06/2025
Date of next review:	05/06/2028
Responsible Officer:	Safeguarding & ASB Service Manager

Version	Date	Author / Group commenting	Summary of Changes
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Page	Version	Date	Author
Page 3 of 15	1	March 2025	Karl Chapman

0.1	March 2025	Safeguarding & ASB Service Manager Housing Safeguarding Partnership Manager	Creation of a standalone policy that was previously incorporated in the Housing Management Policy
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Policy Creation and Review Checklist

ACTION	RESPONSIBLE OFFICER	DATE COMPLETED
Best practice researched (DAHA, other providers, RSH, general websites)	Housing Safeguarding Partnership Manager	April 2025
Review current practices from similar organisations	Housing Safeguarding Partnership Manager	February 2025
Review customer satisfaction / complaints data from the area the policy relates to	Housing Safeguarding Partnership Manager	February 2025
Undertake customer consultation if applicable	Safeguarding & ASB Service Manager	March 2025
Staff consultation through Trade Unions if applicable	Safeguarding & ASB Service Manager	N/A
Trade Union consultation if applicable	Safeguarding & ASB Service Manager	N/A
Other stakeholder consultation if applicable	Housing Safeguarding Partnership Manager	March 2025
Equality analysis carried out through the intranet for all new policies or fundamental changes	Housing Safeguarding Partnership Manager	April 2025



POLICY DOCUMENT

Safeguarding

Safeguarding is everyone's Business

At St Leger Homes of Doncaster (SLHD), safeguarding is a fundamental aspect of our commitment to protecting the well-being of all individuals within our community. We believe that safeguarding is everyone's business and responsibility, and we are dedicated to creating a safe environment where abuse, harm, or neglect are not tolerated.

Our commitment

- We adopt a person-centred approach, prioritising the needs, views, and wishes of individuals in our safeguarding decisions.
- We collaborate with various agencies to provide a coordinated and effective response to safeguarding concerns.
- We support individuals throughout the investigation process, promoting their well-being and considering their views, wishes, feelings, and beliefs.

1. Introduction

- 1.1 Safeguarding is about protecting people from abuse, harm, or neglect. Everybody has the right to be safe no matter who they are or what their circumstances. We put the individual needs, views and wishes of the person at the centre of our safeguarding decisions.
- 1.2 This policy sets out how St Leger Homes of Doncaster (SLHD) will deal with reports of safeguarding concerns and how we will work directly and in partnership to deliver a first-class service.
- 1.3 This Policy must be read in conjunction with SLHD's Housing Management Policy, Domestic Abuse Policy, ASB Policy and Vulnerable Person's Policy, along with the Doncaster Multi-Agency Self-Neglect and/or Hoarding Policy.
- 1.4 The Secure Tenancy Agreement sets out the rights and responsibilities of both the landlord and tenant and ensures services are delivered within the Housing Act 1985.
- 1.5 We also aim to deliver fairness and equality across all the services we deliver, and a full and comprehensive Equality Impact Assessment has been undertaken for this policy.

Page	Version	Date	Author
Page 6 of 15	1	March 2025	Karl Chapman

- 1.6 SLHD employees must adhere to the principles set out in this policy. Detailed procedures sit underneath this policy to ensure our workforce deliver services aligned with this policy and in an effective and consistent way.

2. Purpose

- 2.1 The purpose of this policy is to ensure the safety and well-being of all tenants and residents, particularly adults at risk and children, within our housing communities. We are committed to preventing abuse and neglect and responding effectively to any safeguarding concerns.

- 2.2 This policy aims to:

- Outline what constitutes abuse, neglect and harm
- Ensure we fulfil our legal obligations to report safeguarding concerns to the relevant authority
- Support the local authority with their statutory duties relating to safeguarding
- Ensure we recognise and consider vulnerabilities in our housing management functions

- 2.3 This Policy Will:

- Comply with all legal and regulatory requirements
- Aim to have robust safeguarding arrangements are in place
- Always act in the customer's best interests by making safeguarding the responsibility of all employees of SLHD

3. Scope

- 3.1 This policy applies to all employees, board members, contractors, volunteers, and partners associated with St Leger Homes. It covers all types of housing provided, including general needs, temporary housing, market rented, and leasehold accommodation.

- 3.2 The policy relates to and delivers against the following:

- Secure and Introductory Tenancies
- Homeless applicants
- Housing register applicants
- Private tenants with St Leger Lettings

4. Policy Detail

- 4.1 We will establish clear lines of responsibility and accountability for the detection, recording and reporting of safeguarding concerns. This will include clear robust processes and timescales for sharing information with lead agencies and local

Page	Version	Date	Author
Page 7 of 15	1	March 2025	Karl Chapman

safeguarding boards. We will undertake regular audits to ensure policy and procedures are followed.

5. Definitions

5.1 Safeguarding means protecting a person's right to live safely, free from abuse and neglect. Working with other organisations, we safeguard customers by aiming to prevent and stop both the risk and experience of abuse and neglect. Safeguarding applies to children, young people, and adults at risk.

5.2 **Adults at Risk:** Adults who may be at risk due to age, disability, mental health, or other factors that make them susceptible to abuse or neglect.

Children: Individuals under the age of 18.

Abuse: Abuse may consist of a single act or repeated acts, be an act of neglect or an omission to act and can be intentional or unintentional.

Neglect: The failure to meet a child, young person, or adult at risk's basic needs. The Care & Support Statutory Guidance identifies two categories of neglect - neglect and acts of omission, and self-neglect. The Children Act includes definitions specific to child neglect.

Harm: Physical and/or psychological injury.

6. Prevention

6.1 We work to minimise the potential for abuse and neglect to occur by raising awareness of abuse and its effects and inform our customers on how to keep themselves and others safe by giving appropriate advice and accessing appropriate support. We also publish articles about safeguarding for our tenants across our customer media channels.

6.2 We highlight the role that local people play in safeguarding and encourage and support members of the community to report suspected abuse either to us or to a relevant agency.

6.3 We have a single point of contact telephone number, which allows all staff and customers to report safeguarding concerns, anonymously if preferred.

6.4 All staff undertake training, and we regularly raise awareness across SLHD to ensure that staff remain vigilant to indicators of abuse and neglect.

6.5 SLHD are committed to working in partnership to deliver the Doncaster safeguarding agenda. We are a key member of the Doncaster Safeguarding Board and related subgroups. The Boards ensure that there are effective arrangements in place in Doncaster to safeguard children, young people, and adults from abuse. We are also members of various statutory panels and groups established to risk manage

Page	Version	Date	Author
Page 8 of 15	1	March 2025	Karl Chapman

safeguarding cases, such as the Multi Agency Risk Assessment Conference (MARAC), the Multi-Agency Task & Coordination Group (MATAC), the Multi Agency Public Protection Arrangements Panel (MAPPA) and the Child Exploitation Tactical Group (CETG) the Sex Work Action Group (SWAG) and we are a key partner in the delivery of safeguarding awareness week.

- 6.6 SLHD are a Domestic Abuse Housing Alliance (DAHA) accredited provider and have Domestic Abuse Champions in teams across the company.

7. Safeguarding Concerns

- 7.1 All staff are required to report any safeguarding concerns they have as soon as they arise. We report concerns on our internal reporting systems and to partners via their referral process. If we consider a criminal offence has occurred, or the customer faces an imminent risk we notify the police immediately. If we have concerns about the immediate health and wellbeing of a customer in relation to a safeguarding matter, we notify the emergency services and local authority as soon as possible using established referral pathways.
- 7.2 In addition to the abuse types defined by statutory guidance and the Children Act, we respond to any concerns around radicalisation under our safeguarding process. As a Prevent Board member we have due regard to our responsibilities under Prevent and work with our partners to counter the risk of terrorism.
- 7.3 We seek to offer customers the safest and most supportive environment in which they can report abuse. Any report or allegation of abuse will be listened to and investigated. As a responsible provider we are committed to working in partnership with agencies that have a statutory responsibility and a non-statutory involvement with children, young people and adults at risk and have embedded management tools in our safeguarding procedure to reflect this.
- 7.4 We support and cooperate with partners where there are concerns that relate to one of our customers. We respond to all local authority requests regarding safeguarding (Sometimes referred to for adults, Section 42 or for children, Section 17 or 47 enquiries) in a timely manner.

8. Making Safeguarding Personal

- 8.1 We support customers through the investigation process. We ensure that an adult's wellbeing is promoted when reporting and responding to safeguarding concerns. We have regard to their views, wishes, feelings and beliefs in deciding on any action and support them to share their views with other agencies. We recognise that adults at risk can sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances.
- 8.2 In child safeguarding cases we will work with the family and other agencies as appropriate to produce a holistic solution that best meets the child and/or families' needs.

9. Partnership Working

Page	Version	Date	Author
Page 9 of 15	1	March 2025	Karl Chapman

- 9.1 Responsibility for safeguarding children, young people and adults at risk is shared amongst several agencies. We work with other organisations to achieve our aims and recognise our legal requirements.
- 9.2 Local authorities have specific duties to organise and plan services to safeguard and promote the welfare of children, young people, and adults at risk. They also have expertise in handling cases of abuse, providing support and counselling to victims of abuse, and in assisting the police with any criminal investigations. It is the responsibility of local authorities to arrange advocates for any adults who would be deemed in need of this. As an Arm's Length Management Organisation (ALMO) we do not usually perform this function. We recognise the importance of co-operating with the police to help them protect, investigate, and deter abuse. We are a member of the Safeguarding Children & Adults Boards and inform them of any serious concerns.
- 9.3 We work with our partners to safeguard people at risk of radicalisation, in all its forms. If we suspect that a person is being drawn into terrorism, we make a referral to Channel, an early intervention multi-agency panel designed to assess the risk to individuals and decide whether intervention is necessary.

10. Consent and Capacity

- 10.1 We always assume that an adult has the mental capacity to make decisions about their personal safety, unless we have been formally advised otherwise by an appropriate health and/or social care professional or have seen relevant documentation such as a Power of Attorney. If we suspect that an adult does not have mental capacity, we refer them to the appropriate agency for an assessment, and this may lead to a mental capacity assessment being undertaken.
- 10.2 We only accept consent to share information with other agencies if it is freely given, informed, and not inferred or provided under duress. If consent is refused, information is only shared in the following circumstances:
- There is a need to safeguard a person/people at risk
 - There is a significant risk of harm to self or others
 - The person lacks the mental capacity to make an informed decision about sharing the information
 - We suspect the person has the mental capacity to make that decision, but they may be under duress or coerced
 - We suspect a criminal offence has been or will be committed
 - St Leger Homes are implicated in the allegation
 - Some other legal provision requires it, e.g., under a Court Order.
 - Where the issue relates to a child, we do not need to seek consent to make a referral

11. Mental Health

- 11.1 SLHD will always take mental health into consideration when taking any action against a tenant or when communicating with a tenant. Every attempt will be made to liaise with mental health professionals and/or support workers or refer for support if none is in existence. Where appropriate, a multi-agency case conference can be held to determine the best course of action.

Page	Version	Date	Author
Page 10 of 15	1	March 2025	Karl Chapman

- 11.2 In all cases of enforcement involving individuals affected by mental health an Equalities Assessment and/or Proportionality Assessment will be undertaken to ensure any action is fair and proportionate and complies with the Equalities Act 2010.

12. Public Sector Equality Duty (PSED)

- 12.1 The Equality Act 2010 provides a legal framework to protect the rights of individuals and makes discrimination unlawful in relation to nine protected characteristics. The Act establishes a Public Sector Equality Duty (PSED) which applies to public authorities and bodies (such as registered providers) who exercise a public function such as providing, allocating and managing social housing.
- 12.2 We are subject to PSED wherever we are considering legal action and a person with a protected characteristic is likely to be impacted by that decision. We will conduct proportionality assessments in these circumstances to demonstrate that we have considered our duties under the Equality Act 2010 and had due regard to the PSED.

13 Protected Characteristics

- 13.1 **Age:**
This refers to a person belonging to a particular age (e.g. 32 years old) or a range of ages (e.g. 18 to 30 years old).

Disability:

Where a person has a disability if she or he has a physical or mental impairment which has substantial and long-term adverse effect on that person's ability to carry out normal day-to day activities.

Gender Reassignment:

Where a person undergoes, or proposes to undergo, a process for the purpose of reassigning their sex.

Marriage and Civil Partnership:

Marriage is no longer restricted to a union between a man and a woman and includes a marriage between a same sex couple.

Pregnancy and Maternity:

Being pregnant or expecting a baby, maternity refers to the period after the birth. In a non – work context protection against maternity discrimination is for 26 weeks after giving birth.

Race:

Race is a group of people defined by colour, nationality, ethnicity or national origins. A racial group can be made up of more than one distinct racial group, e.g. Black British.

Religion and Belief:

Page	Version	Date	Author
Page 11 of 15	1	March 2025	Karl Chapman

Religion refers to any religion, including lack of religion. Beliefs refers to any religious or philosophical belief.

Sex (Gender):

This refers to either male or female.

Sexual Orientation:

This refers to an individual's sexual orientation/attraction towards people of the opposite sex (heterosexual), the same sex (gay or lesbian) both sexes (bisexual)

13.2 In addition, local protected characteristics have been adopted by CDC:

Care Leavers:

Young people with 'care experience'.

Carers:

Paid and unpaid carers whose main task is to care for a family member.

14. Legal Framework

The following acts contain legislation and guidance upon which this policy is based: -

- Protection from Harassment Act 1997
- Human Rights Act 1998
- General Data Protection Regulations 2018
- Anti-Social Behaviour, Crime and Policing Act 2014
- Environmental Protection Act 1990
- Civil Evidence Act 1995
- Housing Acts 1985, 1988, 1996, 2004
- Sexual Offences Act 2003
- Domestic Abuse Act 2021
- Crime and Disorder Act 1998
- Police and Justice Act 2006
- Police and Crime Act 2017
- Sentencing Act 2020
- Anti-social Behaviour Act 2003
- Serious Organised Crime and Police Act 2015
- Homeless Reduction Act 2018
- Equality Act 2010
- Localism Act 2011
- Deregulation Act 2015
- Housing and Planning Act 2016
- Landlord and Tenant Act 1985
- Prevention of Social Housing Fraud Act 2013
- The Social Housing (Regulation) Act 2023
- The Public Order Act 1986 (Amendment)
- The Victims and Prisoners Bill

Page	Version	Date	Author
Page 12 of 15	1	March 2025	Karl Chapman

15. Hate Crime & Hate Incidents

15.1 A hate crime is a prejudice-motivated criminal offence, which is perceived, by the victim or any other person to be motivated by hostility or prejudice towards someone based on their personal characteristic.

Usually, such crimes are motivated by an offender's hatred of someone because of their:

- Race or ethnicity
- religion or belief
- sexual orientation
- disability
- gender identity
- age

A victim of hate crime does not necessarily have to belong to any of the above strands but is perceived to be by the perpetrator.

It is recognised that unacceptable behaviour, motivated by hatred in respect of any of the above equality strands, may not always be a criminal offence.

SLHD takes hate crime very seriously and works closely with partners to report, respond to and prevent hate crime.

16. Information Sharing and Data Protection

SLHD is committed to respecting and protecting tenants' privacy by complying with UK General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

We have a number of privacy notices and these are published on our website at [Privacy Notices](#).

These documents explain how we look after and protect customer's personal information. The documents also outline under what circumstances we will share information without consent. Alongside this we have several data sharing protocols with partners outlining the information we will share and the legitimate reasons for doing so:

- Safer Doncaster Partnership Information Sharing Protocol
- Stronger Families Information Sharing Protocol

17 Partnership Framework

Page	Version	Date	Author
Page 13 of 15	1	March 2025	Karl Chapman

17.1 Partnership working is key to delivering our objectives and priorities within our communities. Team Doncaster is the umbrella for three strategic theme boards (Safer Stronger, Health & Wellbeing and Fairness & Inclusion) with various multi-agency subgroups and boards below, which SLHD play an integral part: -

- Safer & Stronger Doncaster Partnership Board
- Health & Wellbeing Board
- Children & Families Strategic Board
- ASB Theme Group
- Organised Crime Group
- Child Exploitation Tactical Group
- Sex Work Action Group
- Substance Misuse Theme Group
- Crime & Reoffending Theme Group
- PREVENT
- Thrive model
- Children & Adults Safeguarding Boards
- Early Help Strategy Group
- Stronger Families
MARAC (Multi-Agency Risk Assessment Conference)
- MATAC (Multi-Agency Task and Co-ordination Group)
- MAPPA (Multi-Agency Public Protection Arrangements)
- Preparing for Adulthood
- Homelessness Strategic Board
- Starting Point

18 Links to other policies

18.1 This policy is closely linked to the following other SLHD/CDC policies:

- CDC Tenancy Strategy
- SLHD Vulnerability Policy
- SLHD ASB Policy
- SLHD Housing Management Policy
- CDC Allocation Policy
- SLHD Equality, Diversity & Inclusion Policy
- Secure Tenancy Agreement
- Dignity At Work
- Domestic Abuse Policy
- CDC Adults Policy
- CDC Children's Policy

19 Performance Management

19.1 Any reported safeguarding concerns will be responded to within 24 working hours.

All reported concerns will be investigated promptly and thoroughly, with appropriate action taken to protect those involved.

Page	Version	Date	Author
Page 14 of 15	1	March 2025	Karl Chapman

Information about safeguarding concerns will be shared only with relevant agencies and individuals in line with the Doncaster partnership's information sharing protocol.

Regular reports are made to the SLHD Board and CDC including hate crime monitoring and the annual safeguarding report.

20. Feedback

SLHD welcomes feedback from our staff, customers and partners and will use comments and suggestions to help us improve services. If you have any feedback for SLHD please contact our Customer Access Team on 01302 862862 or online at www.stlegerhomes.co.uk.

Page	Version	Date	Author
Page 15 of 15	1	March 2025	Karl Chapman