

SAFEGUARDING POLICY

Safeguarding Adults at Risk

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Quality Standards

Many Solace Housing residents are at risk of abuse, neglect and exploitation because of their circumstances, health or past experiences. Safeguarding is everyone's responsibility. This policy sets out how Solace Housing prevents abuse, recognises it, and responds quickly and properly when there is a concern, working with Birmingham Safeguarding Adults Board partners.

To achieve this, Solace Housing will ensure that:

Staff Recognise Abuse

All staff are trained to recognise the signs of abuse, neglect and exploitation.

Concerns Are Reported the Same Day

Every concern is reported to the Designated Safeguarding Lead and recorded the same day.

Referrals Are Made

Concerns that meet the threshold are referred to Birmingham City Council adult social care, and the police where a crime may have been committed.

Residents Are at the Centre

Residents are involved in decisions and their wishes are respected where it is safe to do so (Making Safeguarding Personal).

Safeguarding Is Monitored

All concerns are logged and reviewed (BVSC-187).

Key Principles

Solace Housing follows the six Care Act safeguarding principles: empowerment, prevention, proportionality, protection, partnership and accountability.

Policy Statement

The Directors have overall responsibility for safeguarding. The Designated Safeguarding Lead (DSL) and Deputy DSL, named in Appendix A, receive concerns, make referrals and keep the safeguarding log. Every member of staff must report any concern straight away.

Legislative Framework

This document has been developed with reference to current legislation, statutory guidance and recognised good practice, including but not limited to:

- Care Act 2014, sections 42 to 46, and Care and Support Statutory Guidance
- Mental Capacity Act 2005
- Modern Slavery Act 2015
- Domestic Abuse Act 2021
- Counter-Terrorism and Security Act 2015 (Prevent)
- Safeguarding Vulnerable Groups Act 2006
- Human Rights Act 1998
- UK GDPR and Data Protection Act 2018
- Birmingham Safeguarding Adults Board multi-agency procedures
- BVSC Supported Exempt Accommodation Quality Standards
- Birmingham Charter of Rights for Residents of Supported Exempt Accommodation
- Health and Safety at Work etc. Act 1974
- Supported Housing (Regulatory Oversight) Act 2023 and the National Supported Housing Standards

Procedure

1. Types of Abuse

Physical, sexual, psychological and emotional, financial and material, discriminatory, organisational, neglect and acts of omission, self-neglect, domestic abuse, and modern slavery. Staff must also be alert to cuckooing, county lines and criminal exploitation, hate crime, radicalisation, and risk of suicide or self-harm.

2. If Someone Is in Immediate Danger

Call 999. Make sure you and others are safe. Then tell the DSL straight away.

3. Responding to a Disclosure

- Listen, stay calm and take it seriously.
- Do not ask leading questions or investigate.
- Do not promise to keep it secret. Explain that you may need to share it to keep people safe.
- Write down what was said in the person's own words, with the date and time.

4. Reporting and Recording

Report every concern to the DSL the same day and complete a Safeguarding Concern Form. The DSL adds it to the Safeguarding Log (BVSC-187).

5. Referral

The DSL decides whether to refer to adult social care (Birmingham City Council Adults and Communities Access Point, 0121 303 1234) and the police (101, or 999 in an emergency), and tells the Registered Provider where required. The resident's consent

is sought, but information may be shared without consent where there is a risk to them or others, a crime, or a wider public interest. Prevent concerns are referred to the police on 101 or through the Prevent referral route.

6. Working with Partners

Staff attend safeguarding meetings, MARAC and MAPPA meetings when asked, share information lawfully and carry out agreed safety plans.

7. Allegations Against Staff

Allegations against a member of staff are reported to a Director straight away, referred to the local authority, and managed under the Disciplinary Policy (BVSC-022). Where needed, a referral is made to the Disclosure and Barring Service.

8. Safer Recruitment

All staff are recruited safely, with references, right to work checks and enhanced DBS checks (BVSC-004).

Training and Development

All staff complete safeguarding adults training before working unsupervised and refresh it every year. The DSL and Deputy DSL complete advanced safeguarding training (BVSC-188).

Monitoring and Review

Compliance will be monitored through the quality assurance framework set out in the Quality Assurance Policy (SH002). Monitoring activities will include:

- Safeguarding Log reviewed monthly by the DSL.
- Quarterly safeguarding report to the Directors (BVSC-187).
- Learning reviews after serious incidents.

The Safeguarding Log, concern forms, referrals and training records are the evidence locations for audit purposes. Findings will be reported to the Directors and shared with the Registered Provider where required, and any gaps will be addressed through a Quality Improvement Plan. This document will be reviewed at least annually, or sooner where legislation, guidance or audit findings indicate that a review is necessary.

Appendix A: Safeguarding Contacts

Designated Safeguarding Lead (DSL)	Rusal Khayyum, Director
Deputy DSL	Sadika Khanom, Company Director and Head of HR
Solace Housing office	0800 999 1870
Adult social care (Birmingham)	0121 303 1234
Out of hours adult social care	0121 675 4806
Police	999 emergency, 101 non-emergency
Modern Slavery Helpline	08000 121 700
National Domestic Abuse Helpline	0808 2000 247
Samaritans	116 123

Authorisation and Signature

This Policy is the authorised version agreed by the Directors of Solace Housing.

All employees are expected to follow this policy and failure to do so could result in disciplinary action.



Signed on behalf of Solace Housing.