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Heads-Up

Autumn 2024

Feeling safe at home

The theme of this report is “Feeling Safe at Home”. At Look Ahead, we believe it is really important to feel safe from harm while using our services.



My name is **Tyler Attack**, and I have been involved with Look Ahead in lots of ways over the past three years.

I used to be a customer at one of Look Ahead's young people's services.

I have since left the service and I have worked with the co-production team and the Safeguarding Team.

You can learn more about me and the work I have done with Look Ahead here <https://www.lookahead.org.uk/50-stories/tylers-story/>

I'd like to say a big thank you to a number of our volunteers from the Customer Incident Panel who helped to make this edition of Heads Up.

The panel meets three or four times a year and looks at safeguarding incidents that have happened. We then talk about these and share what we have learned.

If you want to find out more about getting involved with the Customer Incidents Panel please email us on gettinginvolved@lookahead.org.uk

lookahead.org.uk

 **Look Ahead**
CARE, SUPPORT AND HOUSING

What is Safeguarding?



Safeguarding means **keeping you safe** from abuse and neglect.

Look Ahead wants you to feel safe at **home** and in your **community**. We do not allow abuse or bullying.

We have **rules** to keep you safe in our services.

If something bad happens, we will help to keep you safe.

What is Abuse?

Abuse is when someone **hurts you** or makes you **feel bad**.

There are different types of abuse:

- **Sexual abuse.** This is when someone shows you or makes you do sexual things that you do not understand, or that you do not want to do.
- **Physical abuse.** This is when someone hits or hurts you.
- **Emotional abuse.** This is when someone says mean things that upset you.



- **Financial abuse.** This is when someone steals your money or things.
- **Domestic abuse.** This is abuse that happens at home by someone you know.
- **Modern slavery.** This is when someone is forced to work without being paid and is treated unfairly.
- **Organisational abuse.** This is when staff in services, care homes or hospitals do not give proper care and support.



What you should do if you are worried

If you are worried about yourself or someone else, **tell someone.**

You can:

- Talk to **staff** or a **manager** at your service.
- Email our **Safeguarding Team** at safeguarding@lookahead.org.uk
- If you live in London, you can call our **London DAAS Team** on **0207 515 1843** or email them at: LondonDAAS@lookahead.org.uk
- Contact your **local council**.
- Contact the **NSPCC** on **0808 800 5000** if you are worried about a child or **children**.
- **Call 999** if it is an emergency.

You can also talk to other people who help with your care.

If you do not feel comfortable with your care or support, **we want you to tell us.**

We cannot make things better if you do not tell us.

How we will help

If you tell us about a problem, we will keep your information private and only tell the people who need to know to keep you safe.



We work with other **professionals** to help you stay safe.

We will **explain** things to you and support you through the process.

We will also help you talk to others who can **support you.**



About Look Ahead

Look Ahead provides care, support, and housing in London and the South East.

We work with:

- People with **mental health needs**.
- **Autistic people** and people with **learning disabilities**.
- **Young people** and people who have been in care.
- People who have been **homeless** or have complex needs.

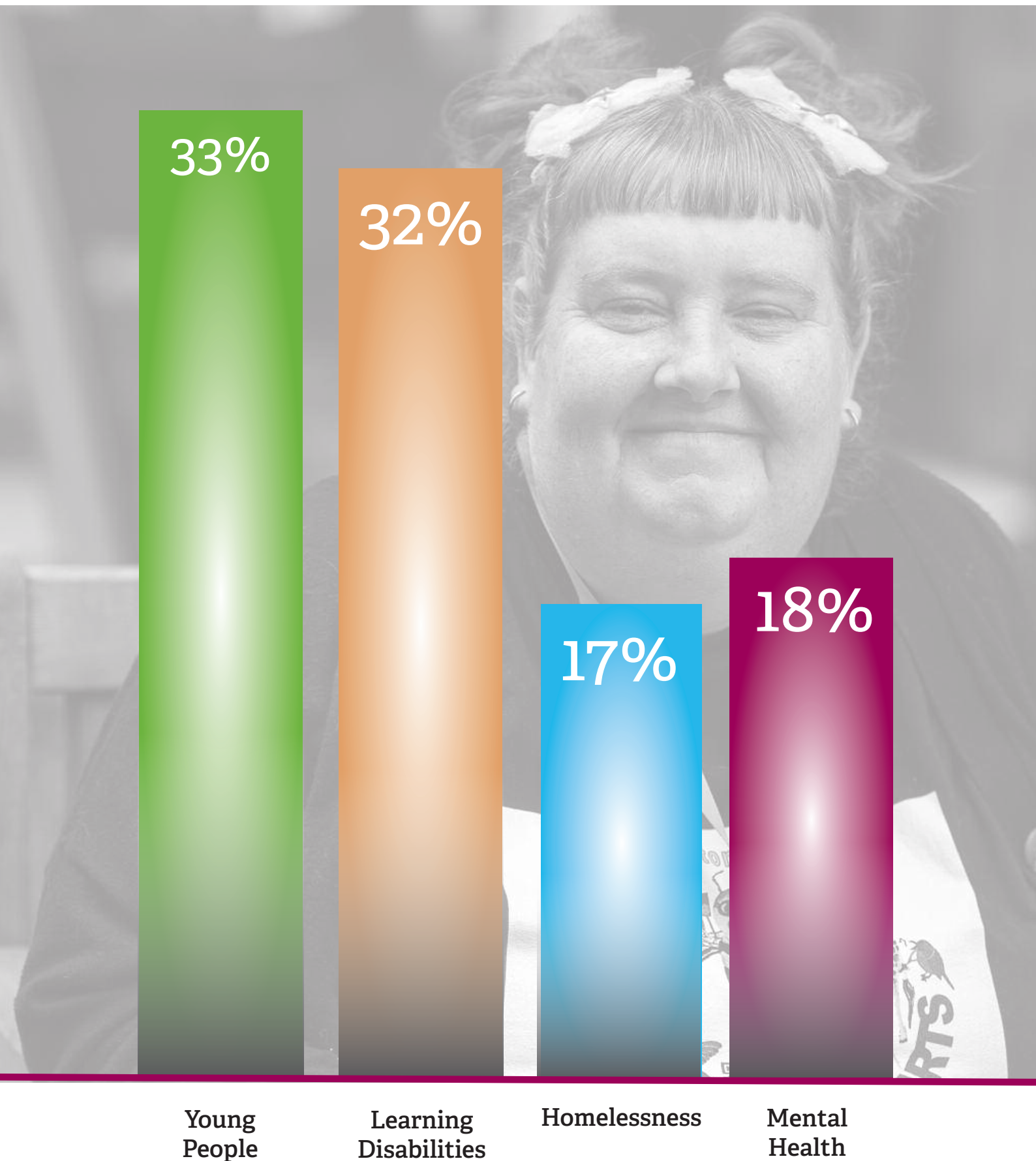


In 2023, we...

Ran **109** services

Worked with **3,808** people

The graph below shows you how many safeguarding incidents happened in 2023 in each type of service.



What boundaries are

Boundaries are rules that help staff and people we support get along well and stay safe.

These rules make sure staff act fairly and don't get too close or too personal. If staff break these rules, it can make you feel uncomfortable.

How to have good boundaries

What to do ✓

- Staff can talk about things you both like, like music or films.
- You should have control over your own support.
- Staff can have a nice chat with you during their work shift.
- We keep your personal information private and only share it with others when we need to keep you safe.
- Your support worker accepting a thank you card.
- You should feel comfortable telling staff how you feel.

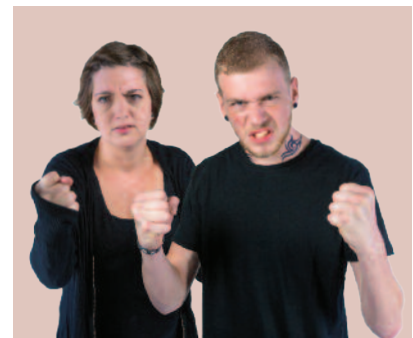
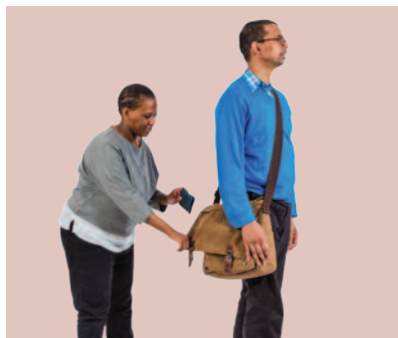
What not to do ✗

- Staff oversharing information about their personal life.
- Staff making decisions for you, thinking they know best.
- Meeting with you outside of work hours and taking your calls to their personal phone.
- Sharing your personal information with your family when you don't want them to.
- Staff accepting gifts from you without telling Look Ahead, even if the gift is only small.
- Staff making judgemental comments about you or your life.

What staff should never do



- Shout at you or be rude to you.
- Hit or hurt you.
- Make you feel scared.
- Steal from you.
- Ask for money or gifts.
- Touch you without permission or inappropriately. Staff should never touch you unless it's agreed as part of your care.
- Ignore you.



How to report a problem



If you think something is wrong, you can:

- Tell a **staff member**.
- Talk to a **manager**.
- Email our Safeguarding Team at safeguarding@lookahead.org.uk
- Call **999** if it's an emergency.

If you do not feel safe reporting it to us, you can also tell your local council.

Stories

None of these are real people but they have been inspired by real stories.



A customer moved into a Look Ahead service.

He told staff that a former support worker, visited him and borrowed money.

What is wrong?

Support workers shouldn't ask you for money, even if they're no longer a support worker.

This could be financial abuse, and staff need to help you.



A customer lives in a young people's service.

Her support worker gave her his personal phone number to contact him outside of work hours.

What is wrong?

Staff should not give their personal phone numbers. This breaks the rules.



A customer was managing his own medication, but a new staff member started locking it away without asking him.

What is wrong?

The customer was allowed to manage his own medication.

Locking it away without permission is not allowed and may be abuse.

Tenant Satisfaction Measures



In April 2023, new rules were made to check how happy tenants are. These are called **Tenant Satisfaction Measures (TSMs)**.

This means landlords, like Look Ahead, need to show how good their homes and services are for tenants.

We ask tenants how they think we are doing and what we can do better once a year.

The last survey was between November 2023 and March 2024. Tenants could answer by mail, online, or over the phone.

Here are our our survey results:



77.5%

Overall Satisfaction



78.1%

Satisfaction that the landlord keeps communal areas clean and well maintained



66.7%

Satisfaction that the landlord makes a positive contribution to neighbourhoods



75.8%

Satisfaction with the landlord's approach to anti-social behaviour



76.3%

Satisfaction with repairs



73%

Satisfaction with time taken to complete repairs

**77.4%**

Satisfaction that the home is well maintained

**80%**

Satisfaction that the home is safe

**73.2%**

Satisfaction that the landlord listens to tenant views and acts upon them

**76.6%**

Satisfaction that the landlord keeps them informed about things that matter

**82.1%**

Agrees that the landlord treats tenants fairly and with respect

**49.2%**

Satisfaction with landlord's approach to handling complaints

Here is our performance against the other TSMs:



Measure	Value
Stage 1 complaints received*	7.1
Stage 2 complaints received*	0.2
Stage 1 complaints responded to within target	62%
Stage 2 complaints responded to within target	100%
Total ASB instances received*	34.7
Total hate crime instances received*	1.8
% homes not meeting the Decent Homes Standard	1%
Non-emergency repairs completed within target	94%
Emergency repairs completed within target	99%
Gas safety checks	100%
Fire safety checks	100%
Asbestos safety checks	100%
Water safety checks	100%
Lift safety checks	100%

*per thousand properties

What we're doing to improve:



We will have regular visits to estates with our landlords and share reports about what happens on these visits.

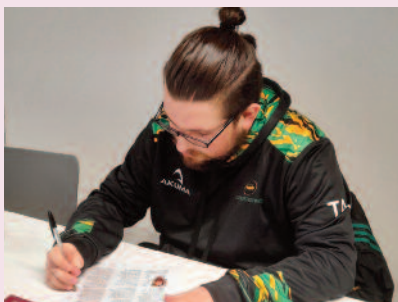


We will review how we deal with antisocial behaviour. This includes checking our rules, training, and plans to stop it locally.

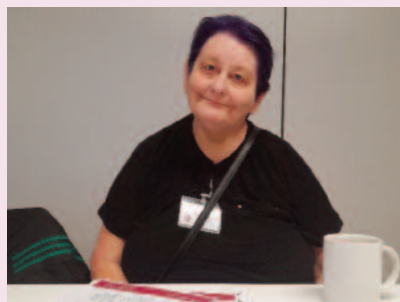


We will give clear information about ways to get involved both in your area and with Look Ahead, in paper and online handbooks.

Keep your eyes peeled for more detailed information that we'll share about the other actions we're taking! You can scan, use your smartphone camera to scan the QR code here. Or go to lookahead.org.uk/tenant-handbook/



Tyler Attack



Sharron Davies

This newsletter was made by **Tyler Attack, Sharron Davies**, other members of the Customer Incidents Panel and the Co-Production Team

If you would like this report in another language please email communications@lookahead.org.uk

lookahead.org.uk

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