



Safeguarding Policy

1. Policy Statement

1.1 Statement on Safeguarding

Salvation Army Homes is committed to safeguarding and protecting from harm the children, young people and adults that may use or come into contact with our services. We believe that people should never experience abuse, neglect or exploitation of any kind, and we have a duty to promote the welfare of the people we work with and to carry out our work in a way that keeps them safe.

Our organisation is committed to trauma informed practice. We recognise that many people who use our services have experienced past trauma, and we therefore prioritise emotional safety, trust, empowerment, choice and collaboration in all safeguarding interactions.

1.2 We understand that:

- Safeguarding is everyone's responsibility.
- The welfare of the people that we work with and of children in particular, is paramount in the work that we do and the decisions that we take.
- All people regardless of age, disability, gender reassignment, race, religion or belief, marital/civil partnership status, pregnancy or maternity, sex or sexual orientation have a right to protection from all types of harm, abuse, neglect or exploitation.
- Some of the people we work with or who come into contact with our services are additionally vulnerable because of their previous trauma, adverse childhood experiences, levels of dependency or other issues.

1.3 What safeguarding means for people who use our services:

Safeguarding children means:

- Protecting them from any type of abuse, neglect or exploitation preventing harm to their health or development.
- Improving their life chances by supporting them to grow up in circumstances that allow for safe and effective care.
- Taking action to enable them to achieve the best outcomes.

Safeguarding adults means:

- Protecting the health, wellbeing, and rights of adults at risk.
- Enabling them to live free from abuse, neglect or exploitation.
- Working in partnership to prevent and reduce the risk and experience of abuse, neglect or exploitation.
- Ensuring the wellbeing of individuals, respecting their views, wishes, feelings and beliefs.

1.4 Salvation Army Homes helps to safeguard people by:

- Implementing safeguarding policies and procedures that are reviewed on a regular basis, and we ensure that all staff are aware of their roles and responsibilities in relation to safeguarding.
- Ensuring that safeguarding measures are sensitive to past trauma and do not cause further distress.
- Following safer recruitment practices when employing people who work with children, young people and adults at risk.
- Ensuring our contractors sign up to a code of conduct that includes their responsibilities in relation to safeguarding.
- Having a knowledge and understanding of the local safeguarding structures in the areas where our services are based and by working collaboratively to deliver multi-agency solutions, report concerns and share appropriate information.
- Using safer recruitment practices and providing effective safeguarding training to staff.
- Using information we receive to help us consider and address any risks to people who use our services.
- Referring any concerns to local councils and/or the police for further investigation.
- Monitoring any concerns to identify any patterns or trends.
- Ensuring that the environment and facilities where Salvation Army Homes residents, and where applicable their family members, live or receive our services minimise triggers for trauma, maximise privacy, and promote feelings of safety, trust and dignity.
- Ensuring people know they will be believed and supported when they report a concern to us.

Signed by:

Date: 23 April 2026
Lynne Shea - Chief Executive
Salvation Army Homes

Policy Detail

2. Introduction

- 2.1 The purpose of this policy is to protect children, young people, and adults at risk of harm, abuse, neglect or exploitation who use any of Salvation Army Homes' services from harm. This includes the children of adults who use our services or who otherwise come into contact with our services.
- 2.2 It sets out the key overarching principles that guide our approach to safeguarding and the scope of the policy.
- 2.3 Salvation Army Homes recognises that safeguarding children, young people, and adults at risk is a shared responsibility, with the need for a whole system approach that relies on effective joint working between statutory and non-statutory agencies, and professionals with different roles and expertise.
- 2.4 This policy aims to ensure safe working practices which identify safeguarding concerns, and that appropriate action is taken to safeguard the wellbeing of children, young people and adults at risk, protect them from harm and respect their rights, wishes and feelings.
- 2.5 This policy underpins a safeguarding culture across Salvation Army Homes, which aims to deliver a trauma informed, person-centered, contextual approach to safeguarding, encompassing, behaviours, policy, procedures, and guidance alongside reporting, recording, monitoring, and reviewing practice to safeguard children, young people, and adults at risk.
- 2.6 It also aims to support a culture of positive risk taking that strikes a balance between safeguarding and encouraging personal growth through recognising an individual's right to make their own decisions and choices.
- 2.7 The key objectives of the policy are:
 - 2.7.1 To outline Salvation Army Homes' commitment to safeguarding children, young people, and adults at risk.
 - 2.7.2 To create an accountable structure for safeguarding within Salvation Army Homes that outlines key roles and support available including the identification of an organisational Safeguarding Lead.
 - 2.7.3 To create robust communication and escalation processes that complement the strategies and practices of Local Safeguarding Boards, Child Safeguarding Practice Review Panels, Rapid Review processes and Safeguarding Adults Boards strategies.
 - 2.7.4 Ensure training and continuing professional development for staff, so that they are competent to undertake their roles and responsibilities and understand those of other professionals and organisations in relation to safeguarding children, young people, and adults at risk.
 - 2.7.5 Ensure safe working practices, including safe recruitment, vetting, and barring procedures.
 - 2.7.6 Provide a framework for effective interagency working, including effective information sharing.

- 2.8 For any safeguarding matter involving children or young people in education, this policy will be applied in conjunction with Keeping Children Safe in Education 2025.

3. Scope

- 3.1 The scope of this policy is applicable to all services owned and managed by the Association. This policy applies to:
- All board members.
 - All employees, relief workers and apprentices.
 - All customers and visitors to our services.
 - Volunteers, student placements, contractors and agency workers employed on behalf of the organisation.

4. Principles

- 4.1 The following 6 key principles underpin our approach to safeguarding. They are:
- 4.1.1 Empowerment: Ensuring that people are supported and confident in making their own decisions and giving informed consent. Giving people choice and control over decisions.
 - 4.1.2 Prevention: It is better to act before harm occurs. Preventing neglect, harm, abuse or exploitation is the primary objective of our approach, and we will raise awareness, train our people, provide easily accessible information, and address any barriers so that people are able to ask for help.
 - 4.1.3 Proportionality: We will take a person-centred approach that is proportionate and least intrusive to the issue presented.
 - 4.1.4 Protection: We will provide support and representation for those in greatest need.
 - 4.1.5 Partnerships: We will create local solutions through services working with their communities. Communities have a part to play in preventing, detecting, and reporting neglect, abuse and exploitation.
 - 4.1.6 Accountability: Safeguarding is everyone's business, and everyone is accountable for their actions when safeguarding vulnerable people. We will ensure accountability and transparency in delivering safeguarding practice.

4.2 Salvation Army Homes additionally commits to working within the trauma informed principles of:

- Safety – Physical, emotional and psychological
- Trust & Transparency – Clear communication; consistency
- Choice – Supporting autonomy and voice
- Collaboration – Working with people, not doing things to them
- Empowerment – Recognising resilience and strengths
- Cultural Humility – Respecting identity, culture, neurodiversity and lived experience

4.3 **Roles and Responsibilities**

4.3.1 Safeguarding in Salvation Army Homes is everyone's responsibility, however, there are some roles within the organisation that have specific responsibilities under this policy.

4.3.2 All staff must:

- Understand that trauma may influence behaviour, communication and presentation.
- Create emotionally safe spaces for disclosure.
- Avoid judgemental, behaviour language or blame.
- Record concerns compassionately, factually and without assumption.

4.3.3 The Board has overall responsibility for safeguarding governance, ensuring that safeguarding risks, trends, incidents, learning and assurance reports are regularly reviewed, challenged, and used to strengthen safeguarding practice across Salvation Army Homes.

4.3.4 The Head of Supported Housing will act as Salvation Army Homes' Safeguarding Lead.

4.3.5 Heads of Service are responsible for ensuring their area of the business is working within the safeguarding policy.

4.3.6 The Head of People Services will ensure all employees, relief workers and volunteers are recruited in line with safer recruitment principles and that people in relevant posts undergo an enhanced DBS check in line with the DBS policy.

4.3.7 The Head of Asset Management will ensure that our buildings are safe and compliant with any health and safety regulations and that any contractors employed by Salvation Army Homes have appropriate safeguarding policies and procedures, have agreed to and work within the Salvation Army Homes' contractor's code of conduct and are aware of Salvation Army Homes' Safeguarding Policy and reporting procedure.

- 4.3.8 Regional Managers and the Senior Housing Services Manager are responsible for ensuring services deliver a person-centred safeguarding approach and for reviewing all cases with service managers on a quarterly basis.
- 4.3.9 Regional Safeguarding Champions are front facing managers who have an expertise in safeguarding. They are the first point of call for any additional questions or advice in their region. They are responsible for coordinating awareness raising activities during Salvation Army Homes' annual safeguarding month and reviewing safeguarding trends on a quarterly basis.
- 4.3.10 Service Managers are responsible for delivering a service with a person-centred safeguarding culture and understanding the local safeguarding arrangements delivered through the local Safeguarding Boards in their area of operation.
- 4.3.11 People working in frontline roles who have face to face contact directly with residents and service users play a key role in raising awareness, preventing abuse, neglect or exploitation and identifying any concerns. They must ensure they are familiar with the Local Authority Safeguarding procedures for the area in which they work
- 4.3.12 Where we inspect services on behalf of other organisations, or where other organisations act as managing agents for Salvation Army Homes through our Quality Assurance (QA) team, or the Regional Manager for Agency Managed Services, the Quality Reviewer and the Regional Manager for AMS are responsible for having awareness of the other organisations' policies and procedures.
- 4.3.13 All Salvation Army Homes' staff, whatever their role, are responsible for reporting and recording any safeguarding concerns in line with this policy document and associated guidance. This includes a responsibility to work closely with local authorities to share current information and effectively take part in multi-agency discussion.

4.4 Enabling reports of safeguarding concerns

- 4.4.1 Salvation Army Homes will ensure accessible, safe and non-intimidating ways for people to report concerns.
- 4.4.2 People must feel able to share worries without fear, shame or judgement.

4.5 Managing Disclosures and Concerns

- 4.5.1 When managing safeguarding disclosures, staff should:
 - Listen calmly without interrupting.
 - Reassure, believe and validate the person.
 - Avoid pushing for detail or repeatedly probing.
 - Reduce power imbalances through gentle, respectful language.

- Recognise signs of distress or dysregulation.

- 4.5.2 Staff should be aware that trauma can affect how people communicate, remember events, or respond emotionally.
- 4.5.3 A disclosure must never be met with blame, disbelief, or pressure to provide detail. The aim is to create a safe environment where people feel regulated and in control.
- 4.5.4 Salvation Army Homes' employees should not investigate concerns about individual children or vulnerable adults who are or may be being abused, neglected or exploited or who are at risk. However, concerns should be passed to the agency that can help them without delay.
- 4.5.5 If anyone is concerned that a child or vulnerable adult is at risk of being abused, exploited or neglected, they should not ignore their suspicions and should not assume that someone else will take action to protect that person.
- 4.5.6 Salvation Army Homes will respond to, record and risk assess all safeguarding concerns and incidents, working in partnership with, and referring to other agencies, as necessary as outlined in the Managing Safeguarding Disclosures and Concerns procedure.
- 4.5.7 Risk assessments will consider how trauma may influence behaviour, triggers, and responses to stress. Wherever possible, individuals will be actively involved in developing risk management and safety plans to support autonomy and empowerment.

4.6 Reporting and recording a Safeguarding Concern

- 4.6.1 When recording safeguarding concerns, factual, neutral language should be used and assumptions avoided. It should be noted that trauma may impact coherence or emotional regulation, and this must not be interpreted as lack of credibility.
- 4.6.2 Recordings must be:
 - Factual and non-judgemental
 - Trauma-sensitive (no implication of blame or disbelief)
 - Acknowledging that trauma may impact memory or articulation
 - Recorded promptly
- 4.6.3 Incidents of abuse, neglect or exploitation may be one-off or multiple and may affect one person or several. Patterns of harm may become evident over time. Repeated instances of poor care may be an indication of more serious problems and of organisational abuse. In order to see these patterns, it is important that information is recorded and appropriately shared.
- 4.6.4 Safeguarding concerns and/or allegations of abuse, neglect or exploitation will be reported to the Police/Local Authority safeguarding teams to investigate.

- 4.6.5 Safeguarding practice will reflect current multi-agency arrangements including recognition of Lead Safeguarding Partners (LSPs) and Delegated Safeguarding Partners (DSPs), aligning organisational practice with partnership leadership expectations.
- 4.6.6 Concerns about children should be referred to the children's social care department of the local authority where the child lives. Similarly, concerns about adults at risk should be referred to local authority adult services. The processes for referrals are set out in Salvation Army Homes' safeguarding procedures and should be in line with the local authority relevant reporting process.
- 4.6.7 Anyone working for Salvation Army Homes who has concerns about the behaviour of a colleague must always raise this with their line manager or the Head of People Services as quickly as possible.
- 4.6.8 Any employee reporting concerns or complaints through formal whistleblowing channels (or if they request it) will be protected by Salvation Army Homes' Whistleblowing Policy.
- 4.6.9 Residents, members of the local community, employees, volunteers, contractors, and any other person carrying out business on behalf of Salvation Army Homes, are encouraged to report anything they may consider to be a safeguarding concern.
- 4.6.10 Reports or concerns regarding safeguarding will be recorded as soon as possible after the event, situation, or disclosure in line with Salvation Army Homes' procedure for reporting safeguarding concerns.
- 4.6.11 Some concerns relating to 16- and 17-year-old looked after children may need to be reported to Ofsted. This report will be made by the Registered Manager in line with the guidance noted in the Safeguarding Policy.

4.7 Training

- 4.7.1 Salvation Army Homes is committed to ensuring that everyone who works for the organisation understands their safeguarding responsibilities and keeps their knowledge up to date. All staff must complete an online safeguarding training package within three months of taking up post, and after that at a minimum of three yearly intervals.
- 4.7.2 All relevant frontline staff will receive mandatory training to ensure that they are fully aware of the key issues and responsibilities on safeguarding practice and creating a person-centred safeguarding culture as well as working in a trauma informed way.
- 4.7.3 Safeguarding training will include recognising trauma responses, understanding how trauma affects behaviour, and responding in a way that supports emotional safety and agency.
- 4.7.4 All frontline staff will be expected to access relevant safeguarding training provided by their local authority.
- 4.7.5 As part of their induction, all frontline staff will be expected to complete a safeguarding induction workbook. Utilising the principles of

reflective practice, completion of this workbook will guide people through Salvation Army Homes' expectations in relation to safeguarding practice and provide assurance that this is understood and implemented by teams. This workbook must be completed satisfactorily before an employee's probation is completed.

- 4.7.6 Managers will be provided with training to enable them to facilitate reflective practice sessions as part of our learning culture.
- 4.7.7 All safeguarding champions, registered managers and service managers responsible for schemes regulated by Ofsted will receive designated safeguarding officer training which will be refreshed every year.
- 4.7.8 Refresher safeguarding training for relevant employees will take place at a maximum of three yearly intervals.
- 4.7.9 Records of training attended by employees will be held by the People Services team who will monitor compliance with training expectations.

4.8 Support and supervision for employees

- 4.8.1 Safeguarding will be on the agenda at all operational team meetings and supervision meetings held with employees.
- 4.8.2 Supervision will include space for employees to explore emotional impact and potential vicarious trauma, with access to clinical supervision where required.
- 4.8.3 Group and/or individual reflective practice sessions will be used to facilitate a learning culture in relation to safeguarding.

4.9 Allegations Made Against Salvation Army Homes' employees

- 4.9.1 Allegations regarding the conduct of Salvation Army Homes' employees that raise safeguarding concerns (including in their personal life), even those that appear less serious, will be investigated, and examined objectively in line with Salvation Army Homes' misconduct and disciplinary policies.
- 4.9.2 All allegations or complaints of this nature must be discussed with Salvation Army Homes' Safeguarding Lead, the Head of Service of the employee against whom the allegation has been made and the Head of People Services.
- 4.9.3 Reports of allegations against employees and actions taken as a result of these will also be made to the relevant local safeguarding team and reported to our parent, The Salvation Army, for inclusion in their submission to the Charity Commission.

4.10 Sharing Information

- 4.10.1 Information sharing is essential for effective safeguarding and promoting the welfare of children, young people, and adults at risk. The organisation's information-sharing practices will align with national expectations for data quality and digital collaboration, ensuring accurate, timely, evidence-led multi-agency safeguarding.

- 4.10.2 Salvation Army Homes will always base its decisions on information sharing on considerations of the safety and well-being of the individual and others who may be affected by their actions.
- 4.10.3 Salvation Army Homes will ensure that any information shared is necessary for the purpose for which it is shared, is shared only with those individuals who need to have it, is accurate and up to-date, is shared in a timely fashion, and is shared securely.
- 4.10.4 Wherever possible, Salvation Army Homes will seek consent and be open and honest with the individual from the outset as to why, what, how and with whom, their information will be shared.
- 4.10.5 There may be some circumstances however, where it is not appropriate to seek consent, either because the individual cannot give consent, it is not reasonable to obtain consent, or because to gain consent would impact on the safety of a child, young person or adult at risk.
- 4.10.6 Where a decision to share information without consent is made, a record of what has been shared and with whom should be kept.
- 4.10.7 These principles of information sharing are outlined in the Safeguarding Procedure.

4.11 Working with Perpetrators & Alleged Perpetrators

- 4.11.1 Salvation Army Homes is committed to working with perpetrators and alleged perpetrators as an integral part of managing safeguarding cases. However, the needs of victims take priority.
- 4.11.2 While recognising that some alleged perpetrators may themselves have trauma histories, the safety and wellbeing of victims and potential victims will always be prioritised.
- 4.11.3 Where a perpetrator or alleged perpetrator is a customer or an employee/volunteer, an immediate risk assessment will be undertaken with appropriate actions implemented to ensure the continued safety of other customers, employees, volunteers and the wider local community. Where a perpetrator or alleged perpetrator is not a customer or employee/volunteer, Salvation Army Homes will work with them and other agencies as appropriate to the situation.

4.12 Protection from Offenders

- 4.12.1 Occasions may arise where Salvation Army Homes may provide support and/or housing to people who have been convicted of safeguarding related offences. When these situations occur, the organisation is committed to ensuring that any risk is assessed, measured and controlled appropriately and will work with appropriate agencies, such as a local multi-agency protection panel or equivalent, to ensure that this is done safely.

4.13 Prevent Duty

- 4.13.1 Salvation Army Homes is fully committed to safeguarding and promoting the welfare of all its customers and volunteers. We

recognise that safeguarding against radicalisation and extremism is no different from safeguarding against any other vulnerability.

- 4.13.2 Salvation Army Homes expects all its employees, customers and volunteers to comply with the Prevent Policy.

4.14 Resolving Professional Disagreements/Escalation of concerns

- 4.14.1 Salvation Army Homes believes that professional curiosity and challenge is essential in effective safeguarding practice, and it will promote a culture of professional challenge through training, reflective practice and case management reviews. Salvation Army Homes staff should utilise the Local Authority escalation policy or procedures relevant to their service should there be a need to do so.

4.15 Monitoring and Reporting

- 4.15.1 All reports of safeguarding concerns will be recorded on our online reporting system with managed access. Reporting will be designed to provide the appropriate levels of robust assurance throughout the management and governance. Any serious incidents will be brought to the attention of Senior Managers immediately.
- 4.15.2 Salvation Army Homes will monitor safeguarding concerns and referrals on several levels.
- 4.15.3 Service Managers/Neighbourhood Managers will monitor reported cases on a weekly basis to ensure that relevant actions have been taken and appropriate support has been provided to those involved.
- 4.15.4 On a quarterly basis Regional Managers will discuss safeguarding cases with Service Managers and their Safeguarding Champion to consider any trends and learning that has arisen for their region.
- 4.15.5 On a quarterly basis the Safeguarding Champions will meet as a team with Salvation Army Homes' Safeguarding Lead and consider any trends and learning that has arisen across the organisation and identify any impact on practice or training requirements that need to be addressed.
- 4.15.6 Any concerns that meet the criteria for disclosure to the Charity Commission will be reported to the parent company, TSA, on a quarterly basis.
- 4.15.7 Reports identifying any trends and learning from safeguarding concerns will be reported to EMT, Operations Committee and to Board on a quarterly basis. These reports will consider the impact of equality and diversity information to ensure that people are not adversely affected because of any protected characteristics.
- 4.15.8 An annual safeguarding month will be held across Salvation Army Homes' services in October of each year. During this month, Salvation Army Homes' Safeguarding Champions will co-ordinate a variety of activities across our services designed to raise awareness of safeguarding amongst our residents and service users and consider any barriers to reporting safeguarding concerns.

4.15.9 During safeguarding month, each department will undertake a self-assessment using Salvation Army Homes' annual safeguarding audit tool. Any resulting action plans arising from these audits will be implemented by Regional Managers and monitored by Salvation Army Homes' Safeguarding Champions.

4.15.10 The learning from these reviews, audits and activities during safeguarding month, alongside learning from national and local safeguarding practice reviews, will inform the annual safeguarding policy review and the safeguarding training programme for the following year.

4.16 Agency Managed Services

4.16.1 Where Salvation Army Homes engages Managing Agents to provide services on its behalf, the Association will work to ensure that they provide services that are at least as comparable as its own and that their approach is in line with Salvation Army Homes as set out in this policy. Salvation Army Homes will ask Managing Agents to provide a quarterly update of any safeguarding incidents including asking for a nil return where none have been reported

5. Data Protection, Equality Impact and Trauma Informed Approach

5.1 In developing this policy, consideration has been given to equality impacts, including trauma-informed language, and to privacy and data protection requirements to safeguard individual rights. The extent of assessments undertaken reflects the policy's scope and purpose.

6. Further information

6.1 If you have any questions regarding this policy, please contact your line manager or the Business Assurance Team at:

business.assurance@salvationarmyhomes.org.uk, who will direct your query to the relevant Policy owner.

Legislative and Regulatory Framework

The following legislation, regulatory standards and documents can be relied upon to inform this policy.

Legal Framework	Regulatory Standard	Other Documents
The Care Act 2014	Supported Accommodation Regulations 2023	Safeguarding Procedures
Safeguarding Vulnerable Groups Act 2006	General Data Protection Regulations	Whistleblowing Policy
Health and Social Care Act 2012	Care and Support Statutory Guidance 2023	Code of Conduct
Human Rights Act (1998)	Children's social care national framework	Disclosure and Barring Policy
Mental Capacity Act 2005	Enforcement of Care Standards Regulations 2011	Lone Workers Policy
Data Protection Act 2018	Keeping Children Safe in Education 2025	Recruitment Policy
Mental Health Act 2007		Data Protection Policy
The Public Interest Disclosure Act 1998		Service Delivery Policy
The Equality Act 2010		Behaviour Management (Opportunity for Change) Policy
Caldicott Principles 1997		Prevent Policy
Care Standards Act 2000		Hoarding Policy
Children Act 1989		Preventing Criminal and Sexual Exploitation Policy
Children Act 2004		Online Safety Policy
Children and Families Act 2014		
Children and Social Work Act 2017		
Working together to Safeguard Children 2026		
Online Safety Act 2023		
Supported Housing (Regulatory Oversight) Act 2023		

Document History Log

Lead Reviewer	Date			Version	Approval	
	Created:	Revised:	Expiry		By	Date
Head of Supported Housing		Created a framework of safeguarding policies with and moved some of the appendices into the additional policies procedures and guidance Added a section on professional disagreements Added more trauma informed references	May 2026	2.4	Board	May 2025
Head of Supported Housing			May 2027	2.5	Board	21 May 2026
Head of Supported Housing		Minor update to include paragraph 4.3.3	May 2027	2.6		

Equality Impact Assessment Summary			
Protected characteristic	Impact (Positive, negative, neutral)	Protected characteristic	Impact (Positive, negative, neutral)
Age	Positive	Disability	Positive
Sex	Positive	Race	Positive
Religion of belief	Positive	Sexual orientation	Neutral
Gender reassignment	Neutral	Pregnancy / maternity	Neutral
Marriage / civil partnership	Neutral		