

Eyes Wide Open Commitment

Eyes Wide Open is our shared approach to safeguarding, encouraging employees, volunteers, Board members and contractors to notice concerns early, report them promptly, and help prevent harm to residents and communities

What to Look Out For



Safeguarding concerns

Signs of neglect, abuse, hoarding, or any behaviour or situation that puts an individual at risk



Unsafe property hazards

Dangers in homes, communal areas or open spaces, including trip hazards, fire risks, structural issues or anything that could cause harm



Poor property conditions

damp, mould, condensation, disrepair or anything affecting health, comfort or safety



Anti-social behaviour

Noise nuisance, intimidation, criminal activity, or behaviour that impacts the safety or wellbeing of others



Environmental issues

Fly tipping, graffiti, littering, damaged outdoor spaces or anything that affects the appearance and safety of the neighbourhood



Individuals who may be vulnerable or in need of support

People showing signs of distress, isolation, declining health, financial hardship or any unmet support needs

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What You Can Do

- ✓ **Stay alert and observant** - pay attention to people, properties and places, even during routine tasks. Small details can signal bigger issues
- ✓ **Trust your instincts** - if something feels unusual, unsafe or concerning, do not ignore it
- ✓ **Take responsibility** - act as soon as you notice a concern. Your role is vital in keeping residents and communities safe
- ✓ **Ask questions and stay curious** - a simple conversation can uncover hidden risks or unmet needs
- ✓ **Record and report promptly** - share concerns with the correct team using clear, factual information so action can be taken quickly
- ✓ **Follow through** - check that issues you have raised are progressing, especially where safety or vulnerability is involved
- ✓ **Work together** - communicate with colleagues, partners and teams to ensure no concern is missed or left unresolved
- ✓ **Promote a safe culture** - model the Eyes Wide Open approach in your daily work and encourage others to do the same

How to Report Concerns

- ✓ SHG employees should use the Useful Contacts page on Huddle to find the appropriate team for the issue identified
- ✓ Board members should contact the SHG Governance Team
- ✓ Contractors should raise concerns with their contract manager or SHG lead
- ✓ Provide clear, factual information about what you have seen, when you saw it and where it occurred
- ✓ Share any immediate risks so the right team can prioritise the response

If You are Unsure

- ✓ Speak to your manager/link within SHG/ contract manager for guidance. They will help you decide the right route and ensure the concern reaches the appropriate team
- ✓ Never leave an issue unreported because you are uncertain - asking for help is part of the Eyes Wide Open approach

Our Promise – we will:

- ✓ Provide training and support
- ✓ Work together across teams and partners
- ✓ Act swiftly on reports
- ✓ Embed this culture in everything we do

Together, we're One Team, Transforming Lives -
with our eyes wide open