



Safeguarding Adults Policy

Version Control

This is version 1 of the Safeguarding Adults Policy, effective from 19/05/2026

Approved by NewArch Homes Board: 19/05/2026

Next Review Date: 19/05/2028

Policy Owner: Georgia Kirby-Watt (Operations Director for NewArch Homes)

This policy applies to residents in NewArch rented and shared ownership homes

This policy has been written using recognised best practice and reflects our current approach at the time of publication.

Our approach to safeguarding adults

At NewArch Homes, we are committed to ensuring that all adults feel safe, respected, and supported. Safeguarding is everyone's responsibility, and we work together to prevent abuse and neglect, protect vulnerable individuals, and promote wellbeing. This policy outlines how we respond to safeguarding concerns and the support available to you.

What this policy means for you

This policy applies to all residents over the age of 18, staff, managing partners, and representatives working on behalf of NewArch. We expect everyone to help create a safe and inclusive environment. We do not tolerate abuse, neglect, or exploitation of any kind. Our team is trained to recognise and respond to safeguarding concerns with empathy and professionalism.

Where this policy uses the term 'we or us', it refers specifically to both Management Partners, who are responsible for putting this policy into practice on a day-to-day basis, and NewArch who will be ensuring this is happening as expected by seeking regular assurance and reporting.

If you need help, have a question, or wish to report an issue, you should always contact your Management Partner in the first instance, as they are your main point of contact for managing your home.

How we manage safeguarding concerns

Safeguarding concerns can be reported through phone, email, online, in writing, in person, or via a trusted third party. We will agree a safe way to communicate and work with you to create an action plan. Each case is managed with care and sensitivity, and we may involve specialist support services or partner agencies, such as the police or local authorities, where appropriate.

Recognising abuse

We recognise that abuse can take many forms, including:

- Physical abuse
- Domestic abuse
- Psychological or emotional abuse
- Neglect or acts of omission
- Sexual abuse
- Modern slavery
- Financial or material abuse
- Discriminatory abuse
- Organisational abuse
- Self-neglect including hoarding
- Spirit possession and witchcraft
- Familial abuse
- Cuckooing (exploitation through coercion or intimidation to take over a property)

Prevention, intervention and support

We use a range of measures to prevent and address safeguarding concerns, including:

Ensuring Managing Partners deliver training to colleagues to recognise safeguarding concerns

Safeguarding concerns and observations will be accurately recorded

Safeguarding concerns and observations will be reported in accordance with safeguarding policies

If there is an immediate risk to a vulnerable adult, there will be no delay in calling the police or other appropriate agencies

NewArch also adopts the 6 principles of adult safeguarding:

Empowerment

- Putting people first and helping those who lack mental capacity feel involved and informed
- Support and encourage to make their own decisions and informed consent
- Support individuals to recognise abuse and how they can keep themselves safe
- Encourage people to report abuse and make it easy to do so
- Consult before taking action, if appropriate to do so

Protection

- Supporting victims so they can take action

- Work with partner agencies to support and protect individuals
- Use relevant tools and powers available
- Ensure suspected criminal activity is reported to the Police
- Respond to and monitor each individual case of abuse and neglect

Prevention

- Responding quickly to suspected cases of abuse or neglect
- Provide training to staff to be able identify symptoms of abuse or neglect and respond appropriately
- Make appropriate enquiries regarding suspected abuse or neglect

Proportionality

- Making sure what we do is appropriate to the situation and for the individual:
- We will respond to safeguarding concerns with the least intrusive response appropriate to the risk and the needs of the individual(s) involved

Partnership

- Sharing the right information in the right way
- We will work with local partners to prevent and tackle adult abuse and neglect
- We will support local solutions and local authority initiatives
- We will have clear information sharing protocols where necessary and only share information in compliance with data protection legislation

Accountability

- Making sure all agencies have a clear role
- We will have clear, up to date policy and procedures on how we respond to suspected cases of adult abuse or neglect
- We will keep accurate, contemporaneous records and be transparent in our activities

Confidentiality

We respect the privacy of all parties involved. Information is shared only with consent, unless there's a safeguarding concern. All data is handled in line with data protection legislation.

Equality and diversity

We're committed to making reasonable adjustments to meet the diverse needs of our tenants, ensuring everyone has fair access and outcomes.

Appeals and complaints

If you're not happy with a decision made under this policy, you can appeal using our Complaints Policy.

Policy management and review

Our Board oversees this policy, which is reviewed every two years, or sooner if needed. We monitor performance and ensure compliance with legal and regulatory requirements. Material changes to this policy may also be subject to resident consultation.

Reporting to board includes:

- Management Partner compliance with the policy

Related policies and documents

The policy works alongside the following legislative, regulatory documents and policies:

- Care Act 2014
- Mental Capacity Act 2005
- Equality Act 2010
- Data Protection Act 2018
- Human Rights Act 1998
- Housing Acts 1996 and 2004
- Regulator of Social Housing's Neighbourhood and Community Standard
- Safeguarding Children and Young People Policy
- Antisocial Behaviour, Community Safety and Hate Crime Policy
- Whistleblowing Policy