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Heads-Up

Autumn 2024

Feeling safe at home

The theme for this year's Customer Report is "Feeling Safe at Home". At Look Ahead, we believe it is your right to feel safe from harm while accessing our services and also in your local community.

In this year's Heads-Up report, we explain what safeguarding and abuse are, how to raise concerns, and provide some information on healthy boundaries. Look Ahead have taken a number of steps in the last few years to improve safeguarding and reduce instances where harm takes place.

It is important for both you and our staff to understand safeguarding and healthy boundaries, so that everyone can work together to create a safe, supportive, and empowering environment

for you. We hope that by reading this you will know how to protect yourself from harm and abuse and build trusting, respectful relationships with staff that promote your independence.



My name is **Tyler Attack**, and I have been involved with Look Ahead in lots of different ways over the past three years. I first learned of Look Ahead when I came to one of Look Ahead's young people's services. I have since left the service and have

worked with the organisation's Safeguarding teams. 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 take the time to say a big thank you to our Customer Incidents Panel who co-produced this edition of Heads Up. The panel meets three or four times a year to review safeguarding incidents to find learning points and common themes. We then have a discussion, come up with actions, and report our findings to the board.

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

What is Safeguarding?



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

Look Ahead wants everyone we support to feel safe in their homes and local communities and to be protected from harm and abuse.

We do not accept abuse or discrimination of any kind.

We have rules, processes and training to protect you.

Incidents can still happen, so it is important that we take action to keep you safe.

What is Abuse?

Abuse is when someone treats you in a way that causes **harm** or **distress**.

There are many different types of abuse and patterns of abuse including:

- **sexual**
- **physical**
- **emotional**
- **financial or material**
- **domestic abuse**

- **modern slavery**

Where someone is exploited by others for personal gain. Whether tricked, coerced or forced, they lose their freedom. For example, trafficking, slavery or forced labour.

- **organisational abuse**

The mistreatment of people in care settings due to poor care practices or neglect.

However, abuse can also include not providing appropriate care and support, treating someone in a way that is disrespectful, or using unnecessary or too much restraint.

I'm concerned for myself or somebody else.

What should I do?

Do not worry about causing a problem, it is important that you raise any concerns as soon as possible.

You can do this by:

- Talking to staff or a manager at your service
- Emailing the **Safeguarding Team** at safeguarding@lookahead.org.uk
- Contacting your local council
- Contacting **NSPCC** on **0808 800 5000** for concerns about children
- Calling the **police** on **999** if it is an emergency

You can also raise concerns to any other professionals involved in your care.

If we are concerned about your safety, we will always share this information with our Safeguarding team who will investigate.

If you have concerns you can speak to another member of staff, their line manager or a senior manager who will then decide what action to take.

If you have concerns about a manager or staff member and feel unable to share this at the service, you can report it to our dedicated **whistleblowing line** on **0300 323 0331**, or by emailing whistleblowing@lookahead.org.uk.

If you or another customer are not comfortable with the care and support you are receiving, then please say something. It does not mean you need to make a formal complaint.

How we will help

If you raise a concern, we will only tell other people who can help keep you safe. These could be professionals involved in your care.

Where we can, we will keep you updated and involved throughout the process.

We will offer you support and put you in touch with others who can help too.



Key Facts

Look Ahead provides supported housing and social care services across London and the South East.

We provide care, support and housing across four main service types:

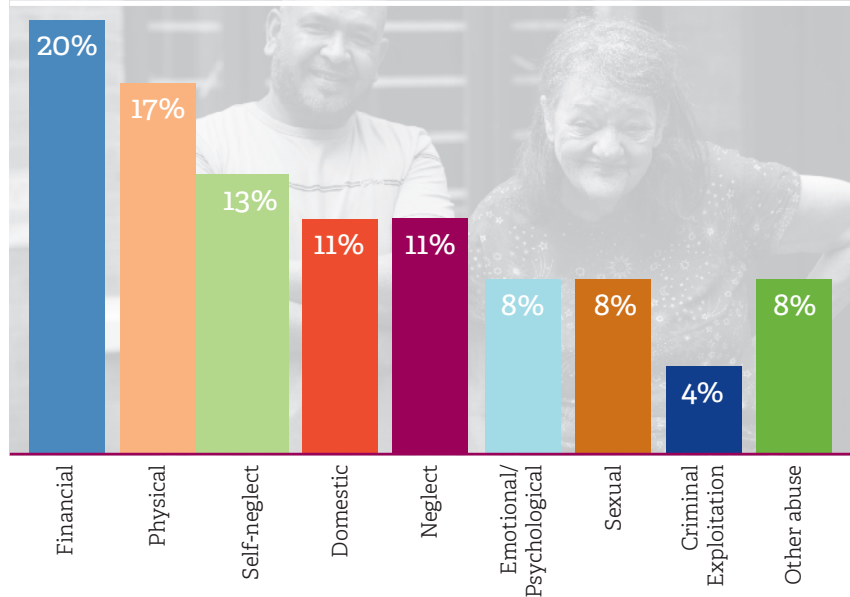
- **People with mental health needs**
- **Autistic people and people with learning disabilities**
- **Young people and people with experience of care**
- **People with experience of homelessness and other complex needs**

In 2023, we...

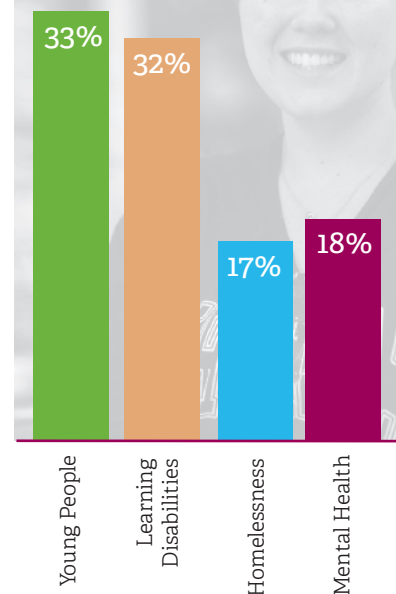
- **Delivered 109 care, support and housing services**

- **Supported and/or provided services to 3,808 people**

Safeguarding by concern over the last financial year, 2023/24



Safeguarding incidents by service type per 100 customers in 2023



Boundaries

Professional boundaries are rules that help keep the relationship between professionals and the person they are supporting safe and respectful.

These rules make sure that staff act in a caring and fair way, focusing on what the person needs without getting too close or doing anything that could cause harm. It helps everyone trust each other and make sure the person being supported feels safe.

When staff breach professional boundaries, it might make you feel uncomfortable or unsafe.

DO's & DON'Ts

Healthy Boundaries

Do's	Don'ts
Discussing shared interests such as music or your favourite films.	Staff oversharing information about their personal life.
You have choice and control over your support.	Staff making decisions for you, thinking they know best.
Your support worker making time during their shifts to have a chat and get to know you better.	Meeting with you outside of work hours and taking your calls to their personal phone.
Your personal information is kept private and only shared with people involved in your care when necessary.	Sharing your personal information with your family when you don't want them to.
Giving your support worker a card to say thank you for all their help.	Staff accepting gifts from you without declaring these to Look Ahead (even if the gift is only small!).
You trust the staff and feel comfortable sharing how you are feeling without fear of judgement.	Staff making judgemental comments about you or your life.

Don't walk on by, are they okay?

If you have experienced any of the above, or have seen any of these things happening to other customers you can:

- Tell another member of staff
- Talk to a manager or senior manager
- Email our Safeguarding team on 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
- Call the police on 999 if it is an emergency

We will investigate all concerns reported to us.

If you do not feel safe to report it to us directly, you can also contact your local council.

Here are some more examples of behaviours that are **NEVER** acceptable from Look Ahead staff:

- **Shouting or being rude:** It is never okay for staff to shout at you, call you names, or speak to you in a rude or disrespectful way.
- **Hitting or hurting you:** Any form of physical harm, like hitting, pushing, or rough handling, is never acceptable.
- **Making you feel scared:** If they make you feel afraid, threaten you, or try to control you, this is not okay.
- **Physical contact:** Staff will only initiate physical contact if it's part of your agreed care plan (e.g. personal care) and with your consent.
- **Stealing or taking your things:** Taking your money, belongings, or using your property without permission is not acceptable.
- **Asking for money:** Staff should never ask you for money, gifts, or personal favours.
- **Ignoring your care needs:** Staff should never neglect your care or refuse to do tasks that are part of your care plan.

Stories

None of the below 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.



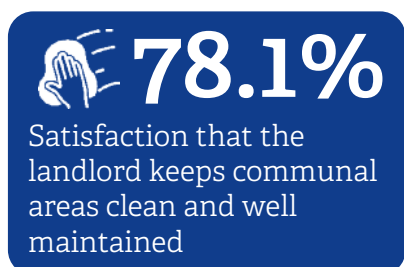
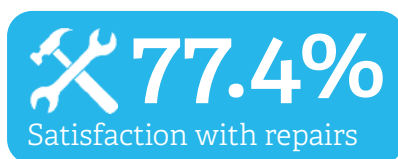
Our Tenant Satisfaction Measures Performance

In April 2023 the housing regulator introduced a new set of Tenant Satisfaction Measures, also known as 'TSMs'.

This means that social landlords, including Look Ahead, now have to report against how well they meet certain standards, known as 'measures' to show that we are providing quality homes and services to tenants.

A key part of this is running a tenants' survey once a year to find out how we're doing, and what we can improve. We ran our last Tenant Perception Survey between November 2023 and March 2024. Customers were able to respond via post, online, and over the phone.

Here are our survey results:



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 action we're taking to improve

- **Ensuring we have regular estate visits with our landlords** which we will report on, including their outcomes.
- **Reviewing our response to antisocial behaviour** including our policies, training and local prevention plans.
- **Including clear information about opportunities to get involved** both locally and more broadly at Look Ahead within our physical and digital tenant 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/



This edition of Heads-up has been co-produced by **Tyler Attack**, **Sharron Davies**, and other members of the **Customer Incidents Panel** alongside the **Co-Production team**.

If you would like an accessible version of this report please email communications@lookahead.org.uk



Tyler Attack



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lookahead.org.uk



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Care and Support



X @lookaheadtweets



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 **Look Ahead**
CARE, SUPPORT AND HOUSING