



SAFEGUARDING POLICY

STATEMENT OF COMMITMENT

NEWway Project is a grassroots charity registered in 2013 (1165966) operating in London Borough of Newham. We work on supporting and advising single adults, with no dependents, away from rough sleeping, including those in immediate risk of rough sleeping and homelessness. We work with verified and non verified groups. We want everyone to receive a dignified, compassionate, and supportive response which enables a successful and sustainable move-on from their homelessness.

We provide a range of support and advice services shaped by feedback from our guests, with shelter and accommodation solutions, and tailored support services delivered through our four departments:

1. NEWdawn – a communal-style winter night shelter, led by the local church congregations and volunteers, coordinated by an inhouse NEWdawn Manager
2. NEWday - a commissioned day centre, offering a full wrap-around support to our guests; it is part of Newham Integrated Rough Sleeping Service (IRRS)
3. NEWlife - a social enterprise partnering with NEWway, offering training and employment opportunities for people with lived experience of homelessness, mainly in the fields of gardening, landscaping, woodwork, and cooking.

We are committed to protecting people's health, wellbeing and rights, and enabling them to live free from harm, abuse and neglect. Our Safeguarding Leads participate in monthly meetings within the IRSS Pathway to discuss and create an action plan on any safeguarding concerns encountered during our operational hours.

PURPOSE THIS POLICY

The purpose of this policy is to:

- Clarify the definitions and categories of abuse that we recognise.
- Highlight possible signs of abuse that our team must be mindful of.
- Effectively safeguard people coming into contact with our services, and promote their rights and welfare.
- Provide all staff and volunteers with clear rules to follow.
- Make all staff and volunteers aware of what is expected of them in terms of their approach, behaviour and actions.
- Provide evidence to NEWway guests, referring agencies, churches, the local community, Newham Council, Housing Justice, other partners and those funding our work that NEWway is committed to safeguarding.

SCOPE

This policy covers safeguarding adults only, and it applies to all NEWway staff, volunteers and trustees. It is important to note that NEWway only provides services for people over 18 years and very rarely have volunteers under the age of 18 (please see Section 5 of this Policy or refer to the NEWdawn Volunteer Handbook for further details).

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Section 1 - DEFINITIONS

Vulnerable adult - An adult is defined as vulnerable while they are in receipt of a “regulated activity”, for instance Health care, Personal Care, Social Work, Assistance with general household matters or assistance in the conduct of a person's own affairs.

Safeguarding - Protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Adult at Risk is a person aged 18 or over who:

- Has needs for care and support (whether or not the local authority is meeting any of those needs);
and;
- Is experiencing, or is at risk of, abuse or neglect;
and;
- As a result of those care and support needs, is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

Adult in need of care and support is determined by a range of factors including personal characteristics, factors associated with their situation, or environment and social factors. Naturally, a person's disability or frailty does not mean that they will inevitably experience harm or abuse. In the context of safeguarding adults, the likelihood of an adult in need of care and support experiencing harm or abuse should be determined by considering a range of social, environmental and clinical factors, not merely because they may be defined by one or more of the above descriptors.

Abuse is a violation of an individual's human and civil rights by another person or persons. See section 2 for further explanations.

Adult safeguarding is protecting a person's right to live in safety, free from abuse and neglect. Capacity refers to the ability to make a decision at a particular time, for example when under considerable stress. The starting assumption must always be that a person has the capacity to make a decision unless it can be established that they lack capacity (MCA 2005).

Section 2 - CATEGORIES OF ABUSE

There are different types and patterns of abuse and neglect, and different circumstances in which they may take place. The Care Act 2014 identifies the following as an illustrative guide and is not intended to be exhaustive list as to the sort of behaviour which could give rise to a safeguarding concern:

Self-neglect: It covers a wide range of behaviour: neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

Modern Slavery: It encompasses slavery, human trafficking, forced labour and domestic servitude. Traffickers and slave masters use whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Domestic Abuse and coercive control: It includes psychological, physical, sexual, financial and emotional abuse. It also includes so-called 'honour' based violence. It can occur between any family members.

Discriminatory Abuse: Discrimination is abuse which centres on a difference or perceived difference particularly with respect to race, gender or disability or any of the protected characteristics of the Equality Act.

Organisational Abuse: It includes neglect and poor care practice within an institution or specific care setting such as a hospital or care home, for example, or in relation to care provided in one's own home. This may range from one-off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Physical Abuse: It includes hitting, slapping, pushing, kicking, misuse of medication, restraint or inappropriate sanctions.

Sexual Abuse: It includes rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, subjection to pornography or witnessing sexual acts, indecent exposure and sexual assault, or sexual acts to which the adult has not consented or was pressured into consenting.

Financial or Material Abuse: It includes theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, including in connection to wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

Neglect: It includes ignoring medical or physical care needs, failure to provide access to appropriate health social care or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating.

Emotional or Psychological Abuse: It includes threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or withdrawal from services or supportive networks.

Not included in the Care Act 2014 but also relevant:

Cyber Bullying: Cyber bullying occurs when someone repeatedly makes fun of another person online, or repeatedly picks on another person through emails or text messages, or uses online forums with the intention of harming, damaging, humiliating or isolating another person. It can be used to carry out many different types of bullying (such as racist bullying, homophobic bullying, or bullying related to special educational needs and disabilities) but instead of the perpetrator carrying out the bullying face-to-face, they use technology as a means to do it.

Forced Marriage: Forced marriage is a term used to describe a marriage in which one or both of the parties are married without their consent or against their will. A forced marriage differs from an arranged marriage, in which both parties consent to the assistance of a third party in identifying a spouse. The Anti-social Behaviour, Crime and Policing Act 2014 makes it a criminal offence to force someone to marry. The forced marriage of adults with learning disabilities occurs when the adult does not have the capacity to consent to the marriage.

Mate Crime: A 'mate crime' as defined by the Safety Net Project as 'when vulnerable people are befriended by members of the community who go on to exploit and take advantage of them. It may not be an illegal act but still has a negative effect on the individual.' Mate Crime is carried out by someone the adult knows and often happens in private. In recent years there have been a number of Serious Case Reviews relating to people with a learning disability who were murdered or seriously harmed by people who purported to be their friend.

Radicalisation: The aim of radicalisation is to attract people to their reasoning, inspire new recruits and embed their extreme views and persuade vulnerable individuals of the legitimacy of their cause. This may be direct through a relationship, or through social media.

Spiritual Abuse: the forced acquiescence to a set of spiritual propositions or spiritual behaviours.

Section 3 - POSSIBLE SIGNS OF ABUSE

PHYSICAL ABUSE

Visual signs of physical abuse:

- Any injuries not consistent with the explanation given for them,
- Injuries which occur to the body in places which are not normally exposed to falls or games,
- Bruises which reflect hand marks or fingertips (from slapping or pinching), Cigarette burns,
- Bite marks,
- Broken bones,
- Scalds,
- Injuries which have not received medical attention,
- Neglect - under nourishment, constant hunger, stealing or gorging food,
- Untreated illnesses, inadequate care,
- Repeated urinary infections or unexplained stomach pains.

Changes in behaviour which can also indicate physical abuse:

- Aggressive behaviour or severe temper outbursts,
- Flinching when approached or touched,
- Reluctance to get changed, for example, wearing long sleeves in hot weather,
- Depression,

- Withdrawn behaviour,
- Obsessions or phobias,
- Sudden under-achievement or lack of concentration,
- Inappropriate relationships with other adults,
- Being unable to interact with others,
- Attention seeking behaviour,
- Fear of making mistakes,
- Self-harm.

SEXUAL ABUSE

The physical signs of sexual abuse:

- Pain or itching in the genital/anal area,
- Bruising or bleeding near genital/anal areas,
- Sexually transmitted disease,
- Vaginal discharge or infection,
- Stomach pains,
- Discomfort when walking or sitting down,
- Pregnancy.

Changes in behaviour which can also indicate sexual abuse include:

- Sudden or unexplained changes in behaviour e.g. becoming withdrawn or aggressive,
- Fear of being left with a specific person or group of people,
- Having nightmares,
- Eating problems such as over-eating or anorexia,
- Self-harm or mutilation, sometimes leading to suicide attempts,
- Saying they have secrets they cannot tell anyone about,
- Substance or drug abuse,
- Suddenly having unexplained sources of money or expensive gifts,
- Acting in an inappropriate sexually explicit way.

NEGLECT

The physical signs of neglect may include:

- Constant hunger, sometimes stealing food,
- Constantly dirty or smelly,
- Loss of weight or being constantly underweight,
- Inappropriate dress for the conditions.

Changes in behaviour which can also indicate neglect include:

- Complaining of being tired all the time,
- Not requesting medical assistance and/or failing to attend appointments,
- Having few friends,
- Mentioning being left alone without a possibility of free movement.

Section 4 - GUIDANCE ON HOW TO RESPOND TO DISCLOSURE

It is not your responsibility to decide whether or not an adult has been abused. It is, however, everyone's responsibility to respond to and report concerns.

DO:

- Do treat any allegations seriously and act at all times towards the adult as if you believe what they are saying.
- Do tell the adult they are right to tell you.
- Do reassure them that they are not to blame.
- Do tell the adult what you are doing, when, and who you have to tell, and keep them up to date with what is happening. It is good practice to seek the adult's views on what they would like to happen next, considering their needs and wishes, and to inform the adult you will be passing on your concern.
- Do take further action - you may be the only person in a position to prevent future abuse – tell your nominated person immediately. See Section 6 for details.
- Do write down everything said and what was done.
- If you are concerned someone is in immediate danger, contact the police on 999 straight away. Where you suspect that a crime is being committed, you must involve the police.

DO NOT:

- Do not make promises you cannot keep.
- Do not interrogate the adult. It is not your job to carry out an investigation. It will be up to police officers or social workers, who have experience in this.
- Do not cast doubt on what the adult has told you.
- Do not interrupt them or change the subject.
- Do not say anything that makes the adult feel responsible for the abuse.
- Do not promise to keep the conversation confidential.
- Do not do nothing. Make sure you tell your Designated Safeguarding Lead immediately - they will know how to follow this up and where to contact for further advice.

RESPONDING TO ABUSE & SAFEGUARDING ADULTS WITH CARE AND SUPPORT NEEDS

An adult with care and support needs is someone who has mental health, disability, age or illness needs. They may be unable to take care of themselves or protect themselves from harm and exploitation.

Apart from the obvious anxiety of being homeless, possible indicators might be that the person:

- is withdrawn, agitated; overly subservient and anxious to please;
- has dramatic changes in behaviour or personality; depression or confusion;
- is cowering or flinching;
- has unexplained bruising, or other marks or cuts;
- is seeking attention in dramatically new ways; overly sexualised behaviour;

- has suddenly lost money or other valuables;
- is subject to another's disproportionate interest or controlling behaviour in their affairs, particularly around money and relationships.

PROCEDURE

In all of what follows, involve the person concerned as an equal and keep them informed.

- a. If you suspect abuse from some of the indicators above, note your observations and take them to your line manager.
- b. If a guest reports an action that sounds like abuse, calmly listen to all they say. Ask if another witness can attend to hear what is said. Record immediately. Report to the line manager.

An emergency discussion will be held between the NEWway Management Team. They will decide the actions needed under all these headings below (even if the action is to do nothing) and a record will be kept.

- Is a medical intervention necessary immediately?
- Other investigative issues to cover, questions to ask: how they will be asked and by whom.
- Timing of the investigation.
- Alerting the Police, as a crime may well have occurred.
- Alerting social services.
- Alerting support agencies around domestic violence
- Alerting family (or not).

The investigating officer(s) will record all that is discovered. If there is only one investigating officer, they will report all the findings to at least one other of the senior team. As they work through all the resultant actions, at every stage further actions will all be recorded and kept.

Section 5 - NEWWAY SAFE PRACTICE PRINCIPLES

At NEWway we will endeavor to safeguard people by:

- Promoting understanding and acceptance that safeguarding is the responsibility of everyone.
- Listening to our guests and volunteers, and respecting and valuing them at all times. Challenging discrimination and promoting the right to equal protection regardless of race, ethnicity, culture, religion, faith, gender, sexual orientation, disability, physical and mental health, social or immigration status or any other element of diversity.
- Recruiting staff and volunteers safely, ensuring that all necessary checks are made and safe recruitment good practice guidelines are followed.
- Providing effective management to staff and volunteers through support, supervision and training.
- Responding to protection concerns immediately.
- Working in partnership with all guests and volunteers, the host churches, members of

the local community and local statutory and voluntary organisations.

- All staff and volunteers at NEWway must comply with the charity's Lone Working Policy (found in the Staff and Volunteer Handbook, page 18) and Green Pastures Lone Working Policy (Appendix 2 on page 13).

SAFEGUARDING CHILDREN

- Children and young people are NOT permitted at NEWday and NEWlife at all times. Children under 16 years are not permitted in the NEWdawn winter night shelter at times when guests are present.
- Children may help with setting up the winter night shelter before guests arrive, supervised by a responsible adult.
- With the policy outlined in our NEWdawn Volunteer Handbook, some 16 - 17 year olds may volunteer in the winter night shelter, provided they are supervised by a responsible adult at all times and comply with a number of other terms and conditions.
- If some other event which may include children is taking place in another part of the building while any NEWway service is running, it is the responsibility of that venue management team to ensure that there is no contact between children and the NEWway guests.
- Children may not be accepted as guests, either alone or in families.

SAFEGUARDING ADULTS

- Volunteers are not generally expected to engage in regulated activity with NEWway guests.
- In a case of a regulated activity taking place, there should always be at least one DBS checked responsible person involved.
- When a guest is referred, a risk assessment is carried out by the NEWday Case Worker using information from the referring organisation. If necessary, the NEWday Manager may be consulted.
- If a guest is identified as having a particular need (e.g. learning difficulties, health problems, addiction), their key worker will safeguard their presence at NEWday and cooperate with adequate support agencies.
- If a guest with a particular need is admitted to the night shelter, the NEWdawn Manager will inform each relevant Host Church Coordinator, who will ensure all Shift Leaders are aware of the issue and can keep a particular watch for that person.
- Any female guests admitted to NEWdawn will, where possible, be given separate accommodation. If there is no space, their beds will be in a separate space.
- During the running of the winter night shelter, there will be volunteers on site at all times, who will make regular checks of all areas of the premises where guests may be (including outside if guests are smoking there), and look out for issues such as bullying or intimidation. The same procedure applies during the daytime services at NEWday and NEWlife.

SAFEGUARDING VOLUNTEERS

- Volunteers are offered training, and encouraged to give feedback on their experience with the NEWway services.
- If the Volunteer notices any concerning behaviour among the guests, they will inform the NEWway person in charge.
- If the Volunteer notices any concerning behaviour among other volunteers, they will inform the NEWway representative immediately.

VETTING OF STAFF, VOLUNTEERS AND VISITORS

- All staff will be DBS checked to ensure they have no inappropriate history. If any issues are flagged during the check, the recruitment will happen in accordance with the NEWway Sample DBS Policy Statement on the Recruitment of Ex-offenders.
- Any volunteers must register with NEWway Project and sign the code of conduct detailed in the Volunteer Agreement Form.
- Any visitors to the NEWway Project (e.g. politicians, press, potential volunteers) must clear their visit with both the NEWway Management Team and the Host Churches Coordinator when visits happen during the running of the winter night shelter.

REPORTING CONCERNS

- Any concerns that guests or volunteers are suffering harm or abuse should be reported to the person in charge who will record the concern and inform the Designated Safeguarding Lead. Incident report forms can be used to
- The Designated Safeguarding Lead will decide if further action is needed, and may do this in consultation with the referring agency and/or Board of Trustees.

Section 6 - NEWWAY SAFEGUARDING CONTACT DETAILS

The Designated Safeguarding Lead for NEWday

Name: Abbie Russell

Tel: 07877201942

Email: abbie@newwayproject.org

The Designated Safeguarding Lead for NEWdawn

Name: Ami Moulton

Tel: 07490984247

Email: ami@newwayproject.org

The Designated Safeguarding Lead for NEWway Trustees Board
Name: Dave Chasney
Tel: 07506684734
Email: dave.chesney@btinternet.com

All paid and unpaid staff who are not the Designated Safeguarding Officer, but who are approached with concerns about the adult, must bring the concerns raised to the attention of the Designated Safeguarding Lead, the deputy or their line manager immediately.

All staff to whom the adult discloses issues that may be related to safeguarding must keep written notes of concerns. The staff member must also complete an Incident Form immediately after the issues have been noted by them or reported to them.

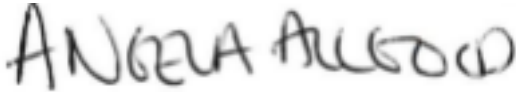
Section 7 - REVIEW

This policy is reviewed regularly and updated as required.

Adopted on: 29th March 2015

Last reviewed and updated: 23rd September 2024

Signed by

A handwritten signature in black ink that reads "ANGELA ALLGOOD". The letters are in all caps and are somewhat stylized and slightly blurred.

Position in organisation: NEWway Director
Name: Mrs Angela Allgood
Date: 23rd September 2024

Appendix 1 - USEFUL CONTACT DETAILS AND READINGS

London Borough of Newham Adult Social Care Safeguarding Concern Line: 0203 373 0440

London Borough of Newham Children and Young People's Service: 0203 373 4600

Legislation and Government Initiatives

Sexual Offences Act 2003

<http://www.legislation.gov.uk/ukpga/2003/42/contents>

The Sexual Offences Act introduced a number of new offences concerning vulnerable adults and children.

www.opsi.gov.uk

Mental Capacity Act 2005

<http://www.legislation.gov.uk/ukpga/2005/9/introduction>

Its general principle is that everybody has capacity unless it is proved otherwise, that they should be supported to make their own decisions, that anything done for or on behalf of people without capacity must be in their best interests and there should be least restrictive intervention.

www.dca.gov.uk

Safeguarding Vulnerable Groups Act 2006

<http://www.legislation.gov.uk/ukpga/2006/47/contents>

Introduced the new Vetting and Barring Scheme and the role of the Independent Safeguarding Authority. The Act places a statutory duty on all those working with vulnerable groups to register and undergo an advanced vetting process with criminal sanctions for non-compliance.

www.opsi.gov.uk

Deprivation of Liberty Safeguards

<https://www.gov.uk/government/collections/dh-mental-capacity-act-2005-deprivation-of-liberty-safeguards>

Introduced into the Mental Capacity Act 2005 and came into force in April 2009. Designed to provide appropriate safeguards for vulnerable people who have a mental disorder and lack the capacity to consent to the arrangements made for their care or treatment, and who may be deprived of their liberty in their best interests in order to protect them from harm.

Disclosure & Barring Service 2013

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about> Criminal record checks: guidance for employers - How employers or organisations can request criminal records checks on potential employees from the Disclosure and Barring Service (DBS).
www.gov.uk/dbs-update-service

The Care Act 2014 – statutory guidance

<http://www.legislation.gov.uk/ukpga/2014/23/introduction/enacted>

The Care Act introduces new responsibilities for local authorities. It also has major implications for adult care and support providers, people who use services, carers and advocates. It replaces No Secrets and puts adult safeguarding on a statutory footing.

Making Safeguarding Personal Guide 2014

<http://www.local.gov.uk/documents/10180/5852661/Making+Safeguarding+Personal+-+Guide+2014/4213d016-2732-40d4-bbc0-d0d8639ef0df>

This guide is intended to support councils and their partners to develop outcomes-focused, person-centred safeguarding practice.

Appendix 2 - GREEN PASTURES LONE WORKING POLICY

LONE WORKING GUIDELINES	
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LONE WORKING

"Lone-working" is when an employee/volunteer undertakes duties not in the presence of, or easily accessible to other employees/volunteers. Lone working should be avoided as much as possible. Please try to work in pairs. For further advice and guidance please consider these lone working guidelines.

For example lone working policy see page 4 and if you want to understand SAFEGUARDING please see page 4 also.

STAY SAFE AND ACCOUNTABLE

1. Notify the office where you are going on a visit – giving an idea of timescale
2. Take a mobile phone with you
3. Set up a WhatsApp group and check in and check out after each lone action.
4. Report back using a visiting sheet
5. Debrief
6. Follow your lone working guidelines
7. Record your visit
8. Be aware of and follow confidentiality guidelines
9. Do **not** share your own personal information
10. Do **not** invite residents to your home
11. Do **not** lend money
12. Do **not** meet 'off radar'

SPIRITUAL HELP

1. Prioritise your visit list
2. Pray before you make a visit
3. Remember to have a Bible with you
4. Be aware of the environment
5. Remain sensitive at all times to the person/people you are visiting
6. Be prepared to pray with the person/people you are visiting
7. Do not force your views on others
8. Keep in mind that you are salt and light and keep in mind that you may be entering a spiritual battlefield

PRACTICAL

1. Prioritise your visit list
2. Be on time for your appointments
3. Have a purpose for your visit
4. Check your breath doesn't smell before you visit
5. It may be that information is revealed whereby you may wish to take particular action – check your

- intended acts out with you supervisor
6. Become responsible for action required
 7. Do not make promises you cannot keep
 8. Do not give out money

IF CLEANING OR DOING MAINTENANCE

1. Follow 'stay safe & accountable' above
2. Make sure you are in receipt of specific instructions
3. Follow lone working guidelines if working alone
4. Wear protective clothing where necessary
5. Never pick up hypodermic syringes or toxic materials
6. Do not tackle a job you feel uncomfortable about doing

OTHER

1. Remain safe at all times
2. In the event of an emergency contact your supervisor and contact the emergency services if necessary

If you employ someone to work with homeless people we recommend they have a DBS. With regards to volunteers we recommend you use your own internal system of assessing if they are appropriate to be involved in the project.

RISK ASSESSMENT

When making a lone visit please conduct a risk assessment of lone-visiting for that individual employee or volunteer. Please do this in consultation with the resident's paperwork you have on file. Please consider training your volunteers in conflict management.

The key risk assessment question for lone-working assignments is; can the risks of the job be adequately controlled/managed by one person? Further suggested questions include:

- Does the workplace present a special risk to the lone worker?
- Is there a safe way in and a way out for one person?
- Can all the people, issues and equipment involved in the work be safely handled by one person?
- Consider whether the work involves lifting objects too large for one person or whether more than one person is needed.
- Is there a risk of violence?
- Are women especially at risk if they work alone?
- Are young workers especially at risk if they work alone?
- Is the person medically fit and suitable to work alone?

HIGH-RISK ACTIVITIES MAY INCLUDE :

- Undertaking work within isolated areas.
- Working/visiting residents within their own home.
- Lone working out-of-hours.
- Working with residents who have known risks e.g. violence and/or aggression.

EMPLOYERS LIABILITY INSURANCE

Green Pastures and all of its partners are required by law to insure their employees against workplace

injury or disease and lone-workers MUST be included in this cover. Check the terms of the policy you have taken out to see if all of your work is covered.

VISITING RESIDENTS IN SHARED HOUSE

Prior to a home visit taking place the employee should: -

- Review existing information regarding the client such as case files and/or confidential information sources, so as to familiarize themselves with the case in question.
- Review the last documented risk assessment, or if this is unavailable contact the referrer/keyworker to ascertain whether or not there are any relevant risk factors present and/or whether there is any reason why it would be advisable to visit the client alone.
- If the client is in unstaffed accommodation, contact the appropriate team to ascertain whether there are any known risk factors connected to either the other residents, or known visitors to the house.
- Access to any client's property should be considered for potential personal risk – lighting, stairwells, lifts and parking facilities should all be considered.
- Depending on Whether any risk is identified, the employee should: -
- Consider whether or not it would be more appropriate to invite the client into the workplace, therefore avoiding the need to make a home visit.
- Consider whether it would be appropriate to arrange to have a 2nd staff member present for the duration of the visit.
- For any visits to clients regardless of specific risk, employees should: -
- Always complete the booking out procedure. Ensure that fellow workers know where you are. Such details should include: details of expected time of return, Names and addresses of the client being visited and time of appointments when visiting alone, mobile phone number.
- Ensure that visits to new clients must not be booked at the end of the day unless absolutely unavoidable.
- Workers making lone visits MUST always carry a mobile phone
- Make sure that they carry appropriate personal identification e.g. approved name badge/card. Such identification should include a contact number to verify employee's authenticity.
- Do not enter the property if you feel at risk from any type of pet, ask that they be removed.
- If the owner refuses to control or remove the pet that is posing a risk, arrange another meeting.

CHECKING BACK IN

Employees/volunteers must check back in (in person or by phone) once they have made a visit.

HIGH RISK HOME VISITS

Known high risk visits, if unavoidable should be done in pairs.

INTERVIEWING CLIENTS IN THE OFFICE

When interviewing in the office consider the following:

- Use interview rooms with panic buttons where possible.
- Sit nearest exit.
- Staff should make themselves aware of locks, bolts etc on exit doors and observe how they work.
- Ensure that team members or reception are aware that an interview is taking place and all staff are aware of the procedure of how to handle a situation where panic buttons have been activated.
- If there is ever a need to take a client through a coded security door ensure that the client cannot see the code.

TRANSPORTING CLIENTS – USING YOUR OWN CAR

- Consider risks and if too great, make alternative arrangements.
 - Consider any personal items that may be in the car, which may identify your home address, phone etc. or that of your colleagues.
 - Consider the potential for personal items/equipment to be stolen.
 - Consider whether any personal items may be used as a weapon.
 - Consider whether there is any risk of the passenger seeing identifiable information whilst in transit e.g. whether there are any case files or work diaries.
 - Recommended that clients should not be unattended within employee's cars for any reason.
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- Discuss with manager appropriate insurance cover and what to do in the event of breakdown.
 - It is the personal responsibility of every employee to ensure they hold the appropriate insurance cover.
 - It is recommended that single passengers travel in the front seat.

WHAT TO DO IF THINGS GO WRONG

As already stated, be aware of the client's mood, manner and tone – watch for signs of rising tension. If signs present themselves: stay calm; talk slowly, quietly and clearly and do not be drawn into answering back. If tension grows and calming measures have no effect, excuse yourself, and leave the property immediately. If you are unable to safely leave the property but have the opportunity to make a phone call, the following procedure is suggested:

During Office Hours

If you require assistance at the address you are visiting, ring and speak to a Manager or team colleague or ring the police on 999.

Out of Office Hours

Phone 999 and request urgent assistance, when no team colleagues are on duty. In the meantime stay observant and if there is an opportunity to leave the property – get out quickly and stay at a safe distance.

EXAMPLE LONE WORKING POLICY

The following precautions are intended to safeguard staff or volunteers who might need to be lone working.

Wherever possible, staff should avoid working alone. However, it is recognised that for Housing Management and Support Work this will be necessary. When it is, the following precautions should be taken.

1. Anyone going to a premises to work alone with residents should make someone off-site aware of them being alone in the building and how long they intend to stay, and then advise them when they leave the building.
2. If the lone worker does not contact (and cannot be contacted) at the expected time, then the contact person should go to the premises to investigate with another person, one of whom holds keys.
3. It is strongly recommended that anyone working alone should have a mobile phone with them in case of emergency.
4. Anyone working alone should exercise caution when leaving the premises, and should not hesitate to call for assistance if they have any concerns.
5. If they are working alone after dark, they should ensure that their exit is secure, e.g. their car is parked in a well-lit, public place as close as possible to the building.

6. In the event of the person working alone having any kind of accident, before attempting to treat themselves, they must phone a responsible person who would be able to access the building and offer assistance as appropriate.
7. If accompanying a resident to an offsite appointment needing transport the Project Leader must ensure that the accompanying volunteer has insurance and a valid UK driving license.

SAFEGUARDING

There are three ways the area of Safeguarding can impact the operation of a Green Pastures model supported housing project.

1. The protection of children or 'adults at risk' who are part of our church family. Occasionally you might accept a resident who could present a risk to children or 'adults at risk' who are church members or part of the wider church family. Such situations are covered by your **Churches Safeguarding Policy**. Please follow the procedures outlined in this policy and liaise with your church's appointed safeguarding lead.
2. A resident in a Green Pastures model of supported housing is NOT usually considered an adult at risk. The vast majority of residents are NOT 'adults at risk' in the 'safeguarding definition' of 'adults at risk', which means someone who is not able to look after themselves: Some adults are less able to protect themselves than others, and some may have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. This would usually be considered too high need to meet the criteria for your house.

The Care Act 2014 has replaced the term 'Vulnerable Adult' to 'Adult at Risk'. When a young person reaches the age of 18 the responsibility for their well being may transfer to adult service providers. Although they cease to be subject of the Safeguarding Children Procedures, some adults may continue to be vulnerable.

An "Adult at Risk" is defined as any person aged 18 years and over who is or may be in need of community care services by reason of mental health issues, learning or physical disability, sensory impairment, age or illness and who is or may be unable to take care of him/herself or unable to protect him/herself against significant harm or serious exploitation.

This is someone at risk of, abuse and neglect, and; as a result of intense care and support needs is unable to protect themselves from either the risk of, or the experience of abuse or neglect

An adult at risk may therefore be a person who, for example:

- Has a physical disability and/or sensory impairment
- Has a learning disability
- Has mental health needs, including dementia or personality disorder
- Is dependent on others to maintain their quality of life
- Has a long term illness or condition
- Lacks the mental capacity to make particular decisions

3. Safeguarding volunteers from the residents.

This is covered by **lone working procedures** and training the resident support team about boundaries. Lone Working comes under Health and Safety Policy and Procedures, not safeguarding.