Safeguarding Policy

Havenstone Homes Ltd · Version 1.0 · Effective October 2026

Approved by	The Directors, Havenstone Homes Ltd
Effective from	October 2026
Next review	October 2027, or sooner if the law or our services change
Contact	info@havenstonehomes.co.uk

1. Purpose

Havenstone Homes Ltd ("Havenstone", "we") supplies, sets up and maintains homes for people who may be in vulnerable circumstances, working alongside councils and support partners such as charities, community interest companies and registered providers. We do not provide care or personal support. This policy sets out how everyone working for or on behalf of Havenstone recognises, responds to and reports concerns that an adult or child may be at risk of abuse or neglect.

It follows the Care Act 2014 and its statutory guidance (Chapter 14, Safeguarding), the Children Act 1989 and 2004, and Working Together to Safeguard Children.

2. Who this policy applies to

- Directors and anyone employed by Havenstone
- Contractors, tradespeople and agents working in our homes
- Volunteers and anyone acting on our behalf

3. Our principles

We follow the six safeguarding principles set out in the Care Act statutory guidance:

- Empowerment – people are supported to make their own decisions, with informed consent
- Prevention – it is better to act before harm occurs
- Proportionality – the least intrusive response appropriate to the risk
- Protection – support and representation for those in greatest need
- Partnership – local solutions through working with councils, support partners and communities
- Accountability – transparency and clear responsibility in everything we do

We also follow the "Making Safeguarding Personal" approach: where it is safe to do so, we talk to the person about what they want to happen.

4. Recognising abuse and neglect

Abuse and neglect can take many forms, including:

- Physical abuse
- Domestic abuse, including coercive control

- Sexual abuse and sexual exploitation
- Psychological or emotional abuse
- Financial or material abuse, including scams and theft
- Modern slavery and human trafficking
- Discriminatory abuse
- Organisational abuse
- Neglect and acts of omission
- Self-neglect, including hoarding where it puts the person at risk

An adult with care and support needs who is experiencing, or at risk of, abuse or neglect and cannot protect themselves because of those needs may be subject to a safeguarding enquiry by the local council under section 42 of the Care Act 2014.

5. What to do if you have a concern

- If anyone is in immediate danger, call 999.
- Do not investigate yourself, confront anyone you suspect, or promise to keep secrets.
- Listen, stay calm, and make sure the person is safe if you can.
- Write down what you saw or were told as soon as possible, using the person's own words, with the date and time.
- Tell Havenstone's Designated Safeguarding Lead the same day by phone or by email to info@havenstonehomes.co.uk.

The Designated Safeguarding Lead will, the same working day where possible: tell the resident's support partner; make a referral to the local council's adult or children's safeguarding team where the criteria are met; and record the concern and the action taken.

6. Roles and responsibilities

- Designated Safeguarding Lead (a Havenstone director): receives concerns, makes referrals, keeps records, and keeps this policy up to date.
- Support partners: lead on support and care for residents and follow their own safeguarding procedures. We agree in writing with each partner how concerns are shared between us.
- Councils: lead safeguarding enquiries in their area. We co-operate fully with any enquiry.
- Everyone working in our homes: reports concerns promptly and follows this policy.

7. Safer working and recruitment

- Anyone working unaccompanied in a home where residents may be vulnerable will have an appropriate DBS check.
- Contractors are briefed on this policy and on how to report concerns before they start work.
- We give residents notice before visits and carry identification, except in an emergency.

8. Information sharing and records

We share information about safeguarding concerns only with those who need to know, in line with UK GDPR and the Data Protection Act 2018, which allow information to be shared to protect people

from harm. Safeguarding records are stored securely with restricted access. See our Data Protection & Privacy Notice.

9. Whistleblowing

Anyone can raise a concern about how Havenstone handles safeguarding, in confidence, by emailing info@havenstonehomes.co.uk marked for the attention of the directors. You will not be treated unfairly for raising a concern in good faith.

10. Training and review

Directors and anyone with regular contact with residents complete safeguarding awareness training, refreshed at least every two years. This policy is reviewed every year, after any serious incident, and when the law or guidance changes.