

| | |
|---------------------|---|
| Task sheet: | Safeguards Policy |
| Number | Task Sheet LA09 |
| Timeline | <i>Start October 07– complete by March 08</i> |
| Purpose: | To ensure that safeguards are implemented for claimants who are 'likely to have difficulty in managing their affairs' |
| Composition: | <ul style="list-style-type: none"> ▪ LA responsibilities <ul style="list-style-type: none"> 9.1 Development of a safeguard policy should start early, at least 6 months before go live and should be fully developed by go live date with opportunities to update as appropriate in line with emerging client needs. 9.2 Ensure that all staff have read the section in the final version of the guidance manual relating to the identification, and possible indicators of claimant considered '...likely to have difficulty managing their affairs'. 9.3 Ensure safeguard policy is clear and concise and contains the required level of detail so there can be no charge of ambiguity. 9.4 Ensure that the safeguard policy is agreed and in place before go live. ▪ Liase with relevant organisations: <ul style="list-style-type: none"> 9.5 Engage with Advice agencies that provide support and will be involved in the referral process such as Social Services and Supporting People teams. 9.6 Develop process maps for applying the safeguards, eg who will make the decision (nominated officer or all administrators); develop referral processes for the receipt of representations and the level of acceptable supporting documentation. 9.7 Access and make use of good practice developed by authorities who already have a safeguard policy. |

9.8 Make use of products in the Communications Toolkit such as leaflets to explain policy, eg forms of consent / forms for making representations.

▪ Quality:

9.9 Develop procedure for quality monitoring of the decisions to ensure consistency and quality.

9.10 Develop procedures to review claims on an individual basis following advice provided in the final version of the LHA Guidance manual paragraphs 5.00 and 6.00.

9.11 Adapt appropriate letters in the Communications Toolkit to notify the customer and/or landlord of your decision. This should include information about the right of appeal, the start date and end date / review date of the safeguard decision.

9.12 Ensure systems are in place to record and report on decisions.

9.13 Use existing data to identify claimants who may require safeguard action.

▪ Liaison:

9.14 Set up links with other organisations such as CAB, Jobcentre Plus, Advice Agencies etc who may be able to help and assist you in the identification of claimants who are likely to need direct payment to their landlords (see Task Sheet LA06 and 07)

9.15 Develop effective links with appropriate LA Departments who may assist in collecting/collating the required information and evidence (see Task Sheet LA03).

▪ Communication:

9.16 Ensure all appropriate staff within the LA have an awareness of and understand the operation of the safeguard policy.

| | |
|---------------|--|
| | <p>9.17 Publicise safeguard policy, criteria and decision making process to interested groups such as landlords, tenants and Advice Agencies</p> |
| Notes: | <ul style="list-style-type: none">• A LA's safeguard policy is a key document in the successful implementation of LHA. It is essential that procedures are put in place that ensure that the decision making process operates smoothly that there is a consistency in decision making and that rent arrears by vulnerable tenants are avoided. |