



Safeguarding Policy

Who does this policy apply to:	All tenants, staff, contractors, and visitors
Review Date (minimum every three years)	This policy is subject to a review in February 2028
Policy Author/Reviewer and Job Title	Michael Pughsley – Director of Housing

POLICY

Purpose and Scope of the Policy:

Our services provide a safe and secure setting for all. We will also enable and support tenants identified as being at risk to self-protect, reducing the opportunities for people to abuse by:

- Encouraging our tenants to develop and maintain independence
- Working with tenants to build positively on their self-esteem
- Assisting them in building and maintaining appropriate relationships with peers
- Providing information on what constitutes abuse and how to report it
- Involving tenants in decisions made in response to allegations of abuse

Our primary concern will always be for the safety of the individual over process. If an individual is at risk, we will prioritise helping them to move to a place of safety. We will work in a coordinated way with other agencies to provide a safe living environment.

Some of our households have children and WFHA has a duty to ensure they also live in a safe environment.

WFHA staff are likely to be involved in safeguarding in a number of ways including:

- We may have concerns about an individual's safety and offer to help them move from that environment to a place of safety;
- We will report these to the Safeguarding Teams and/or the police.
- Safeguarding Teams may ask us to provide them with information about an individual in relation to an assessment or enquiry.
- We may be asked to provide specific support to the adult, child, family of a child or adult, or carer as part of an agreed plan and contribute to the ongoing reviewing of the individual's needs.

- Considering the impact on vulnerable tenants and children in a household when applying provisions of the tenancy agreement such as seeking possession.

We will work in a multi-agency way, cooperating with enquiries and coordinating responses with specialist local and national agencies.

Categories of abuse include:

- Physical abuse;
- Sexual abuse;
- Financial abuse;
- Discriminatory abuse;
- Emotional/Psychological abuse;
- Neglect (and acts of omission);
- Self-neglect;
- Organisational/institutional abuse;
- Domestic abuse;
- Modern slavery;
- Hate and Hate Crime;
- Female Genital Mutilation (FGM).

To each of these categories is applied the following principles:

- Empowerment
- Prevention
- Proportionality
- Protection
- Partnership
- Accountability

All staff will be trained annually to:

- Recognise the signs of abuse and behaviours which should give cause for concern
- Assess the risk of abuse to tenants and ensure measures are in place to minimise this as part of assessment and support planning
- Respond to abuse in accordance with this policy and the relevant procedure
- Refer cases of abuse to the local authority Safeguarding Team and the relevant community mental health team safeguarding lead,

This policy is developed in line with the standards that our regulators, commissioners and tenants expect:

- Regulations 2014 Adult safeguarding for housing staff (SCIE 2014)
- London ADASS (Directors of Adult Social Services London Region): Pan London Multi-Agency Adult Safeguarding Policy and Procedures.

- The Children Acts 1989 and 2004
- Homelessness Code of Guidance for local authorities

Policy Detail

All WFHA staff have a duty to ensure that action is taken if they have any concerns that a tenant is at risk of abuse or neglect. This document sets out WFHA's approach to safeguarding and the procedure for reporting and investigating allegations of abuse.

This policy applies to all individuals of any age. It applies to WFHA's tenants, and also to members of the public who staff suspect may be being abused.

Throughout this policy, the term 'tenant' or 'survivor' refers to adults and children.

Safeguarding Lead Officer

Whilst everyone is responsible for raising safeguarding concerns, the role of Safeguarding Lead officer for WFHA falls to the Director of Housing.

Related Policies:

Health and safety
 DBS and rehabilitation of offenders
 Lone working
 Grievance
 Disciplinary
 Recruitment and Selection
 Whistleblowing
 Training and Development
 Dealing with press and media

Policy appendices

Reviewed: May 2025

Appendix 1	Appendix 1 - What to do in a suspected abuse case
Appendix 2	Appendix 2 - SA1 Form - Safeguarding referral
Appendix 3	Appendix 3 - Form SA4 - Police Referral form
Appendix 4	Appendix 4 – SA Alert Form
Appendix 5	Appendix 5 – Safeguarding Adults leaflet
Appendix 6	Appendix 6 – Adults self-neglect flow chart
Appendix 7	Appendix 7 – LBWF Safeguarding threshold chart