

## Help Bristol's Homeless (CIC) Safeguarding Policy and Procedures

Name of organisation: Help Bristol's Homeless (CIC)

Section heading	Section content
<p><b>1. Introduction</b></p>	<p>Help Bristol's Homeless (CIC) (CIC) makes a positive contribution to a strong and safe community and recognises the right of every individual to stay safe</p> <p>Help Bristol's Homeless (CIC) comes into contact with vulnerable adults through the following activities: outreach, floating support, one to one support sessions, and by providing short term, temporary accommodation.</p> <p>The types of contact with vulnerable adults will be regulated and /or controlled.</p> <p>This policy seeks to ensure that Help Bristol's Homeless (CIC) undertakes its responsibilities with regard to protection of vulnerable adults and will respond to concerns appropriately. The policy establishes a framework to support paid and unpaid staff in their practices and clarifies the organisation's expectations.</p>
<p><b>2. Legislation</b></p>	<p>The principal pieces of legislation governing this policy are:</p> <ul style="list-style-type: none"> <li>○ Safeguarding Vulnerable Groups Act 2006</li> <li>○ Care Standards Act 2000</li> <li>○ Public Interest Disclosure Act 1998</li> <li>○ The Police Act – CRB 1997</li> <li>○ Mental Health Act 1983</li> <li>○ NHS and Community Care Act 1990</li> <li>○ Rehabilitation of Offenders Act 1974</li> </ul>
<p><b>3. Definitions</b></p>	<p>Safeguarding is about embedding practices throughout the organisation to ensure the protection vulnerable adults wherever possible. In contrast, child and adult protection is about responding to circumstances that arise.</p> <p>Abuse is a selfish act of oppression and injustice, exploitation and manipulation of power by those in a position of authority. This can be caused by those inflicting harm or those who fail to act to prevent harm. Abuse is not restricted to any socio-economic group, gender or culture. It can take a number of forms, including the following:</p>

	<ul style="list-style-type: none"> <li>• Physical abuse</li> <li>• Sexual abuse</li> <li>• Emotional abuse</li> <li>• Bullying</li> <li>• Neglect</li> <li>• Financial (or material) abuse</li> </ul> <p>Definition of a child A child is under the age of 18 (as defined in the United Nations convention on the Rights of a Child).</p> <p>Definition of Vulnerable Adults A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves or protect themselves from harm or from being exploited. This <b>may</b> include a person who:</p> <ul style="list-style-type: none"> <li>• Is elderly and frail</li> <li>• Has a mental illness including dementia</li> <li>• Has a physical or sensory disability</li> <li>• Has a learning disability</li> <li>• Has a severe physical illness</li> <li>• Is a substance misuser</li> <li>• Is homeless</li> </ul>
<p><b>4. Responsibilities</b></p>	<p><b>All staff</b> (paid or unpaid) have responsibility to follow the guidance laid out in this policy and related policies, and to pass on any welfare concerns using the required procedures. We expect all staff (paid or unpaid) to promote good practice by being an excellent role model, contribute to discussions about safeguarding and to positively involve people in developing safe practices.</p> <p><b>Additional specific responsibilities</b></p> <p>Directors have responsibility to ensure: the policy is in place and appropriate</p> <p>Management Team have responsibility to ensure: the policy is accessible and implemented</p> <p>Directors include:</p> <ul style="list-style-type: none"> <li>• Hubert Thompson</li> <li>• Desmond Beresford</li> <li>• George Ferzoco</li> </ul>

	<p>This person's responsibilities are:</p> <ul style="list-style-type: none"> <li>• To ensure that the policy is implemented, that it is reviewed and monitored.</li> <li>• To ensure that all staff have access to appropriate training and information.</li> <li>• Respond to all concerns raised appropriately, swiftly and seriously.</li> <li>• Keep up to date with local arrangements for safeguarding and DBS requirements.</li> <li>• Develop and maintain effective links with relevant agencies</li> </ul>
<p><b>5. Implementation Stages</b></p>	<p>The scope of this Safeguarding Policy is broad ranging and in practice, it will be implemented via a range of policies and procedures within the organisation. These include:</p> <ul style="list-style-type: none"> <li>• Staff Induction &amp; Training</li> <li>• Health &amp; Safety Policy &amp; Procedure</li> <li>• Equality &amp; Diversity Policy</li> <li>• Grievance &amp; Disciplinary Procedure</li> <li>• Confidentiality including data protection</li> <li>• Whistleblowing</li> </ul> <p><b>Safe recruitment</b></p> <p>Help Bristol's Homeless (CIC) ensures safe recruitment through the following processes:</p> <ul style="list-style-type: none"> <li>• Recruitment is done in line with safe recruitment practices</li> </ul> <p><b>DBS Management</b></p> <p>Although Help Bristol's Homeless (CIC) do not work with vulnerable adults as an organisation we do carryout DBS checks on staff (paid or unpaid) whose roles involve contact with vulnerable adults.</p> <p><b>Basic disclosure</b></p> <p>All members of staff (paid or unpaid) are required to have a basic disclosure completed. A basic check will contain details of convictions and conditional cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974. A basic check can be used for any position or purpose.</p> <p><b>Service delivery contracting and sub-contracting</b></p>

	<ul style="list-style-type: none"> <li>• <b>There will be systematic checking of safeguarding arrangements of partner organisations</b></li> </ul>
<p>6. <b>Communication and support for staff</b></p>	<p>Help Bristol's Homeless (CIC) commits resources for induction, training of staff (paid and unpaid), effective communications and support mechanisms in relation to Safeguarding</p> <p><b>Induction</b> will include discussion of safeguarding policy and all other relevant policies. Initial training on safeguarding, safe working practices. Reporting procedures. Assessing staff competence in applying safe practices during probationary period.</p> <p><b>Training</b> All staff that, through their role, is in contact with vulnerable adults will have access to safeguarding training at an appropriate level. Sources and types of training will include: independent safeguarding vulnerable adults training.</p> <p><b>Communications and discussion of safeguarding issues</b> Commitment to the following communication methods will ensure effective communication of safeguarding issues and practice:</p> <ul style="list-style-type: none"> <li>• Team meetings</li> <li>• Management meetings</li> <li>• Board meetings</li> <li>• Clinical supervision</li> <li>• One to one meetings as required</li> </ul> <p><b>Support</b> We recognise that involvement in situations where there is risk or actual harm can be stressful for staff concerned. The mechanisms in place to support staff include:</p> <ul style="list-style-type: none"> <li>• Debriefing support for staff</li> <li>• Further support in the form of counselling</li> </ul>
<p>7. <b>Professional boundaries</b></p>	<p>Professional boundaries are what define the limits of a relationship between a support worker and a client. They are a set of standards we agree to uphold that allows this necessary and often close relationship to exist while ensuring the correct detachment is kept in place.</p> <p>Help Bristol's Homeless (CIC) expects staff to protect the professional integrity of themselves and the organisation.</p> <p>The following professional boundaries must be adhered to: personal relationships between a member of staff paid or unpaid and a client who is a current resident is prohibited. This</p>

	<p>includes social media. It is also prohibited to enter into a personal relationship with a person who has been a resident or client during the previous twelve months.</p> <p>Help Bristol's Homeless (CIC) does not allow staff, paid or unpaid, to give or receive gifts from clients.</p> <p>The following policies also contain guidance on staff (paid or unpaid) conduct: Code of Conduct</p> <p>If the professional boundaries and/or policies are breached this could result in disciplinary procedures or enactment of the allegation management procedures</p>
<p><b>8. Reporting</b></p>	<p>The process outlined below details the stages involved in raising and reporting safeguarding concerns at Help Bristol's Homeless (CIC):</p> <ul style="list-style-type: none"> <li>• Communicate your concerns to one of our directors.</li> <li>• Seek medical attention for the vulnerable person if needed</li> <li>• Make a referral if safe and appropriate, discuss with resident</li> <li>• Seek advice, if needed, from Adults helpdesk</li> <li>• Complete the Local Authority Safeguarding Incident report form if required</li> <li>• Ensure response is received and recorded</li> </ul>
<p><b>9. Allegations Management</b></p>	<p>First step: Any member of staff (paid or unpaid) from Help Bristol's Homeless (CIC) is required to report any concerns in the first instance to their line manager/ safeguarding manager/ peer.</p> <p>Second step- contact local authority for advice. In Bristol the Adult Helpdesk</p>
<p><b>10. Monitoring</b></p>	<p>The organisation will monitor the following Safeguarding aspects:</p> <ul style="list-style-type: none"> <li>• Safe recruitment practices</li> <li>• Basic discloser / DBS checks</li> <li>• References applied for new staff</li> <li>• Records made and kept of supervision sessions</li> <li>• Training – records kept of staff training on vulnerable adult protection</li> <li>• Monitoring whether concerns are being reported and monitored</li> <li>• Checking that policies are up to date and relevant</li> </ul>

<p><b>11. Managing information</b></p>	<p>Information will be gathered, recorded and stored in accordance with the following policy: Data protection.</p> <p>All staff must be aware that they have a professional duty to share information with other agencies in order to safeguard children and vulnerable adults. The public interest in safeguarding children and vulnerable adults may override confidentiality interests. However, information will be shared on a need to know basis only, as judged by the Designated Senior Manager.</p> <p>All staff must be aware that they cannot promise residents, clients or their families / carers that they will hold back information that relates to a safeguarding issue.</p>
<p><b>12. Conflict resolution and complaints</b></p>	<p>Conflicts in respect of safety of vulnerable adults will be taken forward by Hubert Thompson via the BCC Community and Adult Care Directorate</p>
<p><b>13. Communicating and reviewing the policy</b></p>	<p>Help Bristol's Homeless (CIC) will make residents, clients and staff aware of the Safeguarding Policy through the following means: Help Bristol's Homeless (CIC) Welcome pack.</p> <p>This policy will be reviewed by Hubert Thompson, Desmond Beresford, George Ferzoco every two years or when there are changes in legislation.</p>

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