



Housing Services

Safeguarding Service Standards



MANCHESTER
CITY COUNCIL



Why Service Standards Matter for Our Residents

Service Standards are essential because they set out what residents can expect from us in a clear, transparent and consistent way.

They help to build trust by ensuring that services are delivered fairly, efficiently, and with respect, valuing the needs of our residents.

By defining response times, levels of support, and communication commitments, service standards will allow residents to hold us accountable and feel confident in the quality of service received.

They also promote better outcomes by encouraging early intervention, supporting tenancy sustainment, and fostering a more inclusive and responsive housing management service.



Our Commitment to You

These service standards are developed to support the vision of Housing Services, A Place called Home, which sets out to establish and deliver a resident-led housing service for residents that live in our homes and communities.

A Place called Home is made up of three key priorities:

Resident-led services, putting **you** at the heart of everything we do



High-quality housing services and **home** improvements for warm, secure sustainable homes



Welcoming, safe and vibrant **neighbourhoods**



Safeguarding

What you can expect from us...

A guide for residents on how we respond to safeguarding concerns raised by or on behalf of you and your household.

We're committed to providing a safe, supportive, and high-quality service. This guide explains how we work with you to identify and respond to safeguarding concerns, always with your wellbeing at the heart of what we do.

How we respond to safeguarding concerns

We aim to recognise and respond to safeguarding and support needs as early as possible. Our team is trained to be professionally curious and attentive during every interaction with residents and families.

When a safeguarding concern is raised, we will:

- Check whether emergency care is needed and contact emergency services if necessary.
- Listen carefully and gather the information we need to take the right action.
- Log all concerns on our housing management system and triage them to ensure timely and appropriate support.

Supporting you early

We believe in the power of early support.

If we notice emerging needs, we'll guide you towards services that can help—such as your GP, Be Well, or Early Help—so you can access the right support at the right time.

Managing Referrals & Coordinating Support

If ongoing safeguarding concerns are identified, we will:

- Refer the matter to our Housing Support Team to open a case and document actions taken.
- Work with you and other agencies to find the right resolution, aiming to provide coordinated support within 12 weeks.
- Address any housing-related issues that may be contributing to the concern—such as repairs (including damp and mould), rent arrears, overcrowding, or rehousing—within appropriate timescales.
- Maintain regular contact and advocate on your behalf to ensure you receive the support you need.
- Escalate concerns through the appropriate channels when necessary.

Learning & Development

All staff receive regular safeguarding training and attend annual briefings.

We also learn from the Manchester Safeguarding Partnership and use their guidance to improve our service.



Closing & Monitoring Cases

We aim to complete all actions within 12 weeks, though we understand that some situations may take longer. Where appropriate, we'll move your case to a monitoring stage with your Housing Officer, so we can continue supporting you and building on your strengths to achieve positive outcomes.

Monitoring our service

Each month, our Housing Support Manager reviews safeguarding referrals and cases to ensure we're meeting our standards and continuously improving.

How We Monitor & Measure Standards

Monitoring service standards is essential to ensure that our services remain responsive, consistent, and accountable. It allows us to track performance against agreed expectations and standards. It also allows us to identify areas for improvement and to take timely action to address any service failures.

By regularly reviewing how well we meet our service standards, we will not only uphold the quality of our service to our residents but also build trust and demonstrate transparency. It also fosters a culture of continuous service improvement across our service area

We will listen to our residents, colleagues and partners to ensure that all feedback is used to make positive changes that will drive service improvement

Performance management reviews will be utilised to highlight areas of excellence and concern to deliver continual improvements

