

Safeguarding Policy



Our safeguarding policy allows us to help and support children, young people, and adults.

We will give you the support you need to live in your home safely and free from neglect and abuse.

We use safeguarding to protect you from neglect, abuse, and harm. We will also safeguard children to make sure they are being kept safe and well cared for.

We work with different partners so that we can take the most effective and appropriate measures to protect those experiencing harm:

- Police
- Local authorities
- Healthcare professionals
- Schools

We follow the six key principles of safeguarding:

- **Prevention:** we will act before harm happens
- **Proportionality:** we will use the least intrusive response we can
- **Protection:** we will support those in need
- **Partnership:** we will work with local solutions in your community
- **Empowerment:** we will support you to make your own decision
- **Accountability:** we will be accountable and clear with our decisions

Our staff are trained to recognise signs of abuse and neglect so that we can protect you from future harm.

We will inform the local authority if we think you might be in danger. We might need to share data with them to keep you safe. We will ask you first, but sometimes we might be unable to.

We have a duty to share information with partners to protect anyone at risk of harm. We work with:

- Local authority safeguarding teams
- Emergency services (Police, Fire Service, etc.)
- Schools and child social workers
- Medical professionals (GP, etc.)

We will not make assumptions based on individual characteristics to decide whether or not people are more at risk of harm. Instead, we will focus on each person and their needs.

Any harm that is caused by our staff or contractors will be dealt with by our HR team. All of our staff working within the community are DBS-checked for your safety.

If you think that a vulnerable adult or child is at risk of abuse, please get in touch with your local authority.

If someone is in immediate danger, please call 999.

Please let us know if you or someone else in your household has any vulnerabilities.

You can report domestic abuse or any other safeguarding issues by phone, email, Live Chat or My Livin app.

What next?

[Read the full policy at livin.co.uk/policies](http://livin.co.uk/policies)

[Not satisfied with this service? Let us know at livin.co.uk/complaints](http://livin.co.uk/complaints)

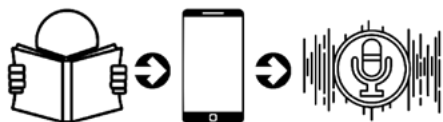
Contact us by phone if you need a copy of this policy or more information about feedback and complaints, we will be happy to post this out to you.

Please let us know if you need additional support to read this document.

We can provide this document in over 250 languages. Our most common are:

عربي (Arabic) Български (Bulgarian) Hrvatski (Croatian) čeština (Czech) پسراف (Farsi) Magyar (Hungarian) polski (Polish) Português (Portuguese) Română (Romanian) Español (Spanish) Український (Ukrainian)

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