

Safeguarding Policy

1. What this policy is about

- 1.1 At Livv Housing Group, keeping people safe is at the heart of everything we do. We are committed to ensuring the safety, dignity, and well-being of our customers by working with partners to protect people from harm, abuse, neglect, and exploitation. This policy sets out how we identify, prevent, and respond to safeguarding concerns, making sure that everyone in our communities feels safe and supported. This is supported by our ASB and Hate Crime and Domestic Abuse policies.
- 1.2 This policy provides guidance on the roles and responsibilities of colleagues and statutory partners, how to recognise and report safeguarding concerns, and the processes in place to protect those at risk. It aligns with all relevant legislation and regulatory requirements, reinforcing our duty of care.

1.3 Who this Policy applies to

The policy applies to all employees, board members, contractors, volunteers, and any other individuals working on behalf of Livv Housing Group. By embedding safeguarding into our culture and working in partnership with key agencies, we ensure that adults and children living in our homes receive the support and protection they need.

2. Our approach

2.1 Policy Statement

We are committed to creating safe, supportive environments where our customers, colleagues, and communities are protected from harm. Safeguarding is not just about responding to abuse, neglect, and exploitation, it's about preventing harm before it happens and ensuring that everyone feels secure in their homes and communities.

2.2 Our Commitment to Safeguarding

We believe that all individuals, regardless of age, disability, gender, race, religion, sexual orientation, or social background, have the right to feel safe and be treated with dignity and respect. Safeguarding is everyone's responsibility. Whether you are a customer, colleague, contractor, or partner, we all have a role to play in recognising signs of harm and acting.

We foster a culture of professional curiosity - encouraging colleagues to ask the right questions, challenge assumptions, and take proactive steps to protect those at risk. If something doesn't feel right, we act. We urge everyone to be vigilant, speak up, and report concerns without delay. By working together, we can create a stronger, safer future for all.

Our Responsibilities

We are dedicated to creating a safe environment where adults and children are free from abuse, neglect, and harm.

Livv Housing must:

- Alert statutory agencies and share concerns promptly.
- Work collaboratively with customers, families, external agencies, and communities.
- Provide training and resources to ensure colleagues understand safeguarding processes.

Livv Housing will:

- Take all safeguarding concerns seriously and act promptly.
- Work in partnership with customers, families, and external agencies to protect individuals.
- Train our colleagues to identify and respond effectively to safeguarding concerns.
- Promote a culture of professional curiosity where colleagues ask questions, challenge assumptions, and explore concerns further to protect individuals from harm.

By embedding these principles into our everyday work, we ensure that safeguarding is not just a policy - it is a commitment to protecting and empowering the people we serve.

2.3 What is Safeguarding?

Safeguarding means protecting a person's health, well-being, and human rights; enabling them to live free from harm, abuse, and neglect.

Children

A child is defined as anyone who has not yet reached their 18th birthday. Even if a child has reached 16 years of age and is:

- Living independently
- In further education
- A member of the armed forces
- In hospital or
- In custody in the secure estate, they are still legally children and should be given the same protection and entitlements as any other child (Department for Education, 2023).

Adults at Risk

Under the Care Act (2014), an adult at risk is someone over 18 years old that:

- Has care and support needs.
- Is experiencing, or is at risk of, abuse or neglect.



- As a result of their care and support needs, is unable to protect themselves against the abuse or neglect or the risk of it.

2.4 Types of Abuse

Types of abuse include:

- Physical, emotional, and sexual abuse.
- Neglect and self-neglect.
- Financial abuse, fraud, or exploitation.
- Harassment and discrimination.
- Domestic abuse, modern slavery, and human trafficking.
- Online abuse and coercive control.

2.5 Principles of Safeguarding

We follow the six safeguarding principles outlined in the Care Act 2014. These principles guide how we prevent, identify, and respond to safeguarding concerns, ensuring a proportionate and legally compliant approach to protecting individuals from harm.

1. Empowerment – Supporting individuals to make informed decisions

- Safeguarding should be person-led and outcome-focused, ensuring individuals remain at the centre of decisions about their safety and well-being.
- Individuals must be provided with accessible information about their rights, options, and the support available.
- Where individuals lack mental capacity, decisions must be made in their best interests, following the principles of the Mental Capacity Act 2005.

2. Prevention – Acting before harm occurs

- Preventing harm is a core responsibility of all our colleagues. Safeguarding should be embedded into daily practice, ensuring risks are identified early.
- Livv Housing must take reasonable steps to reduce risks, including:
 - **Recognising early warning signs** of abuse, neglect, or exploitation.
 - **Providing support and signposting** individuals to appropriate services.
 - **Ensuring safe environments** in our properties and communities.

3. Proportionality – Responding appropriately to risk

- Responses to safeguarding concerns must be proportionate to the level of risk, ensuring a balanced approach that respects individual rights while protecting those at risk.
- Livv Housing will use a tiered risk assessment approach based on:
 - The level and immediacy of harm (e.g., serious injury, exploitation, neglect).
 - The individual's ability to protect themselves (e.g., care and support needs).
 - The legal and statutory framework (e.g., duty to report).



- Where concerns do not meet statutory safeguarding thresholds, alternative support pathways should be explored (e.g., tenancy support, community interventions).

4. **Protection – Providing support for those in greatest need**

- We have a key role to play to protect individuals experiencing, or at risk of, abuse, neglect, or exploitation.
- Safeguarding measures should ensure:
 - Timely intervention based on risk level.
 - Multi-agency involvement where necessary.
 - Support tailored to the individual's needs.

5. **Partnership – Working collaboratively to protect individuals**

- Safeguarding is a multi-agency responsibility, requiring collaboration between housing providers, local authorities, health services, and the police.
- We will work in partnership with:
 - **Local Authorities**
 - **Police** – responsible for investigating criminal aspects of safeguarding.
 - **Health and Social Care Services** – supporting individuals with care and support needs.
 - **Local Safeguarding Boards** – ensuring coordinated safeguarding responses.
 - **Multi-Agency Safeguarding Hub (MASH)** – where high-risk cases require multi-agency intervention.

6. **Accountability – Ensuring transparency and legal compliance**

- We are committed to clear accountability in safeguarding actions. This includes:
 - Defined roles and responsibilities at all levels.
 - Robust internal procedures to manage and review safeguarding cases.
 - Auditable records to ensure transparency and compliance.

2.6 **Assessing Risk and Taking Action**

To ensure safeguarding concerns are managed consistently, we will:

- Use a structured risk assessment framework to categorise concerns based on severity and urgency.
- Set out clear thresholds for intervention in internal procedures.
- Conduct regular case reviews to monitor safeguarding decisions and effectiveness.

By embedding these principles into practice, we will fulfil our safeguarding duties while ensuring a proportionate and person-centred approach.

2.7 **Reporting Safeguarding Concerns**

We will take all safeguarding concerns seriously ensure they are addressed swiftly and appropriately. It is the responsibility of everyone - customers, colleagues, and partners - to report any concerns about potential abuse, neglect, exploitation, or harm.



- **If there is an immediate danger or risk of harm, call 999 immediately.**
- **Customers:** If you have a safeguarding concern, you can contact us directly by phone, email, or in person. Alternatively, you may choose to speak to a trusted colleague or support worker who can report the concern on your behalf.
- **Colleagues:** Safeguarding concerns must be reported within 24 hours through internal safeguarding procedures as soon as possible. If necessary, concerns should be escalated to the Local Authority, social services, or other relevant safeguarding agencies.
- **Contractors, volunteers, and partners:** If you become aware of a safeguarding issue while working with us, you must report it to your contact or our designated safeguarding lead. The Head of Communities is our designated lead.

We will take all safeguarding concerns seriously, investigate them thoroughly, and handle them with the utmost confidentiality. We are committed to ensuring that individuals who raise concerns are supported and protected from any form of retaliation or disadvantage.

2.8 Working Together to Keep People Safe

We have an information sharing protocol with partners to enable sharing of information to safeguard customers. We will normally seek consent before sharing information but if this is not possible or refused, we will share information with other agencies if we believe it is in the best interests of the child or adult at risk. There are also times when legally we must also share such information.

We will collaborate with:

- Local safeguarding boards.
- Statutory agencies and community organisations.
- The Local Authority's Multi-Agency Safeguarding Hub (MASH).
- Serious case reviews and multi-agency case reviews when required.

Partner Responsibilities:

- **Livv Housing Group:** Whilst we do not have any direct statutory duties under the Care Act and Children's Acts, we have a key safeguarding role to play, alongside colleagues in Social Care, Health and the Police, in keeping people safe. Our role as a housing provider means that we are well placed to be proactive, identify people with care and support needs, recognise where there is risk of harm and share information and work in partnership to coordinate responses to keep people safe.
- **Local Authorities:** Lead safeguarding investigations, provide social care support, and coordinate multi-agency responses.
- **Police:** Investigate criminal matters related to safeguarding, take legal action where necessary, and provide emergency intervention in cases of immediate risk.
- **Health and Social Care Services:** Assess and support individuals with health or care needs and provide necessary interventions to prevent further harm.
- **Community Organisations:** Play a vital role in safeguarding by providing early support, identifying risks, and working collaboratively with statutory agencies to



protect individuals from harm. They are often the first point of contact for vulnerable people.

By working in partnership with statutory agencies and community organisations, we ensure effective safeguarding interventions and appropriate support for those at risk.

2.9 Training and Awareness

All relevant colleagues and volunteers will receive regular safeguarding training to:

- Recognise signs of abuse and neglect.
- Understand professional curiosity and how to apply it.
- Know how to report safeguarding concerns.

3. Responsibilities

- 3.1 All colleagues are responsible for carrying out their work in line with this policy and associated procedures. The Director of Communities is responsible for the overall implementation of this policy.

Role	Responsibility
Board	Ensure the organisation's safeguarding practices are robust and compliant with legislation.
Director of Communities	Responsible for the overall implementation of this policy.
Head of Communities (Safeguarding Lead)	Responsible for oversight of safeguarding practices, liaison with external agencies, and ensuring colleague training.
Managers	Support teams in identifying and responding to safeguarding concerns. Ensure safeguarding is embedded in operational processes.
All Colleagues	Identify and report safeguarding concerns promptly. Follow safeguarding procedures. Complete mandatory safeguarding training.
Contractors & Volunteers	Must comply with Livv's safeguarding policy and report any concerns immediately.

4. Monitoring and review

- We will carry out periodic internal audits of safeguarding effectiveness in line with our internal audit programme
- The Board will review safeguarding as a key strategic risk every six months.
- Provide six monthly reports for the Board on safeguarding performance and case trends.

This policy will be reviewed every three years or sooner if required due to changes in legislation or regulatory requirements.



Control framework

Compliance

This policy supports compliance with:

- Care Act 2014
- Children Act 1989 and 2004
- Domestic Abuse Act 2021
- Modern Slavery Act 2015
- Data Protection Act 2018
- Human Rights Act 1998
- Working Together to Safeguard Children 2023
- Social Housing (Regulation) Act 2023
- The Equality Act 2010

This policy supports compliance with Regulator of Social Housing consumer standards:

- Tenant Involvement and Empowerment Standard
- Home Standard
- Neighbourhood and Community Standard
- Tenancy Standard

Document control	
Version	1.0
Policy applies from	23 May 2025
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Livv Common Board
Approved on	22 May 2025
Replacing/updating	Safeguarding Policy 2022-2025
Next review due by	May 2028
Responsible Executive Director	Executive Director Customer Insight
Policy author	Head of Communities
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Environmental Impact Assessment	Not required
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Version control		
Version	Date of Review	Summary of changes made
1.0	May 2025	3-year periodic review

