



Oviva UK

Safeguarding Strategy

2026-2028

Safeguarding Key Principles

Oviva UK is committed to building safe, strong communities and upholding every individual's right to live free from harm. Safeguarding is a shared responsibility: all staff, regardless of role or contract type (including temporary workers, bank staff and volunteers), are expected to promote the welfare of adults and, where relevant, children and young people.

In our safeguarding practice, Oviva holds to a number of key principles. We will:

- Protect and safeguard adults with care and support needs and, where relevant, children, from abuse, neglect and exploitation.
- Define clear structures, roles and accountability for safeguarding, from Board level to frontline staff.
- Ensure safeguarding is everyone's responsibility, embedded across recruitment, training, patient interactions, supervision and incident management.
- Enable early, preventative support and timely escalation so people receive the right help at the right time.
- Equip staff to recognise risk factors, contribute to multi-agency processes and deliver person-centred, trauma-informed practice (Making Safeguarding Personal).
- Share information lawfully and proportionately to protect people from harm.
- Drive confidence in all staff to both identify risk and harm and know the right next steps in each safeguarding case.

Strategy 2026 - 2028

Oviva is committed to continuous improvement and professional development in safeguarding; learning from audits, reviews, and emerging patterns and trends to strengthen our practice. This reflective approach has directly informed the development of our new three-year safeguarding strategy,

ensuring it is evidence-led, responsive and focused on delivering the highest standards of safety and care.

Four interlinked priorities have been identified:

Strategic Priority One - Trauma Informed Approach:

Recognising the intrinsic link between trauma and health, Oviva UK aims to:

- Recognise the prevalence and impact of trauma, embedding this into our policies, services and interactions with patients.
- Empower patients through choice, collaboration and transparency, supporting autonomy and shared decision making.
- Equip staff with training, supervision and support to respond compassionately and confidently to trauma-related needs.
- Reduce harm and improve outcomes by addressing the root causes of distress, leading to better engagement, trust and long-term recovery.

Strategic Priority Two - Safety formulation:

Reflecting both our commitment to best practice, and the proportion of safeguarding events which relate to a risk of suicide and/or self-harm, we will implement a safety formulation approach. This will provide a clear, person-centred framework for co-creating a dynamic safety plan with the individual.

Oviva UK will:

- Recognise the prevalence and impact of suicide and self-harm, embedding a structured, person-centred risk management framework into our policies and services.
- Empower patients through collaboration and choice to co-create a dynamic safety plan, supporting autonomy and shared decision making.
- Ensure our staff have clear training, support and supervision to enable them to manage risk and support patients, responding compassionately and confidently to high-risk situations.
- Reduce harm and improve outcomes by providing a clear, evidence-led framework for managing risk, leading to enhanced engagement and long-term safety.
- Enable timely escalation and information sharing.

Strategic Priority Three - Supporting our Team:

Oviva understands that working in safeguarding can be challenging, and that staff are at risk of burnout and vicarious trauma. We commit to supporting our team. Oviva UK will:

- Prioritise staff wellbeing and resilience, recognising the risk of burnout and vicarious trauma inherent in safeguarding work.
- Equip staff with up-to-date information, training and guidance, empowering them to respond confidently and competently.
- Ensure access to one-to-one and personalised safeguarding supervision to process challenging cases and manage emotional impact.
- Cultivate a supportive environment by providing monthly 'safeguarding drop-ins' for all staff to share experience and seek advice.
- Embed support and supervision within the governance framework to ensure consistency and accountability.

Strategic Priority Four - Training Excellence:

We are committed to ensuring our team has high-quality and effective safeguarding training. This period will see us introduce a new training programme, focused on ensuring a safe and competent workforce and a culture of continuous learning. Oviva UK will:

- Implement a modular approach to training, encouraging continuous improvement and building competency across all staff levels.
- Provide a blended learning programme, including mandatory, optional, virtual, and participatory training, to support individual development and skills improvement.
- Ensure training content is commensurate with staff roles, equipping the team with the specific knowledge and guidance needed to respond confidently and competently.
- Offer opportunities to discuss cases, utilise reflective practice, and embed learning from audits and reviews into daily practice.