

SAFEGUARDING POLICY



Safeguarding Policy

Document Owner: Managing Director – RGS Properties

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Purpose:

The purpose of this policy is to provide guidance to all employees, contractors, agents, and representatives of RGS Properties when dealing with any incident of actual or suspected abuse, neglect, exploitation, or threat of harm involving children, young people, adults at risk, tenants, residents, guests, or members of the public.

Version History

Version No	Date Produced	Audience	Strategic Theme	Approval Route
1.0	11 June 2026	Customers, Employees, Contractors, Auditors, Stakeholders	Safe, Inclusive and Customer-Focused Housing Services	Director Approval

Revision Record

Version	Approved By	Revision Date	Next Review Date	Description of Change	Author
1.0	Managing Director	11/06/2026	11/06/2029	Initial policy creation for RGS Properties	Compliance Team



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1. Introduction

RGS Properties is committed to ensuring that all residents, customers, employees, contractors, and members of the public are protected from abuse, neglect, exploitation, and harm.

We believe that everyone has the right to live in a safe environment where they are treated with dignity, respect, and fairness. As a provider of housing and accommodation services, RGS Properties recognises its responsibility to identify, respond to, and report safeguarding concerns involving children, young people, and adults at risk.

Safeguarding means protecting an individual's health, wellbeing, rights, and freedom to live safely, free from abuse and neglect. It requires cooperation between organisations, agencies, and individuals to prevent harm and promote welfare.

This policy is supported by internal safeguarding procedures that provide employees and contractors with detailed guidance on recognising, responding to, recording, and reporting safeguarding concerns.

2. Scope

This policy applies to:

- All RGS Properties employees.
- Directors and senior management.
- Contractors, consultants, and agency workers.
- Suppliers providing services on behalf of RGS Properties.
- Tenants, residents, guests, applicants, and service users.
- Any person encountered during the course of RGS Properties' operations.

The policy covers all housing management, property management, temporary accommodation, social housing, supported housing, and community engagement activities undertaken by RGS Properties.



3. Definitions

Child (Young Person)

A child or young person is anyone under the age of 18 years, regardless of whether they are living independently, receiving care, employed, or attending education.

Adult at Risk

An adult at risk is a person aged 18 years or over who:

- Has care and support needs.
- May be unable to protect themselves from abuse, neglect, exploitation, or harm.
- May be vulnerable due to age, disability, illness, mental health conditions, or other circumstances.

Safeguarding

Safeguarding refers to protecting a person's health, wellbeing, human rights, and ability to live free from abuse, neglect, discrimination, exploitation, and harm.

Safeguarding involves preventing abuse, identifying concerns early, and taking appropriate action to protect individuals.

Abuse and Neglect

Abuse may occur once or repeatedly and can take many forms, including:

- Physical abuse
- Domestic abuse
- Sexual abuse
- Psychological or emotional abuse
- Financial or material abuse
- Modern slavery and human trafficking
- Discriminatory abuse
- Organisational or institutional abuse
- Neglect and acts of omission
- Self-neglect
- Online abuse and exploitation
- Coercive or controlling behaviour



4. References

This policy should be read in conjunction with the following RGS Properties policies and procedures:

- Complaints and Compensation Policy
- Anti-Social Behaviour Policy
- Domestic Abuse Policy
- Equality, Diversity and Inclusion Policy
- Data Protection and Privacy Policy
- Health and Safety Policy
- Lone Working Policy
- Whistleblowing Policy
- Unacceptable Behaviour Policy
- Employee Code of Conduct
- Safeguarding Procedures

All company policies are available through RGS Properties' internal document management system and website.

5. Key Legislation and Guidance

Adults at Risk

This policy is informed by:

- Care Act 2014
- Mental Capacity Act 2005
- Mental Capacity (Amendment) Act 2019
- Human Rights Act 1998
- Equality Act 2010
- Domestic Abuse Act 2021
- Modern Slavery Act 2015
- Serious Crime Act 2015
- Data Protection Act 2018
- UK GDPR

Children and Young People

This policy is informed by:

- Children Act 1989
- Children Act 2004



- Working Together to Safeguard Children (latest version)
- Keeping Children Safe in Education
- Safeguarding Vulnerable Groups Act 2006
- Modern Slavery Act 2015
- United Nations Convention on the Rights of the Child

6. Safeguarding Commitments

Reporting a Safeguarding Concern

RGS Properties will ensure that all safeguarding concerns are:

- Taken seriously.
- Recorded accurately and promptly.
- Reported through the appropriate safeguarding channels.
- Escalated where immediate risk is identified.
- Referred to external agencies when necessary.

Any employee who becomes aware of a safeguarding concern must report it immediately to their manager or designated safeguarding lead.

Where a person is at immediate risk of harm, emergency services must be contacted without delay.

Confidentiality and Information Sharing

RGS Properties recognises the importance of balancing confidentiality with the need to protect individuals from harm.

Information will be shared only where:

- It is necessary to safeguard a child or adult at risk.
- There is a legal obligation to disclose information.
- A serious crime may be prevented or detected.
- Emergency medical treatment is required.
- There is a significant risk of harm to an individual or others.

All information sharing will comply with data protection legislation and safeguarding guidance.

Consent and Capacity

RGS Properties will presume that adults have the capacity to make decisions regarding their safety and wellbeing unless evidence suggests otherwise.



Where concerns exist regarding mental capacity, decisions will be made in accordance with:

- The Mental Capacity Act 2005.
- Professional advice.
- Local authority safeguarding guidance.

For children and young people, consent should normally be sought from parents or guardians where appropriate, unless doing so could place the child at greater risk.

Anti-Social Behaviour (ASB) and Safeguarding

RGS Properties recognises that incidents of anti-social behaviour, hate crime, domestic abuse, harassment, or neighbour disputes may indicate wider safeguarding concerns.

Employees handling ASB cases must remain alert to indicators of:

- Domestic abuse.
- Child neglect.
- Exploitation.
- Modern slavery.
- Financial abuse.
- Mental health concerns.
- Self-neglect.

Safeguarding concerns identified during ASB investigations must be reported in accordance with this policy.

Recruitment and Employee Selection

RGS Properties is committed to safer recruitment practices.

Where appropriate, the company will:

- Undertake Disclosure and Barring Service (DBS) checks.
- Verify identity and employment history.
- Obtain references.
- Assess suitability for positions involving contact with vulnerable individuals.

Any safeguarding concerns arising during recruitment will be investigated before employment commences.

Employee Responsibility

Safeguarding is everyone's responsibility.



All employees, contractors, and representatives must:

- Remain vigilant to safeguarding concerns.
- Act promptly when concerns arise.
- Follow safeguarding procedures.
- Participate in required training.
- Maintain confidentiality.
- Cooperate with safeguarding investigations.

Failure to comply with safeguarding responsibilities may result in disciplinary action.

Training

RGS Properties will provide safeguarding training appropriate to roles and responsibilities.

This will include:

- Induction safeguarding awareness training.
- Refresher safeguarding training.
- Specialist safeguarding training for designated safeguarding leads.
- Additional training where legislative or operational changes occur.

Training records will be maintained and monitored by management.

Contractors, Procurement and Partnerships

RGS Properties expects all contractors, suppliers, consultants, and partner organisations to uphold safeguarding standards.

Procurement and contractual arrangements may require:

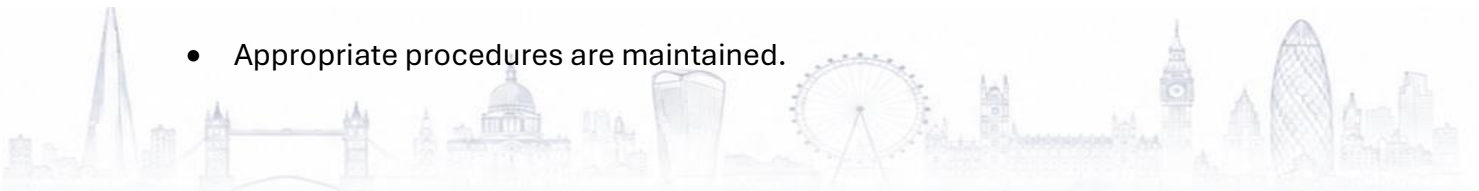
- Compliance with safeguarding legislation.
- Appropriate DBS checks.
- Safeguarding policies and procedures.
- Staff safeguarding training.

Failure to meet safeguarding requirements may result in contract termination or exclusion from procurement opportunities.

Governance and Performance

The Directors of RGS Properties will oversee safeguarding arrangements and ensure that:

- Appropriate procedures are maintained.



- Safeguarding incidents are monitored.
- Lessons learned are implemented.
- Training compliance is reviewed.
- Policy effectiveness is assessed.

Safeguarding performance and emerging trends will be reviewed periodically by senior management.

This policy will be reviewed every three years or sooner if required by legislative, regulatory, or operational changes.

7. Exceptions

There may be exceptional circumstances where the application of this policy requires flexibility to meet the specific needs of an individual.

Any exceptions will:

- Be assessed on a case-by-case basis.
- Consider vulnerability and risk factors.
- Comply with legal and regulatory requirements.
- Be authorised by an appropriate manager.

RGS Properties will always seek to ensure that individuals are treated fairly, compassionately, respectfully, and in a manner that promotes their safety and wellbeing.



Policy Information

Policy Name: Safeguarding Policy

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