



GYPSY & TRAVELLER / RESIDENTIAL SITE POLICY

POLICY TITLE:	Gypsy & Traveller / Residential Site Policy
LEAD OFFICER:	Head of Housing Management
DATE APPROVED:	February 2026
APPROVED BY:	SLHD Board
IMPLEMENTATION DATE:	February 2026
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ADDITIONAL GUIDANCE:	
ASSOCIATED CUSTOMER PUBLICATIONS:	<p>CDC Gypsy & Traveller Allocations Policy SLHD Repairs and Maintenance Policy SLHD Asset Management strategy Site rental agreements SLHD's Corporate Plan 2024-2029. Domestic Abuse Policy SLHD & CDC CDC Community Safety Strategy CDC Safeguarding Policy CDC Council's Housing Strategy CDC Council's Tenancy Strategy Equality, Diversity and Inclusion Policy Equality and Diversity Strategy SLHD's Compliments, Comments & Complaints Policy SLHD's Vulnerable Persons Policy SLHD Safeguarding Policy</p>
TEAMS AFFECTED:	Housing Management Area Team, Repairs and Maintenance Team, Assets Team, Doncaster Homechoice
THIS POLICY REPLACES WITH IMMEDIATE EFFECT:	New policy

DOCUMENT CONTROL

For guidance on completing this section please refer to the document version control guidance notes

Revision History

Date of this revision:	February 2026
Date of next review:	February 2029
Responsible Officer:	Head of Housing Management

Version Number	Version Date	Author/Group commenting	Summary of Changes
01	January 2026	Head of Housing Management	Creation of a new policy

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Policy Creation and Review Checklist

ACTION	RESPONSIBLE OFFICER	DATE COMPLETED
Review of other organisations G&T / Residential Site Policies	Head of Housing Management	June 2025
Equality Impact analysis undertaken through the intranet for all new policies / fundamental changes	Head of Housing Management	25 July 2025
Benchmarking with other organisations who have G&T and Residential sites	Area Housing Services Manager	July 2025
Consultation with CDC Legal Services	Head of Housing Management	July 2025

NB. The above table must be completed on all occasions. The policy will not be accepted or approved by EMT without this information completed.

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GYPSY & TRAVELLER / RESIDENTIAL SITE POLICY

Policy Statement

St Leger Homes of Doncaster (SLHD) is committed to delivering a fair, transparent, and inclusive management service across all Gypsy and Traveller and Residential Sites under its management responsibility. Through this policy, SLHD aims to:

- Promote safe, clean, and well-managed sites.
- Support tenancy sustainability and community cohesion.
- Ensure compliance with legal and regulatory requirements.

1. Introduction

1.1 This policy outlines the framework that SLHD uses to allocate pitches— The full allocations policy can be accessed via this link: [Doncaster Metropolitan Borough Council](#) It sets out how tenancies are managed, how site standards are maintained, and how residents are supported to sustain their homes and communities. The policy also describes the approach to repairs, maintenance, and any investment works, ensuring that all aspects of site management contribute to safe, secure, and well-maintained living environments.

1.2 The policy aligns with national legislation including the Mobile Homes Act 1983, Housing Act 1985, and Equality Act 2010, and delivers against the Social Housing Regulator’s Neighbourhood and Community Standard. It ensures that all residents regardless of background or lifestyle receive equitable access to services, safeguarding, and tenancy support.

1.3 This policy sets out how SLHD will manage 4 Gypsy and Traveller Sites and 3 Residential sites on behalf of the City of Doncaster Council (CDC) by providing a safe environment for residents and their families by delivering:

- Effective site management – reactive and proactive site maintenance, pitch fee and utility payment management and support, issue resolution
- Advice and guidance about community support services – providing practical local information to residents, directing them to appropriate assistance, liaising with partner agencies
- Appropriate enforcement – management of unauthorised encampments on the sites, debt recovery, licence agreement breaches

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1.4 This policy has been developed to ensure that the services delivered are fair, consistent and accessible, and meet the needs of the Gypsy and Traveller communities and Residential site communities.

The key features cover:

- Allocation of pitches: The policy explains how SLHD will support the prioritisation of applicants to ensure that those with a recognised need are given access to register. It sets out in detail the application and eligibility process, how accommodation need is assessed, and how pitches are allocated on CDC owned and managed Gypsy and Traveller Sites. The policy does not cover processes for other types of social housing and accommodation as they are subject to the CDCs Housing allocation policy.
- SLHD do not hold a waiting list for Residential sites. Residents can sell their homes by advertising and then inform SLHD by completing a New Bill of Sale form. There is no provision requirement in terms of voids, applications or allocations.
- Site Management: SLHD is committed to providing fit for purpose accommodation that supports improving health and social outcomes for the Gypsy and Traveller and Residential communities. The site management element within this policy supports residents' welfare, includes how pitch fee payments are made, how repairs and maintenance are undertaken, and how to make compliments, comments and complaints.

1.5 This Policy must be read in conjunction with the Gypsy and Traveller Allocations Policy and supports the priorities contained in the SLHD's Corporate Plan 2024-2029. The policy also contains a definition of gypsy, traveller and nomadic travellers.

1.6 The Gypsy and Traveller Site Agreement and the Residential Site Agreement sets out the rights and responsibilities of both the Landlord and Tenant and ensures services are delivered within the Mobile Homes Act 1983.

1.7 SLHD also aims to deliver fairness and equality across all the services we deliver. A full and comprehensive Equality Impact Assessment has been undertaken for this policy.

2.Purpose

2.0 This policy is to ensure that SLHD through the Pitch Allocation implements an equitable process for offering pitches / and individual utility blocks to the Gypsy and Traveller community and pitches with shared utility blocks for Residential communities and ensures effective management of the sites.

As such SLHD / CDC are committed to:

- Eliminating unlawful discrimination and harassment and promoting equality of opportunity and fairness.

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- Complying with the requirements of all relevant legislation.
- Work in partnership and consultation with the Gypsy and Traveller and the Residential communities to promote understanding and mutual respect, considering the needs and expectations of all communities.
- Allocating CDC pitches in line with the CDC Gypsy and Traveller Allocations policy, fairly and consistently through a transparent, clear and accountable process that ensures the allocation of pitches is based on priority need.
- Ensuring sites are managed effectively and efficiently, protecting the interests of all residents.
- Continuing to work in partnership with other statutory and voluntary agencies to meet the accommodation and welfare needs of the Gypsy and Traveller community and Residential community.

2.2 We will deliver the above commitments by:

- Operating a banding scheme for Gypsy and Traveller pitch allocation where applicants are assessed and placed in one of four bands according to their level of need.
- Introducing an asset management approach, through which we will assess site facilities to develop a maintenance and investment plan for each site.
- Providing support, advice and signposting to pitch applicants and residents when needed.

3. Definitions

3.1 These following definitions ensure compliance with the Equality Act 2010 and are consistent with national guidance and local policy frameworks.

Gypsy: Defined under Section 24 of the Caravan Sites and Control of Development Act 1960 (as amended) as:

“Persons of a nomadic habit of life, whatever their race or origin.”

Traveller: Recognised under Section 225 of the Housing Act 2004 as:

“Persons with a cultural tradition of nomadism or of living in a caravan, and all other persons of a nomadic habit of life whatever their race or origin.”

This includes:

- Those who have ceased to travel temporarily or permanently due to educational, health, or age-related needs.
- Members of organised groups such as travelling show people or circus people, whether or not they are currently travelling.

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Nomadic Travellers: A broader term encompassing individuals or families who maintain a lifestyle involving movement from place to place, often for work, cultural, or familial reasons. This includes those who may no longer travel but retain a cultural identity rooted in nomadism.

4. Policy Scope

- 4.1 This policy applies to all Gypsies, Travellers, and other nomadic groups and aims to provide a structured, fair, and consistent framework for managing Gypsy and Traveller sites and Residential Sites, in recognition of cultural identity and traditional lifestyles.
- 4.2 The policy provides a clear and consistent framework for managing sites and supporting residents. Its purpose is to ensure fair pitch allocation, uphold tenancy rights, and deliver services such as repairs and safeguarding in line with legal duties.
- 4.3 It promotes equality, community inclusion, and tenancy sustainability while aligning with broader housing and safeguarding strategies. The Policy also supports compliance with national legislation including the Housing Act 2004 and Equality Act.

5. Delivery areas

5.1 Tenancy and Site Management

The policy ensures that Gypsy, Traveller, and residential sites are managed in line with SLHD's broader housing policies. This includes tenancy enforcement, rent collection, safeguarding, and site maintenance

Pitch Allocation and Lettings

It aligns with the Doncaster Council Allocations Policy, ensuring that pitch allocations are transparent, equitable, and prioritised based on need. The process mirrors social housing lettings, including eligibility checks, banding, and local connection criteria

Safeguarding and Vulnerability Support

The policy commits to identifying and supporting vulnerable tenants, taking appropriate safeguarding actions, and ensuring access to services that promote tenancy sustainability

Legal and Regulatory Compliance

It reflects obligations under the Mobile Homes Act 1983, Housing Act 1985, and Equality Act 2010, ensuring that SLHD meets its statutory duties while promoting equality and inclusion

Investment and Modernisation

The policy supports ongoing investment in site infrastructure to ensure that accommodation is modern, safe, and fit for purpose. This includes planned improvements to amenity blocks and site facilities.

Resident Engagement and Community Cohesion

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The policy encourages resident involvement in site management and promotes good relations between Gypsy and Traveller communities, Residential communities and the wider population.

6. Responsibilities of SLHD

- 6.1 SLHD employees must adhere to the principles set out in this policy. Detailed procedures sit underneath this policy to ensure our workforce deliver services aligned with this policy and in an effective and consistent way.
- 6.2 The Regulator of Social Housing’s Neighbourhood and Community Standard requires social housing providers to keep neighbourhoods and communal areas associated with homes clean and safe. This includes Gypsy and Traveller sites where they are part of the provider’s housing stock. The standard also requires providers to publish a policy on how they will do this.
- 6.3 The Equality Act 2010 provides a legal framework to protect the rights of individuals and makes discrimination unlawful in relation to nine protected characteristics. The Act establishes a Public Sector Equality Duty (PSED) which applies to public authorities and bodies (such as registered providers) who exercise a public function such as providing, allocating and managing social housing.
- 6.4 The City of Doncaster Council (CDC) Site Agreements clearly set out our expectations and contractual obligations about how our residents should conduct themselves on sites. We will always consider these obligations when enforcement action is being contemplated by considering any vulnerabilities and safeguarding issues.
- 6.5 The overall responsibility for the effective delivery of this policy is with the Director for Housing and Customer Service and the Head of Housing Management. Financial aspects of the Gypsy and Traveller/ Residential sites are reviewed monthly in collaboration with CDC
- 6.6 The Legal Framework detailing the legislation and guidance upon which this policy is based is shown at Appendix 1.

7.0 SLDH approach towards the management of Gypsy and Traveller Sites

- 7.1 There are 3 Gypsy and Traveller (G&T) sites owned by CDC and managed by SLHD in the borough:

- Lands End, Thorne
- Whitetowers, Intake
- Little Lane, Long Sandal

There is also a new age traveller site at Nursery Lane in Sprotborough.

Each site has varying number of plots as detailed below:

Lands’ End - 22 plots

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Whitetowers	-	23 plots
Little Lane	-	10 plots
Nursery Lane	-	10 plots

- 7.2 Our approach is grounded in fairness, transparency, and resident support. Site management is delivered through dedicated Gypsy & Traveller Officers who provide tenancy support, enforce agreements, and liaise with partner agencies to promote safe, clean, and inclusive communities.
- 7.3 Pitch allocations follow a structured policy aligned with Doncaster Council’s housing banding system, ensuring equitable access based on need. SLHD also maintains a clear lettable standard for plots, ensuring they are clean, safe, and ready for new tenants.

8. Our approach to Residential Sites

8.1 There are 3 Residential sites managed by St Leger Homes in the borough:

- Orange Croft, Tickhill
- Cowhouse Lane, Armthorpe
- Mount Pleasant, Moorends

Each site has varying number of plots as detailed below:

Orange Croft	-	34 plots
Cowhouse Lane	-	20 plots
Mount Pleasant	-	26 plots

- 8.2 In accordance with current legislation, it is not permitted to operate a formal waiting list for residential sites. Residents wishing to sell their homes may do so independently through private advertisement. Once a sale has been agreed, the seller must notify SLHD by completing a ‘New Bill of Sale’ form. The Gypsy and Traveller Officers will arrange for any new residents to complete a sign-up process for the plot, ensuring all legal and procedural requirements are met. There is no process in terms of voids, applications or allocations.
- 8.3 The plots do not include individual utility blocks but do include a shared utility block.
- 8.4 SLHD takes a proactive and resident-focused approach to managing residential sites, grounded in its mission to create successful, thriving, and sustainable tenancies. This is delivered through its “Support to Sustain” model, which ensures that tenants receive tailored support based on their individual needs, helping them to build confidence and stability in their homes.
- 8.5 SLHD’s management approach is underpinned by a robust policy framework that aligns with legal obligations, including the Housing Act 1985, and is designed to be inclusive, fair, and transparent.

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9.0 Fire Safety

9.1 Fire safety measures for Gypsy and Traveller residential sites include compliance with space standards and installation of fire barriers, ensuring safe separation between units. These requirements are fully integrated into the Health & Safety inspections we are currently undertaking to maintain compliance and protect residents.

10.0 Enforcement

10.1 If a breach of licence has occurred through the identification of an issue for example, arrears in pitch fee payments, the appropriate enforcement action will be taken. This may include formal warnings, support interventions, and where necessary, escalation through the relevant court process to ensure compliance and protect the integrity of the site.

11.0 Equality and Diversity

11.1 Romany Gypsies and Irish Travellers are recognised as ethnic groups under the race protected characteristic, against whom discrimination is unlawful under the Equality Act 2010.

11.2 As a public sector organisation, we follow the Public Sector Equality Duty (PSED) under the Equality Act to protect individuals from discrimination on the basis of their protected characteristics. These characteristics are age; disability; gender reassignment; marriage & civil partnerships; pregnancy & maternity; race; religion or belief; sex; and sexual orientation. As part of following the PSED, we must have due regard to:

- Eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act
- Advancing equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it
- Fostering good relations between persons who share a relevant protected characteristic and persons who do not share it

11.3 This policy will demonstrate our commitment to equality and diversity by:

- Ensuring that there is an element of choice in the allocation of pitches where possible and assessing each application on the basis of individual need.
- Providing appropriate and well-maintained accommodation to Gypsies and Travellers in Doncaster, which respects the culture and traditions of the Gypsy and Traveller communities.
- Providing advice, support or assistance to anyone from the Gypsy and Traveller community who may have difficulty with the allocation process or other site matters due to any protected characteristic that might make it harder for them to access our service.

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12. Repairing responsibilities

- 12.1 The G&T site plots are in our Planned programmed maintenance (PPM). SLHD have no plot responsibilities in the residential sites, only to maintain the Shower blocks and laundrette facilities on these sites. SLHD also check the electrics within the blocks every 5 years and the hook up connections annually.
- 12.2 Within the Caravan and sheds electrical and gas compliance is the responsibility of the residents, however SLHD would provide advice as required, regarding responsibilities of the annual gas and electric checks.

13. Investment on sites

- 13.1 In line with the asset management strategy and our wider approach to managing the full portfolio of assets, each site will benefit from a stock condition survey at a minimum interval of every 5 years.
- 13.2 From these surveys, any identified investment needs will be incorporated into future investment plans. The delivery of planned investment will be subject to available capital resources. Planned investment will be focused on maintaining safety and decent homes standards to the site and any communal facilities managed by SLHD. Investment in individual caravans will remain the responsibility of the resident.

14. Permission Requests

- 14.1 Residents must obtain written permission from SLHD before undertaking any structural alterations or additions to their plot or property, including but not limited to porches, decking, fencing, solar panels, or modifications to caravan bases.
- 14.2 Requests will be assessed on a case-by-case basis, considering safety, access, and site layout. SLHD reserves the right to refuse or conditionally approve requests in line with its G&T and Residential Site Policy.

15. Violence & Aggression towards staff

- 15.1 SLHD operates a zero-tolerance policy towards any form of violence, aggression or abusive or offensive language towards our employees, CDC employees, ward members or contractors working on our behalf.
- 15.2 We will take swift action and use the most appropriate tools and powers. Where necessary and appropriate we will share information on potentially violent persons with partners and register on our potentially violent persons database.

16. Antisocial behaviour (ASB)

- 16.1 SLHD is committed to creating and sustaining safe, inclusive, and well managed Gypsy and Traveller residential sites. We take a balanced

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approach to ASB, focusing on prevention, early intervention, support and enforcement.

- All residents are made aware of their responsibilities regarding with clear explanations of what constitutes unacceptable behaviour and the consequences of breaches.
- SLHD will use preventative and early intervention measures where possible, including sign posting to support services and encouraging informal resolution where safe and appropriate.
- Where ASB occurs, we will respond in a timely, fair and consistent manner, ensuring a victim centred approach. Enforcement action will be taken where necessary, using the full range of legal and non-legal remedies available, in line with the ASB policy and relevant legislation.

17. Safeguarding and Vulnerability

17.1 Our approach to promoting the wellbeing of children, young people, and adults at risk by safeguarding is to implement the SLHD Safeguarding Policy and this should be read in conjunction with this policy. The full definition of safeguarding is detailed at Appendix 2.

17.2 All staff will undertake safeguarding training, and we regularly raise awareness across SLHD to ensure that staff remain vigilant to indicators of abuse and neglect.

17.3 SLHD are committed to working in partnership to deliver the Doncaster safeguarding agenda. We are a key member of the Doncaster Safeguarding Board and related subgroups. The Boards ensure that there are effective arrangements in place in Doncaster to safeguard children, young people and adults from abuse. We are also members of various statutory panels and groups established to risk manage safeguarding cases, e.g., Multi Agency Risk Assessment Conference, MARAC and the Multi Agency Public Protection Arrangements Panel, MAPPA.

17.4 SLHD aim to minimise the potential for abuse and neglect to occur by raising awareness of abuse and its effects and inform our customers on how to keep themselves and others safe by giving appropriate advice and accessing appropriate support. We also publish articles about safeguarding for our residents across our customer media channels.

17.5 We highlight the role that local people play in safeguarding and encourage and support members of the community to report suspected abuse either to us or to a relevant agency. We have a single point of contact telephone number, which allows all staff and customers to report safeguarding concerns.

18. Complaints Process

18.1 Current and former tenants have the right to make a complaint, this will be handled through SLHD's compliment, comments and complaints procedure. Stage 1 complaints can be made either via the SLHD website or in writing.

19. Pest Control

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19.1 St Leger Homes of Doncaster are committed to maintaining a safe and comfortable living environment for all residents. Timely reporting of pest-related issues helps us to address concerns quickly and prevent infestations, residents must report mice and rat infestations to SLHD, who will arrange CDC inspection. If lifestyle is the cause, residents may be recharged. Other infestations (e.g. cockroaches, fleas, wasps) remain tenant responsibility. St Leger homes of Doncaster hold a contract with CDC to address these issues.

20. Fees and Charges

20.1 Proposed changes to any fees and charges will be calculated in line with the requirements and formula set out in the Mobile Home Act 1983.

20.2 SLHD is committed to maximising rental income and supporting residents to ensure payment of rent

- Rent is collected in accordance with SLHD’s income management procedures and in line with their requirements if the mobile homes act 1983 and other relevant legislation
- Residents are provided with clear information about their rent obligations including the process for annual rent reviews and how increases are calculated
- Early intervention is prioritised for residents who fall into arrears, with support offered to maximise income, access benefits, and address underlying issues that may impact payment
- Where areas persist, SLHD will take proportionate enforcement action, including the use of formal notices and legal proceeding where necessary, always considering vulnerability and support needs before progressing to enforcement

21. Monitoring, Compliance and Effective Implementation of the Policy

21.1 We will review this Policy regularly to ensure that it is fair, consistent, and effective and will use feedback from residents’ consultation, compliments, and complaints to help inform any revisions.

21.2 We will publish this Policy on our website as part of the implementation and make it available to anyone who requests it.

21.3 We will comply with the General Data Protection Regulations (Data Protection Act 2018) with regards how we collect and store personal data. We have several privacy notices, and these are published on our website as Privacy Notices. These documents explain how we look after and protect resident’s personal information. The documents also outline under what circumstances we will share information without consent. Alongside this we have a number of data sharing protocols with partners outlining the information we will share and the legitimate reasons for doing so:

- Safer Doncaster Partnership Information Sharing Protocol
- Stronger Families Information Sharing Protocol

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21.4 SLHD monitor compliance with the policy through our weekly inspection framework, which includes checking the communal laundry room, shower areas, and conducting a general estate walk. All findings are recorded for monitoring purposes and for appropriate actions to be identified and completed.

22. Background Document/Research:

The following Research has been undertaken regarding the development of this policy:

- **Gypsies and Travellers: Accommodation in England** (August 2024) provides a detailed briefing covering housing needs, planning policy, site types, and challenges such as homelessness and access to services <https://researchbriefings.files.parliament.uk/documents/CBP-10070/CBP-10070.pdf>
- Policy paper Planning policy for traveller sites (Updated 12 December 2024) <https://www.gov.uk/government/publications/planning-policy-for-traveller-sites/planning-policy-for-traveller-sites>
- Shelter England - Gypsy and Traveller sites https://england.shelter.org.uk/housing_advice/gypsies_and_travellers/gypsies_and_travellers_living_on_a_site
- Shelter England – Gypsy and Traveller Sites Protection from Eviction https://england.shelter.org.uk/professional_resources/legal/possession_and_eviction/gypsies_and_travellers_protection_from_eviction

This policy should be read in conjunction with:

- CDC Gypsy& Traveller Allocations Policy
- SLHD Repairs and Maintenance Policy
- SLHD Asset Management strategy
- Equality and Diversity Strategy
- SLHD's Corporate Plan 2024-2029.
- Domestic Abuse Policy SLHD & CDC
- CDC Community Safety Strategy
- CDC Safeguarding Policy
- CDC Council's Housing Strategy
- CDC Council's Tenancy Strategy
- SLHD'S Compliments, Comments and Complaints Policy
- SLHD's Vulnerable Persons Policy
- SLHD Safeguarding policy

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List of appendices

Appendix 1

Legal Framework

The following Acts contain legislation and guidance upon which this policy is based: -

- Mobile Homes Act 1983 (as amended)
- Housing Act 2004 (sections 225 and 226)
- Equalities Act 2010
- Housing Act 1985 (section 8)
- Housing and Planning Act 2016
- Housing and Regeneration Act 2008
- Clean Neighbourhoods and Environment Act 2005
- The Homelessness Act 2002
- Human Rights Act 1998 (as amended)
- The Rehabilitation of Offenders Act 1974
- Caravan Sites and Control of Development Act 1960 (section 29)
- Gas safe and IET Wiring Regulation (BS 7671)

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Appendix 2

Definition of safeguarding

Safeguarding means protecting a person's right to live safely, free from abuse and neglect. Working with other organisations, we safeguard customers by aiming to prevent and stop both the risk and experience of abuse and neglect. Safeguarding applies to children, young people and adults at risk.

- A child is anyone under the age of eighteen
- A young person is a care leaver, a person who is 18 and over but still receiving children services. For example, a person who is a care leaver with complex needs might be supported by children services until the age of 25.
- An adult at risk (sometimes called vulnerable adult) is someone aged 18 or over who has needs for care and support. Safeguarding applies to adults at risk who are unable to protect themselves from experiencing, or at risk of experiencing, abuse as a result of their care and support needs.

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