



Safeguarding and you

What is safeguarding

Safeguarding means looking after you and keeping you safe.



You may need help to look after yourself. This help might be from family, friends or professionals.

Housing 21 is also here to support you.

We are here to help if you are worried about anything, including how you are being looked after.

This is how we can help you:



- We will give you time to talk
- We will listen to you
- We will take what you say seriously
- We will ask you what your thoughts are and what you want to happen
- We will ask you what you think might help to keep you safe
- We will talk to you about keeping you safe and what might happen
- We will try to understand you, your culture, background and community

We will be open and honest with you



- We will talk to you about any worries we have for you
- We will talk to you about who is doing what, and why
- We will be honest if we need to do something you are not happy with
- We will ask if it is ok before talking to someone else about you, unless we think that:
 - Someone has broken the law
 - Housing 21 employees have done something wrong
 - Other people might not be safe
 - You don't fully understand the situation and it will help you to have more support
 - Someone's life is in danger
 - You are under pressure from somebody not to talk about your worries
 - There is a court order or local authority request
- We will talk to you about the information we might need to share and why.
- When we do share information we will tell you who we are sharing it with and why.



What happens after a concern has been raised with the local authority?



The local authority are also there to support you.

If the local authority needs to do something they might want to talk to you. We can help you with this. You will be listened to.

Sometimes the local authority may manage your concern in a different way.

Housing 21 will work with you to keep you safe now and in the future.

All of our managers know what to do to help you. We will not do anything without you.