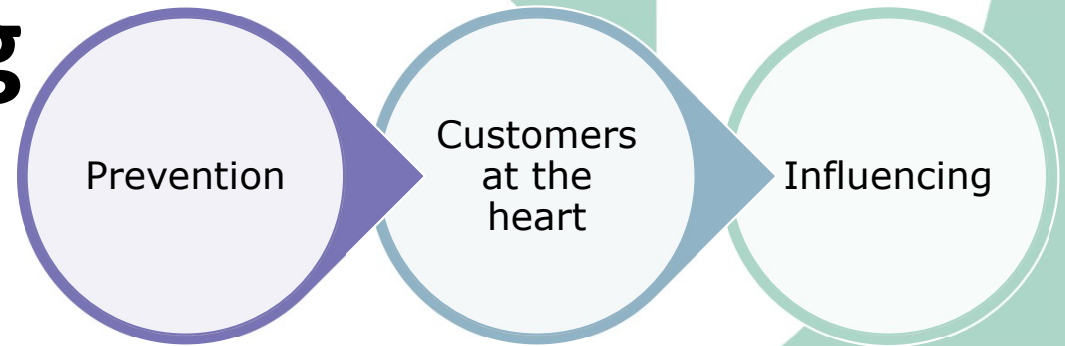
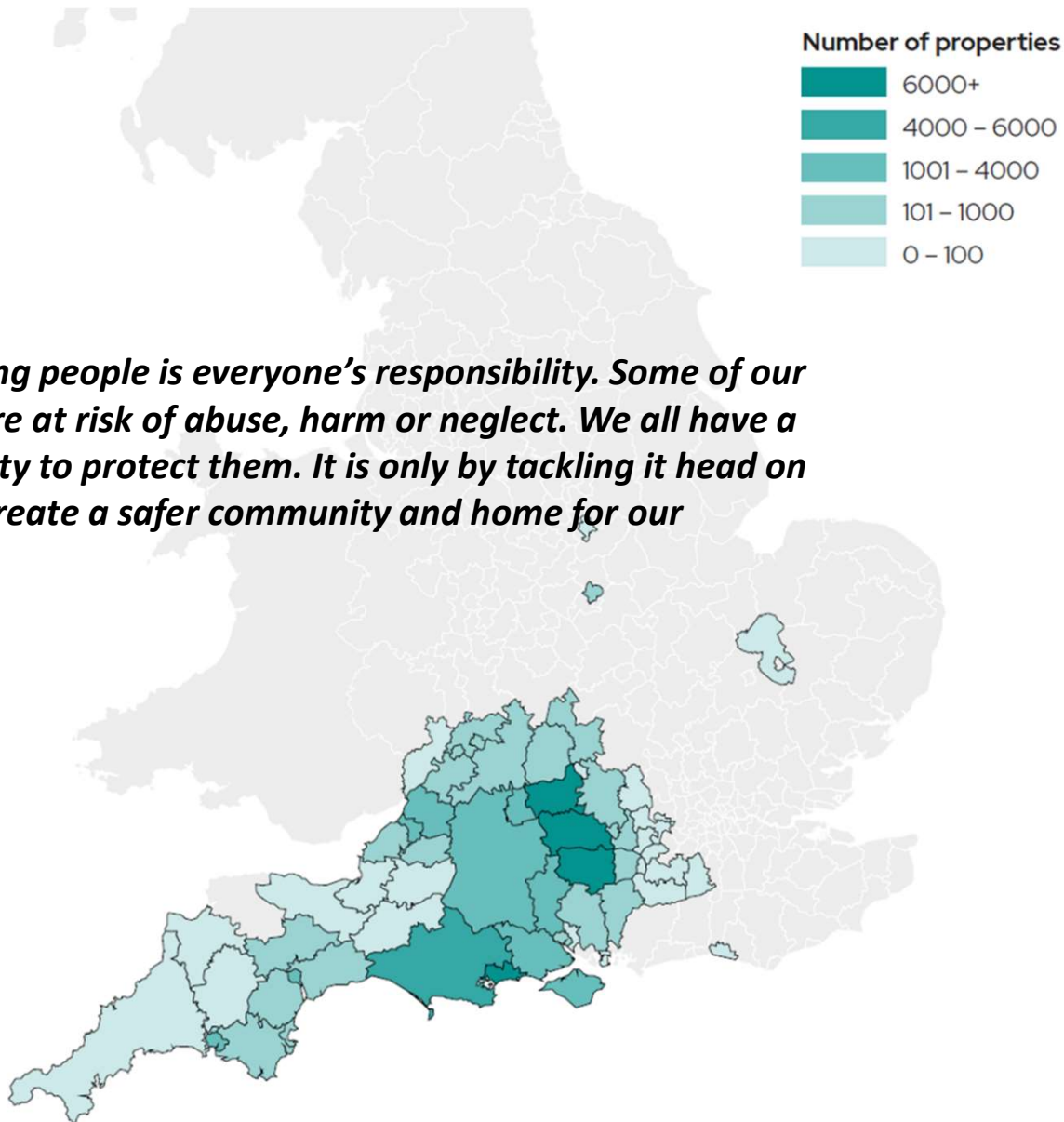


Adult safeguarding



Sarah Andrews, Head of housing advice and resolution

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Safeguarding people is everyone’s responsibility. Some of our residents are at risk of abuse, harm or neglect. We all have a responsibility to protect them. It is only by tackling it head on that we’ll create a safer community and home for our customers.

Who we are and our why...

- 60,000 homes across the south
- Provide social rented, market rented, shared ownership and outright sales
- Specialist supported housing team covering approx. 1,300 homes
- We have a person led and outcome focused approach to safeguarding
- We want to be sector leading with a tailored offer of support

Spotting signs of abuse and other safeguarding concerns in response to Covid-19

Housing advice and resolution service

- Triage
- Risk assessments
- Expert advice
- Single front door approach
- Case management

What had changed for our customers?

- Everything/nothing
- Welfare
- Tolerance
- Awareness

Training

- Challenging status quo
- Awareness
- Specialist training – DAHA/Womankind
- Local authority support
- Trades & property
- Competencies framework

Why did we need a different approach?

- Visibility changed routes of contact from customers
- Technology
- High impact support when a critical issues happens

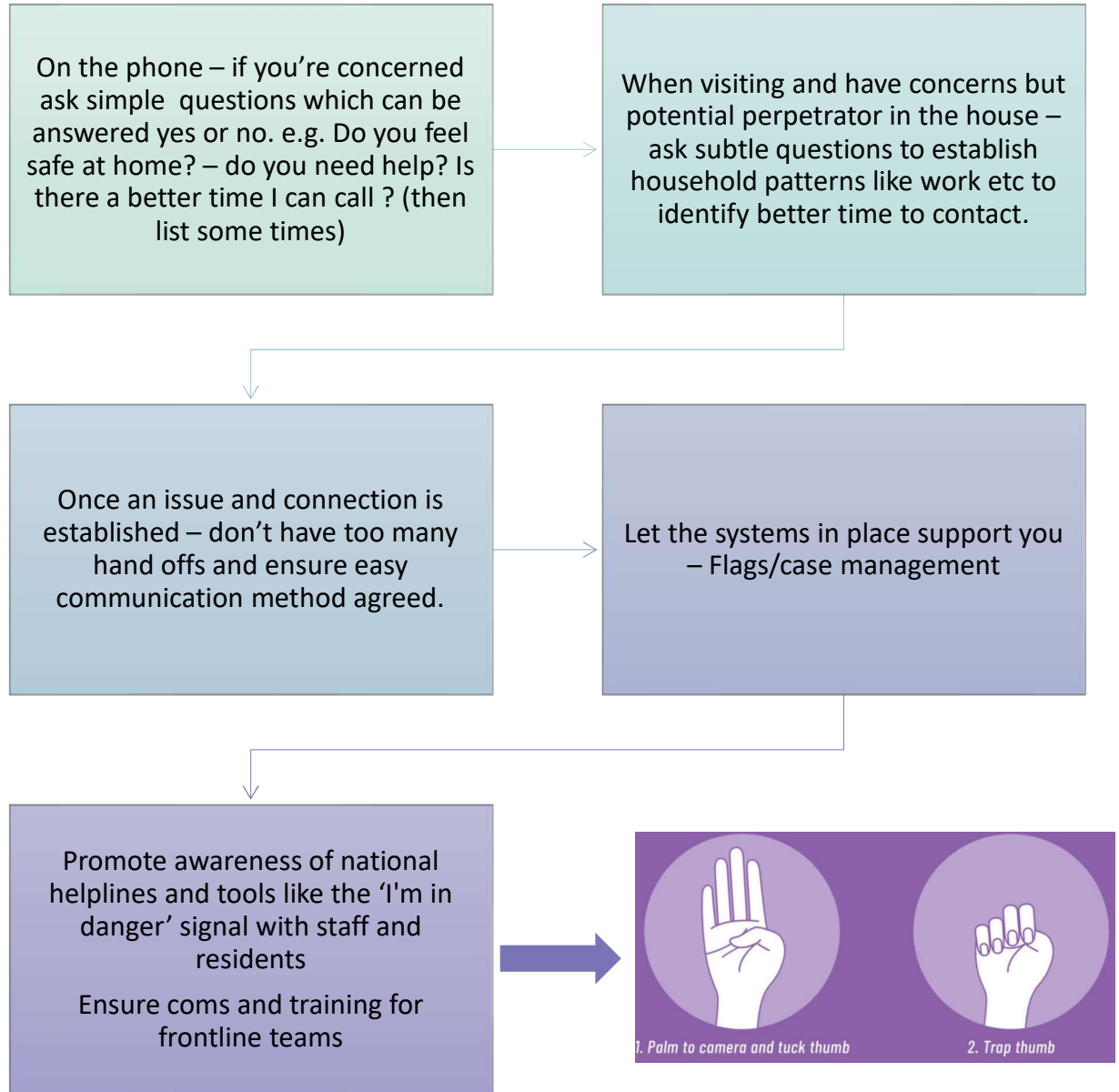
How did we change?

- Advice calls
- Reactiveness
- Data
- Platforms of communication
- Spot it!

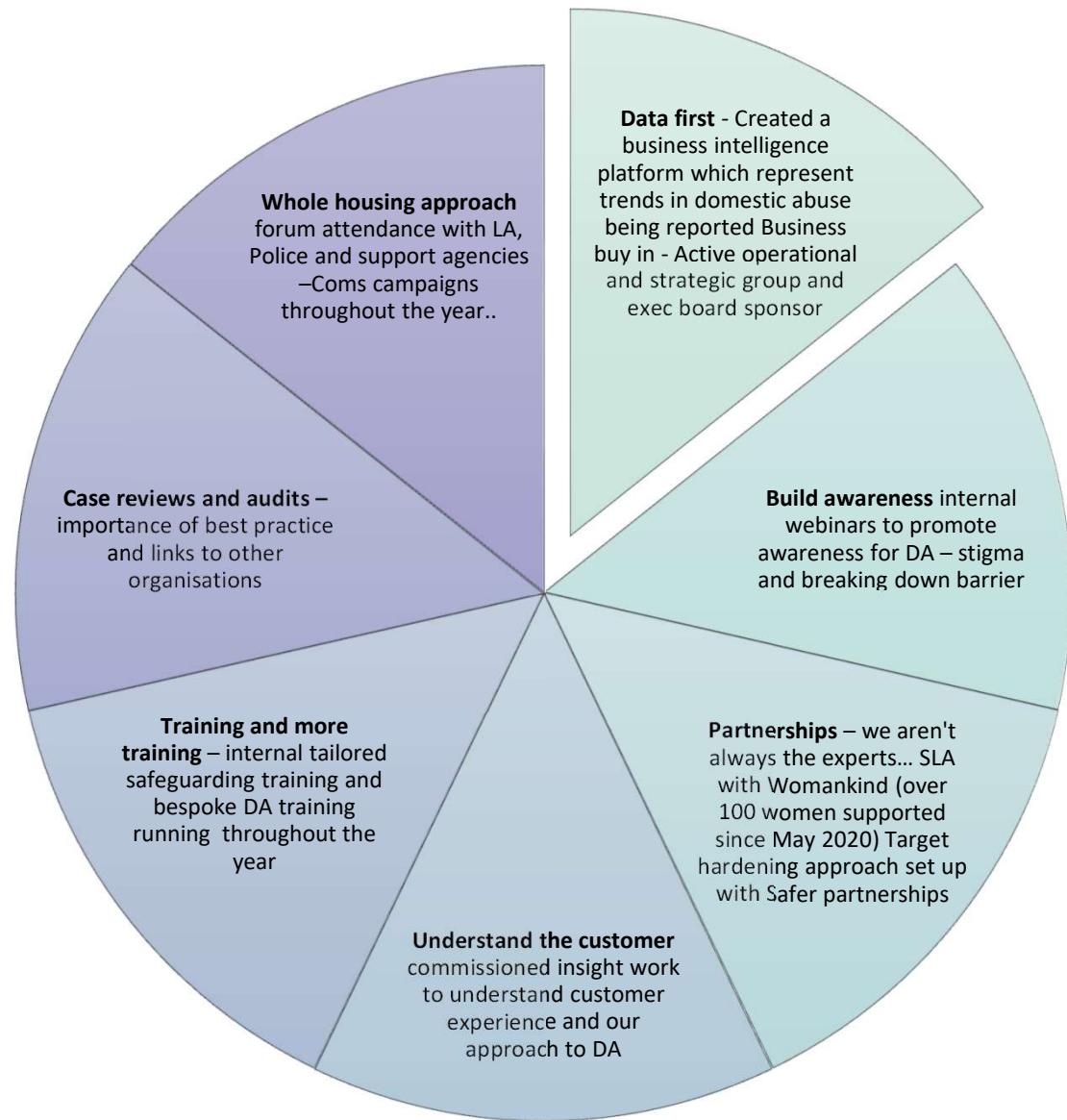
Key tips on initiating conversations with individuals who may not realise they are at risk of abuse



Strategies for enabling vulnerable adults to safely engage with safeguarding services



Establishing frameworks for engaging with partner organisations to protect individuals at risk (Approach to DA services)





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