

Zen Housing Limited: Safeguarding Adults Policy

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Policy Owner:	Board
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1 | Introduction

- 1.1. Zen Housing Limited (“Zen”) has created a safeguarding framework to ensure the approach to safeguarding adults at risk is appropriate. Zen will ensure that all necessary steps are taken to ensure individuals can live free from abuse and negligence.
- 1.2. Zen considers all abuse of adults to be completely unacceptable and is committed to ensuring that the organisation, employees, contractors and representatives fulfil their duties and responsibilities in relation to safeguarding adults.

2 | Scope

- 2.1. The safeguarding duty applies to anyone aged 18 years or over who may be vulnerable and unable to protect themselves from harm or abuse.
- 2.2. Safeguarding adults relates to activities from prevention of harm or abuse to multi-agency responses where harm or abuse occurs.
- 2.3. Adult abuse can include, but is not limited to:
 - Physical abuse
 - Domestic abuse including violence
 - Psychological or emotional abuse
 - Neglect of acts of omission
 - Sexual abuse
 - Modern slavery
 - Financial or material abuse
 - Discriminatory abuse
 - Organisational abuse
 - Self-neglect including hoarding
 - Familial abuse
 - Cuckooing

- 2.4. This policy applies to all Zen employees, representatives, contractors, including Board Members. Safeguarding is everyone's responsibility with everyone playing a role in preventing, identifying and reporting neglect and abuse.

3 | Policy

- 3.1. The guiding principles to safeguarding are based upon the key principle that safeguarding is everyone's responsibility.

- 3.2. Zen adopts the four R's of safeguarding to remind everyone of these responsibilities.

- **Recognise** – Everyone must be familiar with the signs and symptoms of abuse.
- **Record** – Any concerns or observations of abuse must be accurately recorded.
- **Report** – Concerns or observations of abuse must be reported in accordance with the Zen's Safeguarding Procedures.
- **Refer** – Where there is a concern of immediate risk to a vulnerable adult, do not delay and call the Police and/ or Children's Social Services.

- 3.3. Zen 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 or abuse and neglect
 - We will adopt Safer Staff Recruitment Practices
- **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

4 | Regulatory code and legal framework

4.1. Zen will comply with all of the legal and regulatory expectations outlined in the following:

- Human Rights Act 1998
- Equality Act 2010
- General Data Protection Regulation 2016
- Mental Capacity Act 2005
- Mental Health Act 2007
- Care Act 2014
- Care Act 2014: statutory guidance for implementation
- General Data Protection Regulations 2016
- Data Protection Act 2018
- Human Rights Act 1998
- Care Act 2014
- Housing Act 1996
- Housing Act 2004
- Mental Capacity Act 2005
- Neighbourhood and Community Standard.

5 | Responsibility

5.1. The Board is responsible for ensuring that this policy complies with legislative requirements.

5.2. All Board Members, staff and contractors are responsible for implementing this policy and working in line with its associated procedures.

6 | Training

6.1. All Zen employees, including Board members, will undertake Safeguarding Adults Training.

7 | Monitoring and Review

- 7.1. Compliance with this policy shall be monitored by the Board.
- 7.2. This policy shall be reviewed at least every 3 years or more frequently if required by changes in legislation, regulation or good practice.

8 | Contact Person

- 8.1. The Operations Director Asset Management has responsibility for the effective delivery of this policy.

9 | Related policies

- 9.1. This policy should be read in conjunction with:
 - Safeguarding Children and Young People Policy
 - Antisocial Behaviour Policy
 - Equality and Diversity Policy
 - Whistleblowing Policy
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