



SAFEGUARDING ADULTS POLICY

Owner	Chief Customer Officer
Directorate	Customer
Authorising body	Board
Resident involvement	Yes
EIA	Yes
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1. Introduction

- 1.1** At Eastlight Community Homes (hereafter 'Eastlight'), we take our responsibility to ensure the safety of residents seriously. We are committed to safeguarding and promoting the welfare of adults who may be at risk of harm.
- 1.2** We recognise the importance of collaboration in safeguarding adults. We fully support local authorities in their role in running Local Safeguarding Adults Boards (SABs), and we adhere to their framework.
- 1.3** Our commitment extends to meeting all legal, statutory and regulatory obligations under UK legislation.
- 1.4** This Safeguarding Adults Policy outlines Eastlight's approach to safeguarding adults at risk of harm, abuse or neglect. It is supported by comprehensive safeguarding procedures and specialised training.

2. Scope

- 2.1** This Policy applies to all adults living in or visiting an Eastlight home.
- 2.2** It applies to all Eastlight colleagues, Board and Committee Members, contractors, sub-contractors, agency staff, or other people that work for us or carry out responsibilities on our behalf and by our instructions.
- 2.3** Everyone at Eastlight (including those identified in 2.2) shares responsibility for safeguarding adults and must promptly act on concerns of abuse or neglect.

3. Statutory & Regulatory Requirements

- 3.1** This Policy is designed to ensure Eastlight meets its obligations under the following statutory and regulatory requirements:
 - Care Act 2014 (and Care & Support Statutory Guidance issued under the Act)
 - Sexual Offences Act 2003
 - Safeguarding Vulnerable Groups Act 2006
 - Mental Capacity Act 2005 (MCA)
 - Data Protection Act 2018
 - Protection of Freedoms Act 2012
 - Modern Slavery Act 2015
 - Human Rights Act 1998
 - Domestic Abuse Act 2021
 - Equality Act 2010
 - Mental Health Act 1983 (as amended 2007)



- The Regulator of Social Housing's Consumer Standards 2023.

4. Think Customer

- 4.1** At Eastlight, we exist to provide the best possible homes and services for residents.
- 4.2** Our 'Think Customer' approach aims to guide and support colleagues whenever they make decisions that affect our residents, directly or indirectly.
- 4.3** 'Think Customer' ensures our people fully consider how residents will experience and be impacted by the service we provide. Before acting, our people must think about:
- The short and long-term effects of their actions
 - The residents' individual needs and preferences
 - Whether their communication is clear, respectful and appropriate
 - If they can draw on any past insights or experiences to help them when making tough decisions
 - Whether they, themselves, would be happy with the service being provided.
- 4.4** The 'Think Customer' model is designed to complement and work alongside all Eastlight policies and procedures, including this Safeguarding Adults Policy.

5. Our Guiding Principles

- 5.1** Eastlight applies the principles of adult safeguarding to our everyday practice, as defined in the Care Act 2014 Statutory Guidance. These are:
- **Empowerment** – Supporting and encouraging people so they can make their own decisions and informed consent
 - **Prevention** – Taking action before harm occurs
 - **Proportionality** – Responding in a way that is appropriate to the risk presented and least intrusive
 - **Protection** – Providing support and representation for those in greatest need
 - **Partnerships** – Finding local solutions by working with services and their local communities. Communities have a part to play in preventing, detecting and reporting neglect and abuse
 - **Accountability** – Ensuring accountability and transparency in safeguarding practice.
- 5.2** Adults have the right to make their own decisions and lead independent lives. They possess the legal right to consent and participate in addressing safeguarding concerns.

6. Definitions

- 6.1** An adult is defined as anyone aged 18 or over.
- 6.2** The Care Act stipulates that safeguarding duties apply to an adult who:
- Has care and support needs, whether or not the local authority is meeting any of those needs
 - Is experiencing, or at risk of, abuse or neglect
 - As a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.
- 6.3** Eastlight considers a safeguarding concern where an adult is suspected or known to be experiencing:
- Physical abuse
 - Domestic violence
 - Sexual abuse
 - Psychological abuse
 - Financial or material abuse
 - Modern slavery
 - Discriminatory abuse
 - Organisational abuse
 - Neglect and acts of omission
 - Self-neglect.

7. Reporting Concerns of Abuse

- 7.1** All Eastlight colleagues have a mandatory obligation to report any incident of alleged, suspected or witnessed abuse promptly, including taking appropriate action.
- 7.2** If someone suspects that an adult is being abused by another member of staff, they should raise the concern to their Head of Service, Operational/Strategic Lead or the People Team immediately. Serious allegations against colleagues will also be reported to the Executive Team and the Board.
- 7.3** Accurate and timely record-keeping is essential when managing allegations of abuse. (Please see the Safeguarding Adults Procedure for details).

8. Roles & Responsibilities

8.1 Eastlight Staff

- 8.1.1** All colleagues are expected to:
- Complete safeguarding training as required by the organisation
 - Be vigilant for signs or indicators of abuse and neglect



- Manage situations presenting risks responsibly
- Ensure their teams are aware of safeguarding policies and procedures
- Report concerns accordingly.

8.1.2 Eastlight's strategic and operational roles and responsibilities are as follows:

Board Lead	Eastlight will designate a Board Member to ensure the Board is given the necessary information to enable it to discharge its responsibilities and that safeguarding matters are carefully considered at Board level.
Strategic Lead	The Head of Housing – Neighbourhoods and Head of Housing – Operations are responsible for providing oversight on Eastlight's approach to safeguarding and reporting to the Board. They are responsible for ensuring the service is compliant with our legal, statutory and regulatory requirements.
Operational Lead	The Intensive Housing Support Manager and Regional Neighbourhood Managers are responsible for the operational management and delivery of Eastlight's Safeguarding service.
Safeguarding Champions	Safeguarding champions are responsible for ensuring that policies and procedures regarding safeguarding are adhered to in their departments and that relevant concerns are appropriately raised.
Intensive Housing Support Coordinator Senior/Neighbourhood Lead	These teams within Housing Operations and Neighbourhoods are responsible for managing safeguarding concerns in line with our organisational procedures, including making referrals to the relevant local authorities.
Managers	All Eastlight Managers are responsible for ensuring their teams are aware of Eastlight's Safeguarding policies and procedures, and that they have completed mandatory safeguarding training. Managers are expected to discuss safeguarding regularly as part of 1:1s and team meetings to ensure awareness.
All Staff	All Eastlight staff are expected to report all cases of suspected abuse or neglect in line with Eastlight procedures. All staff are expected to attend Safeguarding training as and when required (frequency dependent on role).

8.2 Eastlight Contractors

- 8.2.1 Contractors working with Eastlight must follow the same expectations for reporting adult safeguarding concerns as Eastlight colleagues.
- 8.2.2 Contractors are expected to undertake safeguarding training which will be provided by Eastlight as stipulated as part of the procurement process.



9. Confidentiality & Information Sharing

- 9.1** Information will be shared on a need-to-know basis to safeguard adults at risk while respecting confidentiality laws and regulations.
- 9.2** Eastlight will ensure that our service supports the work of any statutory organisation involved in dealing with issues of neglect or abuse. This will include data sharing in line with relevant legislation, policy and protocols.
- 9.3** We will work closely with local Safeguarding Adult Boards to share information and promote the safety and wellbeing of adults at risk.

10. Review

- 10.1** Eastlight will formally review this Policy every three years or sooner if required due to changes in legislation, regulation or best practice, considering any changes and making amendments accordingly.
- 10.2** In addition, amendments considered of sufficient magnitude or importance will be implemented in between review dates, where appropriate.

11. Equality Impact Assessment

- 11.1** An Equality Impact Assessment (EIA) for this Policy was conducted. As a result, actions have been put in place to mitigate any negative impacts.

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