GRANVILLE
Community
Homes



SAFEGUARDING ADULTS POLICY

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Contents

Section 1
Policy Statement

Section 2
Policy Context
Purpose……2
Scope……2
Definitions……3
Legal & Regulatory Framework……3

Section 3
Roles & Responsibilities
Board of Directors……3
CEO……3
COO……3
Housing Manager……3
All Staff……3
Managing Partners……3

Section 4
Procedures
Recognising & Responding……4
Referral & Escalation… ……4
Monitoring, Reporting & Assurance……4

Section 5
Equal Opportunities……5

Section 6
Related Documents……5

Section 7
Revision History & Document Control……6

Section 1 – Policy Statement

Granville Community Homes is committed to protecting the safety, wellbeing and dignity of all residents. Anyone working for or on behalf of Granville who becomes aware of, witnesses, suspects or receives a disclosure of abuse, neglect, exploitation or other safeguarding concern must take appropriate action without delay. Safeguarding is a shared responsibility and concerns must not be ignored or passed over on the assumption that another person or organisation will deal with them, including where a managing partner or support provider delivers day-to-day services to the resident.

The immediate safety and welfare of the individual must be considered first. Where there is an immediate risk to life, serious harm or a crime is taking place, the emergency services must be contacted without delay. Other safeguarding concerns must be referred to the relevant local authority adult social care or safeguarding team in accordance with applicable local multi-agency safeguarding arrangements. Information should be shared appropriately and proportionately to protect the individual and support effective safeguarding action, taking account of confidentiality, consent, mental capacity and the circumstances of the concern.

Granville must be notified of safeguarding concerns and referrals affecting its residents, regardless of whether the initial concern or referral is raised by Granville, a managing partner, support provider or another organisation. Appropriate records must be maintained of the concern, actions taken, referrals made and outcomes, with cases monitored or escalated where necessary.

Managing partners are expected to maintain effective safeguarding arrangements, ensure relevant staff are appropriately trained and understand their responsibilities, cooperate fully with safeguarding enquiries and keep Granville informed of referrals and outcomes. Granville retains oversight of safeguarding risks affecting its residents and will seek assurance that partners are meeting the required standards, taking appropriate action where weaknesses, delays or failures are identified.

Section 2 – Policy Context

Purpose

This policy sets out Granville's commitment to protecting adults at risk of abuse or neglect, and the process staff, Board members and — critically — managing partners must follow to identify, respond to and report safeguarding concerns, given that residents are typically referred because of vulnerability.

Scope

Granville Community Homes ("Granville") provides supported/exempt accommodation to often vulnerable residents, with day-to-day housing management and support delivered mainly by specialist managing partners rather than Granville's own front-line staff. This

policy applies to any safeguarding concern involving a resident, whether identified by Granville, a managing partner, a contractor, or a third party, in any Granville scheme.

Definitions

Adult at risk: an adult who has needs for care and support, is experiencing or at risk of abuse or neglect, and is unable to protect themselves because of those needs.

Safeguarding concern: any information suggesting an adult at risk may be experiencing or at risk of abuse, neglect or exploitation.

Legal & Regulatory Framework

This policy is drafted to give effect to, and should be read alongside, the following:

- Care Act 2014 (adult safeguarding duties and local Safeguarding Adults Boards)
- RSH Safety and Quality Standard
- Mental Capacity Act 2005, where relevant to a resident's decision-making.

Section 3 – Roles & Responsibilities

Board of Directors: Holds the CEO and COO to account for the safeguarding culture and practice; receives the annual safeguarding report; considers safeguarding implications in all decisions touching vulnerable residents.

CEO: Accountable for the organisational safeguarding framework; notified of all serious safeguarding concerns and their outcomes; liaises with the local authority Safeguarding Adults Board (SAB) at strategic level as required.

COO (Designated Safeguarding Lead — DSL): Operational DSL for Granville; receives all safeguarding referrals from staff and partners; decides on referral to the local authority; manages safeguarding investigations (or supports statutory investigators); maintains safeguarding records; leads safeguarding training; produces the annual safeguarding report.

Housing Manager: First point of contact for safeguarding concerns identified during property inspections or partner liaison; refers any concern to the COO (DSL) without delay; never investigates independently or promises confidentiality on a safeguarding matter.

All staff: Complete required safeguarding training at induction and as refreshed; report any safeguarding concern to the COO (DSL) without delay; understand they must not promise confidentiality to a person disclosing a safeguarding concern.

Managing partners: Operate a safeguarding policy consistent with Granville's requirements, with a named DSL; report any safeguarding concern involving a Granville resident to the Granville COO (DSL) on the same day it arises; cooperate with any safeguarding enquiry; attend safeguarding strategy meetings or provide information as required.

Role	Responsibility Under This Policy
Designated safeguarding lead (Granville)	Receives escalated concerns, liaises with local safeguarding partners, and ensures Granville has oversight of every safeguarding referral across the portfolio, including those handled by partners.
Managing Partners	Operate an equivalent safeguarding policy, train staff to recognise and respond to concerns, make referrals promptly, and notify Granville of every concern and its outcome.
All Staff, Board Members & Contractors	Report any concern immediately using this policy's route, and never investigate a safeguarding matter themselves beyond the immediate safety response.

Section 4 – Procedures

Recognising & Responding

- Types of abuse covered include physical, sexual, psychological, financial, neglect, discriminatory and organisational abuse, and self-neglect, in line with Care Act categories.
- Immediate safety (calling emergency services, separating a person from immediate risk) always takes priority over process.

Referral & Escalation

- Concerns are referred to the local Safeguarding Adults Board/adult social care using local multi-agency thresholds and forms, with a copy or notification to Granville's designated lead.
- Any concern involving a member of staff, a partner's staff member, or an allegation against Granville itself is escalated to the Chief Executive and considered under the whistleblowing and self-referral policies.

Monitoring, Reporting & Assurance

- Safeguarding referrals, themes and outcomes (anonymised) are reported to the Board at least annually, with serious cases reported as they arise.
- Partner safeguarding training and referral performance is reviewed as part of partner oversight.

Section 5 – Equal Opportunities

Granville Community Homes is committed to promoting equality, diversity and inclusion in all aspects of its work. We will provide equal opportunities in employment and service delivery and will not unlawfully discriminate against employees, residents, applicants, contractors or any other individual on the grounds of any protected characteristic under the Equality Act 2010.

Granville is committed to treating everyone fairly, with dignity and respect, and to making reasonable adjustments where required to support disabled employees, residents and others with additional needs.

This policy has been developed in accordance with the Equality Act 2010 and is intended to be applied consistently and fairly. An Equality Impact Assessment will be completed before the policy is submitted to the Board for approval.

Section 6 – Related Documents

The following laws, legislation, and standards have been considered in accordance with the composition of this policy:

- Housing Ombudsman Complaint Handling Code 2024
- Social Housing Regulations Act 2023
- Data Protection Act 2018 & UK GDPR
- Care Act 2014
- Equality Act 2010

Other documents relevant to this policy from Granville's Policy Suite include:

- Domestic Abuse Policy (TM03)
- Safeguarding Children Policy (TM02)
- Complaints Policy (TM15)
- Whistleblowing Policy (GC08)
- Safer Recruitment & DBS Policy (HR05)
- Code of Conduct: Staff & Board Members (GC03)
- Health & Safety Policy (HS01)
- Partner Oversight & Assurance Framework (PC02)

Section 7 – Revision History & Document Control

This policy will be reviewed Annually, with an exercise at least every two years, or earlier if there is a relevant change in legislation, regulatory requirements, or Granville's operating model (including material change to the partner/lease-based portfolio).

Version	Date	Author	Summary of Changes	Approved By
0.1	06/07/2026	Policy suite build project	Initial draft – not yet approved	Pending Board approval
0.2	01/08/2026	Policy suite build project	Company branding and improved policy structure – not yet approved	Pending Board approval