Safeguarding

The standard you can expect from us.

We take a proactive and comprehensive approach to safeguarding. We work in partnership with other specialist agencies to support and protect those who may be at risk of harm, abuse and/or neglect. Our safeguarding policy is designed to protect vulnerable adults, children, and all BVT residents.

Our responsibilities

We will:

- Have clear safeguarding policies and procedures in place to protect vulnerable people from harm.
- Make sure our policies reflect relevant legislation, such as the Care Act 2014, the Children Act 1989 and 2004, and the Safeguarding Vulnerable Groups Act 2006.
- Make sure our policies are regularly updated to reflect any changes in legislation or guidance.
- Always treat information with strict confidentiality.
- Comply with data protection regulations such as the General Data Protection Regulation (GDPR).
- Only ever share information about safeguarding issues with relevant professionals.
- Make sure sensitive information is shared securely.

How we'll meet our responsibilities

We will:

- Make sure staff and volunteers get job-relevant and ongoing training relevant to spot the signs of harm, abuse, neglect, or exploitation.
- Make sure staff are aware of procedures to follow when a safeguarding concern arises.

Who do we work with?

We have strong relationships with specialist agencies who can address issues around safeguarding. As a housing provider, we have a duty to work with and share information with local authorities carrying out their statutory safeguarding duties. This may include, carrying out enquiries into incidents, sharing information or engaging with local Safeguarding Boards.

How you can help us?

- Call 999 if a child or adult is in immediate danger or a crime has been committed. You should also contact your local authority's safeguarding adult or child team. You can find these details by searching safeguarding on their website or call them.
- If you have safeguarding concerns, but there is not an immediate danger to a child or adult, contact your local authority's safeguarding adult or child team. You can find these details by searching safeguarding on their website or call them.
- Share safeguarding concerns with us by calling 0300 333 6540 or emailing enquiries@bvt.org.uk. If emailing, please title your email 'Safeguarding concern'. If an adult or child is in immediate danger, please always call 999.
- Reporting a safeguarding concern or abuse to us can be done anonymously. We will not usually act or share information without the consent of the person at risk. The only exception to this is when there are others at risk of harm and/or where the person at risk is not able to make a decision for themselves because of their mental capacity or where we believe the risk could seriously affect their wellbeing.

enquiries@bvt.org.uk
Customer Services: 0300 333 6540
bvt.org.uk
@BVTNews
/bournville.village.trust
/company/bournville-village-trust/