



Don't
walk
on by

See it

Say it

Report it

A guide to help keep
us all safer

In our communities



You are our eyes and ears in our communities. If you see something that is not right, please report it.

Safety and environment...

- are there risks to you or someone else?
- does a repair job look unfinished?
- if you think something looks unsafe, it probably is!
- is damage to the environment taking place?

In our communities

Things to remember when out and about in our communities.

See it

Make sure you...

- introduce yourself before entering a customer's property
- wear your ID and SoloProtect device
- wear your personal protective equipment or specific LiveWest clothing

In one of our homes

Say it

Report it

If you think there is a safety concern in one of our communities, please report it...

- is a child, elderly or disabled person in danger or at risk of harm?
- are there any signs of animal cruelty?
- are there any signs of violence?
- has the property been damaged or neglected?
- have you seen any antisocial behaviour taking place?

Who to contact

Your line manager

Your line manager is here to help, so contact them first if you have any queries or concerns.

Adults and children at risk

If you are concerned about a child or adult at risk email safe.guarding@livewest.co.uk

The Health and Safety team

Email queries to HealthAndSafety@LiveWest.co.uk

How to report it

Accidents, incidents and near-misses should be reported through Assure, our online reporting system.



How to report it

If you have any emergency safety concerns please call:

Devon and Cornwall 0300 123 8080

Somerset and West of England 01934 526000

For all repairs please email:

Devon and Cornwall repairs28@livewest.co.uk

Somerset and West of England CSCWorle@livewest.co.uk

livewest.co.uk

LiveWest

A home for everyone