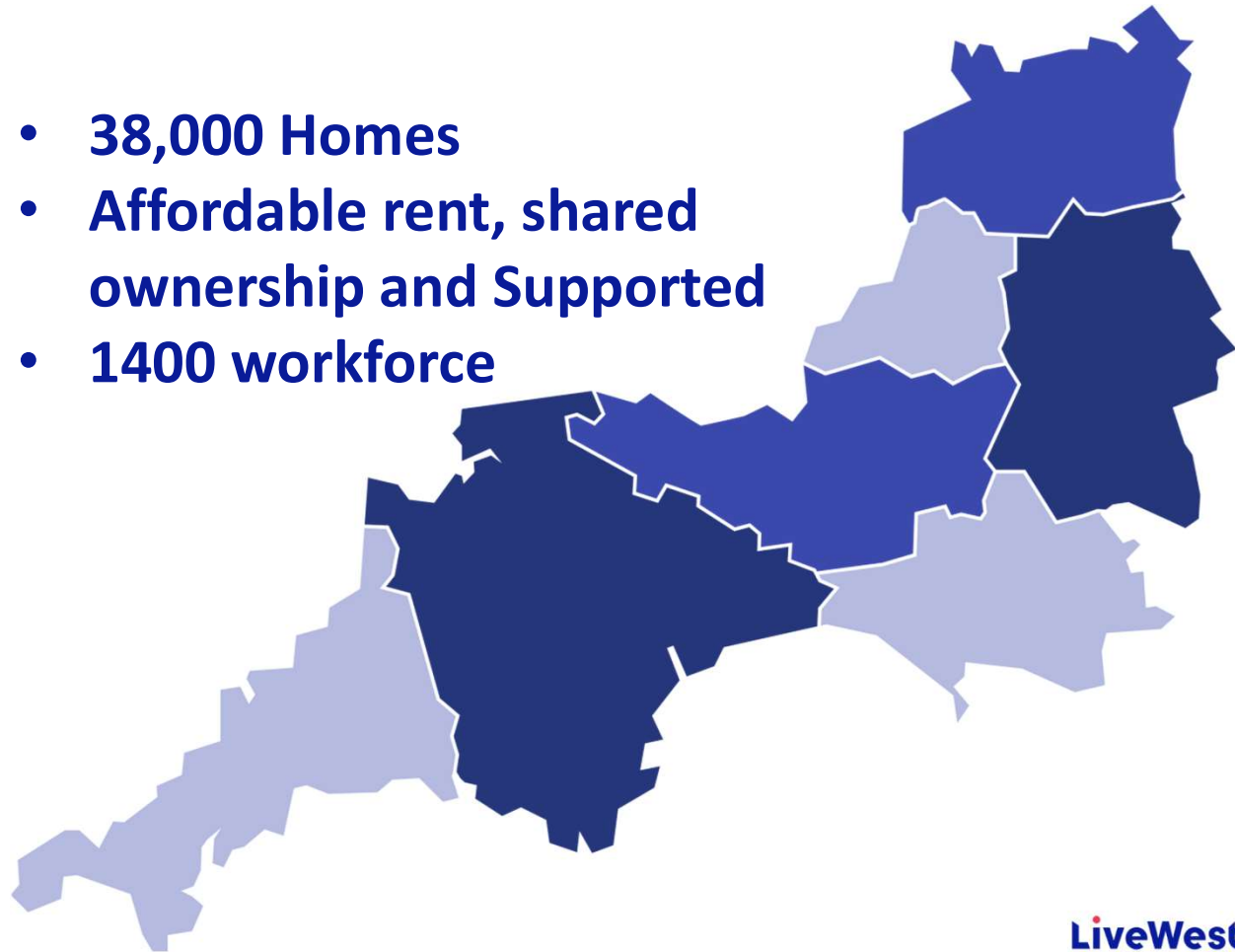


LiveWest
A home for everyone

Safeguarding – Everybody's Business



- **38,000 Homes**
- **Affordable rent, shared ownership and Supported**
- **1400 workforce**



Domestic Abuse is part of Safeguarding for LiveWest



How do we define Safeguarding?

- Safeguarding is about protecting children, young people and vulnerable adults from abuse or neglect.
- Everybody has the right to be safe no matter who they are or what their circumstances.
- We are all responsible for the safety of children, young people and vulnerable adults.
- At LiveWest we take safeguarding seriously and have policies and procedures that help us to identify and take action where we think a vulnerable person might be at risk.
- Our approach to Domestic Abuse is a fundamental part of Safeguarding all household members.

Typical Types of Safeguarding the workforce may come across

- **Self neglect** – poor home environment, unhygienic, person looks disheveled etc., signs of substance misuse or maybe older person they get the sense is not coping alone
- **Modern slavery/Cuckooing** – cramped conditions, multiple mattresses, overcrowding, malnutrition, signs of substance misuse, occupants seem under control of others, sense of fear is recognised.
- **Domestic abuse** – Controlling behaviours, punch holes, door locks broken, members of household showing sense of fear of others, hurtful and derogatory words towards partner, children within the household, cruelty to pets, repeat repairs and ASB.
- **Emotional Health** – confusion and inability to concentrate, anxiety, sad and withdrawn, irritability, mood swings, difficulty reaching decisions, signs of substance misuse and self-neglect.

What approach do we take to Safeguarding?

- We know recognising abuse, neglect and other types of safeguarding is not easy and we don't ask our staff to investigate whether or not it has taken place.
- We train our staff at all levels as individuals and teams to ensure they can identify where well being is challenged, or abuse neglect etc., is prevalent and signpost support confidentially and safely as early as possible. This includes our IMS (400) as they are the eyes and ears of LiveWest.
- Staff take responsibility to alert the LiveWest Safeguarding Lead through a confidential internal electronic system, so that details can be accurately reported and consideration for actions can be taken where necessary as part of case management and where formal escalations are required.
- Safeguarding cases are then progressed through to a protective outcome between the Case Owner and the Safeguarding Lead, wherever possible, with multi-agency interventions through MASH, MARM, MARAC, MAPPA or Meaningful Coordinated Response.

All the “M”’s

MASH

All identified DA results in formal escalation to CSC

- Case Owners get involved in Early Help processes, liaise with allocated FIW and SW, TACs, TAS, TAFs

MARM

When it doesn't meet the SG threshold we ask for/facilitate a MARM

MARAC

HO attends and contributes to MARAC if household identified

Meaningful Coordinated Response

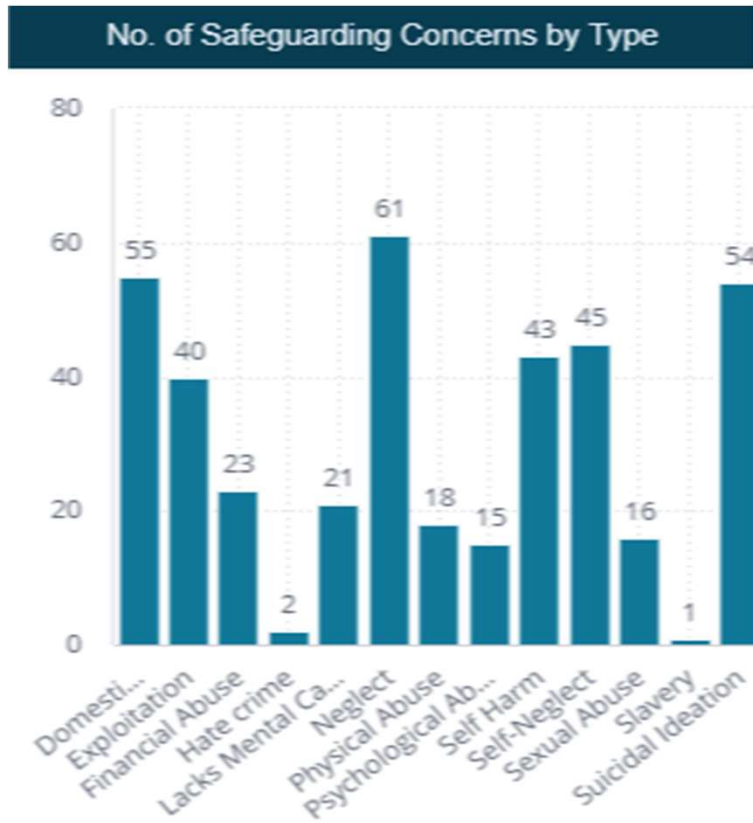
Internal teams across the business provide a coordinated response



394
safeguarding
cases reported:

- 14% Domestic Abuse
- 12% Sexual/Physical/psychological Abuse

May 2020 – May 2021



Case Studies

1

Mother of one year old twins and newborn baby, made contact as felt afraid.

DA started after birth of twins and she experienced coercion, control and some violence.

Couple on joint tenancy separated but mother felt unsafe as husband still had key to back door.

HO advised her of DA specialist to get NMO and also shared info with Police to seek DVPO (granted) Mum getting support and case heard at MARAC

LW changed back door locks justified by safeguarding and DA if husband challenged

2

MASH contacted HO re household with children and DA suspected.

HO shared other intel from neighbours concerns regarding arguments, cruelty to animals

HO conducted Y&YH visit when abuser known to be at work and started conversations with mother in denial. Showed her links on website to self research. DA support sought. Case went to MARAC, NMO in place.

3

Father in 1 bed property with "Live With" order for 2 and 3 yr old

Mother visits caused fear, often drunk and at times violent to him.

HO had conversation to approach possible DA

Consent to refer to local DA service as male victim of abuse.

Case heard at MARAC, NMO achieved, victim identified history of abuse and received support and moved via Exceptional Transfer to larger home.