

SAFEGUARDING POLICY

Date Reviewed	June 2026	Next Review Date	June 2029
Consultation	Safety Panel	Reviewed by	Assistant Director Governance & Risk
EIA	Complete	Responsible Officer	Director of Customer Services
DPIA	Complete	Approval by	Executive Team

1. SAFEGUARDING AT BLACK COUNTRY HOUSING GROUP (BCHG)

At BCHG, we are committed to safeguarding and promoting the welfare of all our customers. We want everyone who lives in or uses our services to feel safe, respected, and supported.

We take all concerns about abuse, neglect, or exploitation seriously and will act promptly to protect people from harm.

2. OUR COMMITMENT

We have a zero-tolerance approach to abuse in any form.

We will:

- Take all safeguarding concerns seriously and respond without delay
- Put the safety and wellbeing of individuals first
- Treat people with dignity, fairness, and respect
- Respect individual rights while taking action where there is a risk of harm
- Work with partners such as local authorities, the police, and health services
- Make it easy for customers, colleagues, and partners to raise concerns
- Ensure our staff are trained and supported to respond appropriately

We take a person-centred approach, supporting individuals to make their own decisions wherever possible, while ensuring they are protected from harm.

3. WHO SAFEGUARDING APPLIES TO

Safeguarding applies to all adults who may be at risk.

An adult at risk is someone aged 18 or over who:

- Has care or support needs
- Is experiencing, or at risk of, abuse or neglect
- Is unable to protect themselves

4. TYPES OF ABUSE

Abuse can take many forms. This includes:

- Physical abuse
- Emotional or psychological abuse
- Sexual abuse
- Financial or material abuse
- Neglect or acts of omission
- Domestic abuse
- Discriminatory abuse

- Modern slavery
- Self-neglect
- Radicalisation

If something doesn't feel right, it is important to report it.

5. PREVENT and Radicalisation

BCHG recognises that radicalisation is a form of abuse and a safeguarding concern. Radicalisation is the process by which a person may be influenced or encouraged to support extremist views, ideologies, or activities that could lead to harm to themselves or others. This can happen online, in person, or through exposure to harmful content and influences.

We are committed to supporting individuals who may be vulnerable to radicalisation and will take appropriate action where concerns are identified. We will:

- Promote a culture of inclusion, respect, and tolerance
- Support freedom of expression while challenging extremist views that may lead to harm
- Provide safeguarding and PREVENT training for relevant colleagues
- Encourage colleagues, customers, learners, volunteers, and partners to report concerns
- Work with local authorities, the police, education providers, and other partner agencies where appropriate
- Make referrals to PREVENT or Channel programmes where concerns meet the relevant threshold
- Monitor local and national risks and consider these within our risk assessments.

Potential indicators of radicalisation may include significant changes in behaviour, the expression of extremist views, isolation from family or peers, or engagement with extremist content. These indicators do not necessarily mean a person is being radicalised but should be considered alongside other safeguarding information.

All concerns relating to radicalisation, extremism, or terrorism will be treated seriously and managed in line with BCHG's safeguarding procedures.

6. HOW WE KEEP PEOPLE SAFE

We take a proactive and coordinated approach to safeguarding by:

- Training all colleagues to recognise and respond to safeguarding concerns
- Having clear reporting and escalation processes
- Acting quickly where concerns are identified
- Keeping appropriate and accurate records
- Working with safeguarding partners and external agencies
- Reviewing safeguarding activity, risks, and outcomes to support continuous improvement

Safeguarding is everyone's responsibility, and we expect all colleagues and partners to play their part in protecting individuals from harm.

7. REPORTING A SAFEGUARDING CONCERN

If you are worried about your safety or someone else's, you should report it as soon as possible.

You can:

- Contact BCHG directly
- Speak to a member of staff
- Contact your local authority safeguarding team

- Call the police in an emergency

We will:

- Listen and take your concern seriously
- Act quickly to understand the situation
- Work with the appropriate services to keep people safe

You do not need to have proof of abuse to raise a concern.

8. WORKING WITH OTHER ORGANISATIONS

Safeguarding often requires a multi-agency response.

We work in partnership with:

- Local authority safeguarding teams
- The police
- Health and care services
- Voluntary and community organisations

We share information appropriately and lawfully to protect individuals and prevent harm.

9. LEGAL AND REGULATORY RESPONSIBILITIES

Our approach to safeguarding is based on key legislation and regulatory standards, including:

- The Care Act 2014
- The Safeguarding Vulnerable Groups Act 2006
- The Human Rights Act 1998
- The Equality Act 2010
- Data Protection legislation

We also meet the requirements of the Regulator of Social Housing Consumer Standards, which set expectations around the safety and wellbeing of tenants and effective partnership working.

Where BCHG provides regulated care services, we also operate in line with Care Quality Commission (CQC) requirements, ensuring that safeguarding arrangements support safe, effective, and well-led services.

10. CONFIDENTIALITY AND INFORMATION SHARING

We respect people's privacy and handle personal information carefully.

However, where there is a risk of harm, we will share relevant information with appropriate organisations to protect individuals and prevent abuse.

11. OUR RESPONSIBILITY AND OVERSIGHT

Safeguarding is a shared responsibility across BCHG.

All colleagues are expected to recognise and report safeguarding concerns and are trained and supported to do so.

Managers are responsible for ensuring that safeguarding concerns are responded to appropriately and that effective systems and processes are in place across services.

The BCHG Board has overall accountability for safeguarding. It receives regular information on safeguarding activity, risks, outcomes, training compliance, and learning to ensure that our

approach is effective, compliant, and continuously improving. The Safety Panel also has an important role in oversight, receiving assurance on safeguarding themes, risks, case learning, and service improvements as part of BCHG's wider governance arrangements.

This helps ensure that safeguarding is embedded across our organisation and that lessons are learned when issues arise.

We also work with local authority safeguarding panels and safeguarding partners, contributing appropriately to referrals, information sharing, reviews, and wider multi-agency learning to help keep customers safe and strengthen local safeguarding arrangements. helping BCHG reflect local priorities, practice developments, and lessons learned in our training and service delivery.

BCHG is committed to ensuring colleagues have the knowledge and confidence to identify, respond to, and escalate safeguarding concerns appropriately. Our learning and development approach supports this through induction, refresher training, role-specific guidance, and access to safeguarding advice.

Our Learning Matrix identifies the appropriate level of safeguarding training required for different roles across the organisation. This helps ensure colleagues receive training that is proportionate to their responsibilities and that managers can monitor completion and compliance effectively.

Contacting Us

If you would like to raise a safeguarding concern or need advice, please contact BCHG on: 0121 561 1969, or by email: info@bchg.co.uk

In an emergency, always call 999.