

Safeguarding Policy

Policy Owner:	Safeguarding Lead	Strategic Partner Sponsor:	Service Quality & Safeguarding Director
Exec Owner:	Wayne Cole		
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1.0 What is this policy for?

We all play a part in helping to keep people safe, and we'll always act quickly when we're worried about someone.

Magenta Living has a duty to co-operate with our respective local authority safeguarding partners and frameworks. All staff, volunteers, contractors and Board must be aware of the role they play in achieving this.

All staff in contact with children, young people, their families, and 'adults at risk' (see section 2.1 for definitions) should take all reasonable measures to minimise the risks of harm. Where there are concerns identified, appropriate actions should be taken to address those concerns in line with the organisation's policy and procedures.

This policy has been developed with reference to Local Authority Inter-Agency Safeguarding Frameworks, to ensure that Magenta Living complies with its duty to cooperate in Safeguarding matters.

The Government states that safeguarding is everybody's responsibility. There is a difference between *safeguarding* children/adults at risk and that of child/adult *protection*:

- Safeguarding is everybody's responsibility and includes measures to prevent or minimise the potential for abuse occurring.

- Child Protection is the statutory responsibility of the local authority for individual cases where a risk of harm has been identified.
- Safeguarding Adults (sometimes referred to as Adult Protection) is an overarching term that encompasses all the essential components of prevention of abuse and response to concerns, allegations and disclosure of abuse.
- Magenta Living expects all staff, contractors, Board Directors, volunteers and neighbours to raise their concerns regarding children and adults at risk. To achieve this, a simple procedure is in place to evaluate those concerns and where required Magenta Living will alert relevant statutory agencies.
- In their day-to-day contact with families and tenants, staff may become aware of needs or welfare issues where the organisation may adopt preventative measures to minimise risks to individuals.
- Measures which involve the provision of adjustments to the home to assist with the mobility needs of adults and children will be supported by our Adaptation Team. Our team will support and ensure tenants can access the adaptations they need and are entitled to.
- For welfare measures, the expertise of statutory and voluntary agencies will be required. Our Housing Services Team within Magenta Living will ensure tenants can access the services they need and are entitled to, through effective signposting and referral. In addition, where tenancy is at risk, relevant assessed support will be provided.
- Where domestic violence is identified, the safety of children will be fully assessed and relevant liaison will take place with relevant external services in accordance with agreed protocols, e.g. local Family Safety Unit (FSU), Police etc.
- The local authority has the statutory responsibility for rehousing where risks associated with domestic violence and child sexual exploitation are identified.

2.0 Details of the policy

As a housing provider, we have a legal and moral duty to protect the welfare of all residents, staff, and visitors. This includes preventing harm, abuse, neglect, exploitation, and ensuring that individuals are supported to live safely and with dignity. We are committed to identifying and responding to safeguarding concerns promptly, working in partnership with local authorities, emergency services, and other agencies where necessary. Our responsibilities include creating safe environments, training staff to recognise signs of risk and abuse, and following robust reporting and referral procedures. Safeguarding is everyone's responsibility, and we expect all staff and contractors to uphold these standards in every aspect of service delivery.

Within the organisation, all staff are responsible for immediately raising any concerns relating to the health and well-being of children or adults at risk as detailed in the internal Safeguarding Children and Adults at Risk procedure. The organisation has a clear and simple framework in place for staff and contractors who need to raise concerns. All initial referrals are received through the Contact Centre as one single point of access, where they will be triaged and recorded. Where necessary, the Housing Services Team will escalate potential child or adult Safeguarding concerns to the relevant Local Authority for action.

within their Statutory Framework. All other concerns will be addressed internally through the relevant service areas, including the provision of a Sustainability or Tenancy Enforcement service.

Contractors are expected to raise any concerns through a simple process within the Contact Centre. Neighbours and stakeholders may also raise concerns in a similar manner

Magenta Living is committed to safe recruitment, selection and vetting for staff and volunteers (where appropriate) whom, due to the nature of their role, are likely to be in more regular contact with children or adults at risk. However, as a Registered Provider, the organisation does not deliver any statutory Services, and we are therefore not regulated by the Care Quality Commission.

Magenta Living does, however, work within the regulatory requirements of the Regulator for Social Housing and other relevant legislative and regulatory guidance and duties, key ones being:

- The Children's Act 2004
- Working Together to Safeguard Children - Statutory Guidance
- The Care Act 2014
- Care and Support Statutory Guidance
- Safeguarding Vulnerable Groups Act 2006
- Modern Slavery Act 2015
- Mental Capacity Act 2005
- Prevent Duty Guidance 2023
- Domestic Abuse Act 2021

Magenta Living is also committed to meeting its duties within the frameworks of respective Local Authority Safeguarding Children and Safeguarding Adults Partnership Boards or similar.

This policy covers the responsibilities of Magenta Living Board Directors, staff, volunteers and those who work on its behalf, in relation to the protection of children and adults at risk.

2.1 Definitions

Abuse is defined as, "a violation of an individual's human and civil rights by any other person or person's". The main types of abuse, as included in The Care Act are:

- Physical abuse
- Psychological/emotional abuse
- Financial or material abuse
- Neglect including self-neglect
- Discriminatory abuse
- Sexual abuse
- Organisational or Institutional abuse

- Domestic violence or abuse
- Modern slavery / exploitation

There are other forms of abuse not listed above, but are covered by our safeguarding policy, including:

- Forced marriage
- Honour-based abuse
- Female Genital Mutilation (FGM)
- Bullying including cyber-bullying
- Criminal exploitation e.g. County Lines
- Child sexual exploitation
- Mate Crime or Cuckooing - Where someone takes over a person's home to exploit them or carry out criminal activity
- Hazing - any activity expected of someone joining or maintaining status in a group that humiliates, degrades, abuses, or endangers them, regardless of the person's willingness to participate.
- Peer-on-peer abuse
- Radicalisation - encouraged or pressured into adopting extreme views or supporting harmful or violent behaviour.

For the purposes of Safeguarding, a **child** is defined as anyone up to the age of 18 years old. It is important to note the following, however:

- Former Looked after Child (LAC) - Local Authorities have responsibilities to keep in touch until their 21st birthday (or 25 years in higher education)
- All young people disabled or not can ask for assistance with educational issues up to their 21st birthday (or 25 years in higher education)

Due to the nature of Magenta Living's role as a housing provider, it is entirely possible that 'children and young people' may be either young tenants of our accommodation (16-18 years old), receiving an outreach service or the children of customers or service users, e.g. within Community Houses.

For ease of reference, the terms "child" and "children" are used throughout the policy to refer to all children and young people up to the age of 18 (Children Act 1989).

Under The Care Act, an '**adult at risk**' is someone over 18 years old who:

- has care and support needs,
- is experiencing, or is at risk of, abuse or neglect, as a result of their care and support needs
- and is unable to protect himself or herself against the abuse or neglect or the risk of it.

2.2 Confidentiality and Information Sharing

Safeguarding raises issues of confidentiality which must be clearly understood by all. In a safeguarding situation, staff are likely to be sharing information that would normally be considered confidential. However, the legal framework is clear in its guidance to 'co-operate amongst agencies' and share information, where there is a duty to safeguard people.

Colleagues don't need to be an expert to raise a concern - just tell us if something doesn't feel right. However, we do expect all staff and volunteers to understand their responsibility to report any concern they may have about a child, young person or adult at risk as well as any unsafe practice. It is this awareness that will contribute to a safer culture and environment for all. The

and environment for all. The priority in safeguarding is to ensure the safety and well-being of the individual.

Where the use of photographs or filming of an activity is required for marketing purposes, the parents/carers of these children will be informed and written signed approval obtained prior to the event.

2.3 Consent

Adults have a general right to independence, choice, and self-determination, including control over information about themselves. As such, there may be some occasions when the adult at risk does not want to pursue a referral to the Local Authority or to the Police.

There are only a limited number of circumstances where it would be acceptable to **NOT** share information pertinent to safeguarding, with the local authority. These would be where the person involved has the **mental capacity** to make the decision about sharing information, does not want their information shared and:

- The individual is not at risk of serious harm
- Nobody else is at risk
- No serious crime has been or may be committed
- The alleged abuser has no care and support needs
- No staff are implicated
- No coercion or duress is suspected
- The public interest served by disclosure does not outweigh the public interest served by protecting confidentiality

If someone does not want you to share information outside of the organisation or you do not have consent to share the information, ask yourself the following questions:

- Is the adult placing themselves at further risk of harm?
- Is someone else likely to get hurt?
- Has a criminal offence occurred? This includes theft or burglary of items, physical abuse, sexual abuse, forced to give extra money for lessons (financial abuse) or harassment.
- Is there suspicion that a crime has occurred?

If the answer to any of the questions above is 'yes' - please share your concerns with relevant statutory agencies without consent. Keeping people safe always comes first.

Where any decision to act or not act, share information, or not share; you should keep a careful record of the decision-making process; who was involved in making the decision and the reasons why that decision was made.

Children's Consent - where a child is considered to be at risk of harm, consent to share safeguarding concerns with appropriate agencies is **not required**.

2.4 Domestic Abuse and Hate Multi Agency Risk Assessment Committee's (MARAC)

Domestic abuse can affect anyone, and we'll always act quickly to keep people safe and supported. Magenta Living is a signatory to and actively participates in both Wirral's domestic abuse and hate information sharing protocols (ISP) recognising the impact domestic abuse and hate harassment has on children and adults at risk.

Where domestic abuse or hate harassment is identified, the local multi agency risk assessment frameworks will be used. The Thresholds of Need framework will be used to identify any risks to children that relate to their housing circumstances and the local authority Children's and Young Peoples Department will be advised accordingly. The eligibility for adult (over 18 years) social care is outlined in the Care Act 2014, The Children and Families Act 2014 applies from birth to age 25 years, entitling 18–25-year-olds to services as relevant under both acts.

2.5 Child Sexual Exploitation (CSE)

Sexual exploitation of children and young people under 18 involves exploitative situations, contexts and relationships where someone receives 'something' in return for them performing, or others performing on them, sexual acts or activities.

For example, someone may be offered drugs, alcohol, gifts, money, attention in return for sexual acts.

Magenta Living will work collaboratively to ensure identified concerns are quickly raised through the appropriate routes such as local authority multi-Agency CSE forums or similar groups.

All such concerns are referred to Magenta Living Contact Centre as the first point of contact and escalated for action to the Housing Services Team

2.6 Children's/Adults Local Authority Designated Staff (LADO/ALADO)

There are two Local Authority Designated staff, one for children and the other for adults. Their responsibility includes managing the process for allegations made against adults working with children and young people or adults at risk.

The officers also represent the local Safeguarding Boards in MAPPAs (Multi Agency Public Protection Arrangements) meetings for offenders who are to be released into the community where their index offence is related to children, young people, adults at risk or whom are considered to pose a risk to the wider community.

2.7 Radicalisation and PREVENT

As part of our safeguarding responsibilities, we are committed to supporting the national PREVENT strategy, which aims to stop individuals from becoming involved in terrorism or supporting extremist views. Our role is to identify and respond to concerns where tenants, staff, or visitors may be vulnerable to radicalisation. If we suspect that someone is at risk, we will act promptly by sharing information with relevant authorities, including Safeguarding and Prevent Teams, in line with legal and ethical obligations, and the principles of this policy.

2.8 Allegations against staff, including contractors and volunteers

All such concerns must be reported to Magenta Livings Safeguarding Director and/or Safeguarding Lead in the first instance, who will liaise directly with the People Team, and/or the relevant service area to fully assess the concerns raised. Where necessary, cases will be escalated in line with the Safeguarding Framework of the Local Authority. Any allegations made will be investigated and managed in line with our Disciplinary Policy and Procedures.

Within the organisation's procurement process, contractors and suppliers are expected to have sufficiently robust recruitment procedures in place to minimise the risk employing individuals who could pose a risk to Magenta Living residents.

Where we work with commissioned or funded services, any serious incidents involving customers or staff within these services will be formally reported to the commissioning authority, as required

2.9 Serious Case Reviews

In learning lessons from Serious Case Reviews (SCR) Magenta Living has adopted the escalation procedures previously agreed by both children's and adults Local Safeguarding Boards. All SCR information requests must be escalated to the Safeguarding Lead or Director of Safeguarding, who will liaise with the Communities Director to manage and formulate a response. This will include investigating and coordinating a chronology in line with the SCR requirements. The Executive Leadership Team will approve all formal responses prior to submission.

2.10 Disclosure and Barring Service

The primary role of the Disclosure and Barring Service (DBS) is to help employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups including children.

The DBS was established under the Protection of Freedoms Act 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

The Safeguarding Vulnerable Groups Act 2006 (SVGA) places a duty on employers of people working with children or adults at risk to refer to the DBS. This relates to when an employer has dismissed or removed a person carrying out “regulated activity” from working with children or adults at risk (or would or may have if the person had not left or resigned etc.) whom has:

- i. been cautioned or convicted for a relevant offence; or
- ii. engaged in relevant conduct in relation to children and/or vulnerable adults [i.e. an action or inaction (neglect) that has harmed a child or vulnerable adult or put them at risk of harm]; or
- iii. satisfied the ‘Harm Test’ in relation to children and/or vulnerable adults. [i.e. there has been no relevant conduct (i.e. no action or inaction) but a risk of harm to a child or vulnerable adult still exists].

A referral to DBS will be required for any staff or volunteers who hold an enhanced DBS check. The appropriate Local Authority Disclosure Officer (LADO) can offer advice on the need to refer to the DBS.

2.11 Eligibility for Disclosure and Barring Service checks

The SVGA 2006 sets out different criteria for those staff who only work with children or adults or both adults and children. The DBS has published a suite of guidance and resources to identify those roles eligible for disclosure checks ([Disclosure and Barring Service - GOV.UK](#)). Magenta Living has identified roles within its organisation that align with the guidance for whom such checks are duly applied which are:

- Adults: For staff whom wholly or mainly work alone with vulnerable adults, an enhanced DBS check is required.
- Children: For staff and volunteers who are involved in the supervision of children, (breakfast, after school and youth clubs etc.) on a frequent basis ‘Frequent’ is defined as once a week or more, or four times or more in any 30-day period.
- Magenta Living does not carry out any personal care or health care activities. However, as good practice, relevant DBS checks will be carried out for staff in specified service areas.

Magenta Living will adopt a proportionate risk-based approach for all other roles which fall out of the eligibility for Enhanced DBS Level checks. For such roles, Basic Level DBS checks will be considered and administered.

3.0 Who was consulted and how was it done?

Consultation has taken place with Magenta Living Senior Leadership Team and a range of customers. Comments and feedback have been incorporated into this policy.

4.0 Equality Impact Assessment (EIA)

We are committed to equality of opportunity and want to ensure all residents and their children, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, racial origin, religion, belief and non-belief, sex and sexuality these are the definitions of protected characteristics in the Equality Act 2010. Magenta Living will ensure people are treated fairly and in a consistent way and that no-one is discriminated against.

An Equality Analysis was undertaken on the 5th February 2026 which was reviewed by the Impact Assessment Review Group on the 11th February 2026, and the final agreed rating was green (see the full EIA document for further details).

5.0 How we make sure this policy is effective

Magenta Living will use intelligence to inform the service and its development and to ensure the mitigation of risks to its residents involve both the organisation and its partner agencies by:

- Monitoring concerns referred by staff/contractors etc. To identify outcomes and trends for preventative actions
- Identifying the number of safeguarding referrals to Local Authorities
- Identifying the percentage of safeguarding referrals accepted by Local Authorities
- Reporting key indicators and activities to the Executive Leadership Board and Board of Directors

6.0 Colleague Training

All relevant staff will receive training at a level proportionate to their role and all staff must complete Safeguarding E-Learning through Skillgate alongside other related policies. This policy will be brought to the attention of relevant staff before they are able to carry out their role unsupervised. Service specific and more detailed local induction training will take place within the first two weeks of commencement of employment.

Contractors will be expected to have safeguarding procedures in place as per Magenta Livings procurement process. In addition, however, contractors will be made aware of procedures in how to alert Magenta Living of identified concerns.

As part of new tenant inductions, safeguarding awareness is raised in our Sheltered and Extra Care schemes and details are provided to new tenants in such schemes about what to do 'if you suspect abuse'.

7.0 Documents related to the policy

This policy should be read in conjunction with policies, detailed procedures and guidance on:

- Safeguarding - See it Report it!
- Professional Boundaries Policy
- Domestic Abuse Policy - Colleagues
- Domestic Abuse Policy - Customers
- Hate Harassment Policy
- Recruitment & Selection Policy
- Recruitment Selection Procedure
- Confidential Reporting Policy
- Data Protection Policy
- Lone Worker Policy
- ASB Policy
- EDI Policy
- Modern Slavery Act Statement

8.0 Version control / Amendment log

Date of change:	Revised Version Number:	Change made:	Reason for change:
March 2014		Changes to Disclosure and Barring Service	Changed CRB to DBS
		QAF feedback	Providing feedback to Supporting People of any serious incidents occurring to clients funded by Supporting People
		Equality Act 2010	Changed Equality Impact Assessment to Equality Analysis
May 2014		QAF feedback	Definitions of abuse
Dec/Jan 2017/18		Referral process (Sect.3)	Summary
		Relevant guidance (Sect.3)	Inclusion of Prevent Strategy
		Lead Officer (3.6)	Head of Specialist Housing Services
		DBS clarity (3.9)	We do not provide personal or

			health care, but we carry out DBS checks in specified service areas.
		Monitoring of service (Sect.7)	Reported to ELT Board and subsequently to ML Board of Directors on a quarterly basis.
April 2021		Domestic Abuse Act 2021	Inclusion and review
		Sect.3.3. Introduction of Children's & Family Act.	CFA provides care from birth to age 25 years.
		Sect.3.6 Reference to Supporting People Funding removed	SP Grant no longer exists.
		Sect.3.7 Serious case Review submissions	Final submissions to be approved by Executive Leadership Team
May 2022		Modern Slavery / Human Trafficking Act 2015	To align with organisational Modern Slavery and Human Trafficking Act transparency statement
Jan 2026		High level review completed to ensure ongoing legislative compliance and fit for purpose.	<p>Updates to team names and role titles.</p> <p>Updated legislation list section 3 to core Safeguarding acts and guidance linked to this policy.</p> <p>Updated list of abuse types section 3.1</p> <p>Inserted section 3.3 to strengthen section 3.2 around information sharing</p> <p>Inserted section 3.7 on Prevent & Radicalisation</p> <p>Section 3.11 updated with Basic DBS Level checks paragraph</p>