

Safeguarding Vulnerable Adults and Children

Our Statement of intent

Platform Housing Group provides services to a wide range of individuals and organisations and recognises that some of its customers are vulnerable adults and children.

We want our customers and their families to live a life where they're free from all forms of abuse. We're committed to safeguarding the wellbeing of adult customers and children living in our homes.

As a responsible landlord, we have a duty to report all instances of abuse or suspected abuse.

We work in partnership with local authorities, child care agencies and adult social care teams. We've a policy and procedure in place for referring children, young people and adults at risk .

Local Safeguarding Boards require all partner agencies to operate within the principles and procedures of their multi-agency policies and procedures for safeguarding vulnerable adults and children in line with legislation, in particular the Care Act 2014.

If you're concerned about something you've seen or heard relating to a Platform customer, please **contact us to support it on 0333 200 7304.**

Anyone raising a concern that a child or adult is being abused or neglected will be taken seriously and we will act promptly and appropriately.

Our policy and procedure clearly outline roles and responsibilities and provides clear procedures for identifying, reporting and support for incidents of suspected abuse and neglect.

Want to find out more? Full details about our approach to Safeguarding can be found in our [Safeguarding Policy](#).

We recognise that safeguarding is "everyone's business" in doing so we promote and raise awareness of how to identify and report safeguarding concerns with all those who work for or are customers of Platform Housing Group including colleagues, customers, contractors and board members.

We have in place a cross departmental group which oversees safeguarding which reports annually to the board. Recruitment processes are in place to ensure the appropriate checks are undertaken on the appointment of appropriate job roles.

We are committed to working in partnership with statutory and other agencies to help safeguard our vulnerable adults and children from abuse and neglect.

