**Bristol Hospitality Network (BHN)**

**Safeguarding Children and Adults Policy**

**- with Flowchart 2019**

1. **BHN MISSION**

Bristol Hospitality Network is a registered charity that extends solidarity to people seeking asylum and experiencing destitution through accommodation and creative community involvement. Our vision is to see an end to the destitution of asylum seekers and refugees in the UK and a greater awareness of the humanity and gift of such people, both in the UK media and the population as a whole.

1. **Context – Reason and Purpose of Policy.**

Bristol Hospitality Network is a voluntary organisation that through a network of host families and a house for 11 men, supports adult asylum seekers experiencing destitution with accommodation and board. Bristol Hospitality Network ***does not host children*** but as some host families may have children in their household, Bristol Hospitality Network needs to have a strong policy on safeguarding those children from abuse. In addition some BHN activities take place in settings where children can be present (our welcome centre takes place in Easton Family Centre where there are many accompanied small children) so we have adapted our policy to be in line with the Family Centre's safeguarding children policy. We also may have young people attend the centre between the ages of 16 and 18 and although we will not host them, they are welcome to attend our welcome centre.

This policy will establish Bristol Hospitality Network’s position, role and responsibilities and clarify what is expected from everybody involved in Bristol Hospitality Network.

1. **CONTENT of POLICY**

SAFEGUARDING CHILDREN

**Bristol Hospitality Network is determined to ensure that all necessary steps are taken to protect children and young people from harm.**

All children, without exception, have the right to protection from abuse regardless of their gender, sexual orientation, beliefs, race, ethnicity or disability.

Safeguarding is a statutory responsibility and this Policy and Procedure outlines the core details of that responsibility to ensure compliance with  government legislation, policy, guidance, research and good practice.

Safeguarding children must have three key elements:

* The creation of a culture in which children are valued and their right to be safe is upheld.
* The management of risk to minimise circumstances where a child may suffer harm.
* Working together with other organisations that have a responsibility to safeguard and protect children.

This policy outlines the requirements or ‘must do’s’ for all staff and volunteers across the organisation to ensure that they are clear about their role, responsibilities and expectations to ensure that children are safeguarded and protected from harm.

**Roles and Responsibilities**

The trustees have a duty of care which includes taking necessary steps to safeguard and protect children. They will act in children’s best interests and ensure that they take all reasonable steps to prevent harm to any of them. Trustees also have a duty to manage risk and the reputation of BHN. One Trustee will be identified as the safeguarding lead.

The BHN Manager is responsible for the operation of this policy and monitoring the implementation.

All staff and volunteers (including hosts)  have a responsibility to refer any relevant concerns to the BHN Manager. See sections 4 and 5 of the policy for details.

**Managing Risk**

**Children in host families**

BHN does not recommend people with Children under 16 to host. If a host with children really wants to host, agreements are private arrangements between the host and guest. The role of BHN is one of facilitation, bringing together the two parties and providing a support service for both host and guest. BHN cannot guarantee the safety of any children in host families and the responsibility remains with the host family for the safety of their own children (as with any other guest in a family home).

Nevertheless, to help prevent any abuse occurring it will:

1. Carry out proper referral procedures to identify those in need of accommodation through Bristol Refugee Rights Advocacy and Information Team ONLY.
2. As part of the referral procedures seek to ascertain physical and mental health issues that may have ramifications for either host family or guest.
3. Require 2 character references for each host prior to hosting.

4. Provide regular opportunities for hosts and guests to express their concerns through regular check back visits.

**Risk assessment of BHN members**

In the event of BHN becoming aware of any previous conviction for violence, fraud, sex offences or other safeguarding concerns for any of our members, BHN will risk assess that individual and consider:

1. Can this individual be hosted at all
2. Do we have a duty to inform other agencies working directly with our members in a partnering arrangement (BRR, Borderlands, red Cross etc) of potential risk?
3. Do these concerns require further risk management?

**Recruitment of volunteers**:  
Volunteers are required to provide references before taking up their volunteering role and disclose any previous convictions or safeguarding incidents. If at any time later BHN becomes aware of a previous conviction or incident involving vulnerable adults or children their volunteer role would be temporarily suspended pending investigation and risk assessment. BHN would not exclude a person from volunteering because of a conviction unless this affected their role directly or the beneficiaries of the charity would be put at undue risk by their presence in the network.

**Presence of children or 16-18 year old unaccompanied minors in the BHN welcome centre.**

**BHN is not registered to provide support or services to children or young people under the age of 18. Children who are brought into the Welcome centre are the responsibility of their parents at all times. Staff should not interact with them directly unless for reasons of immediate safety, and volunteers not at all.**

There will occasionally be unaccompanied asylum seeking children (16-18) who try to enter the welcome centre.  BHN will seek to identify those who are under 18 and signpost them to organisations registered to provide services for children or young people, eg Bristol Refugee Rights.

**Welcome centre is within a children's centre; safeguarding other users of the building**

BHN will encourage all members to remain within the area of the building specifically for BHN welcome centre. Those in the parent and toddler groups are behind a locked gate.

**Responding to a concern about a child**

If you feel that a child is at immediate risk and needs urgent medical care, call an ambulance or the Police if urgent protection is needed.

If you urgently need to make a safeguarding referral phone: Bristol City Council *0117 903 6444*

Any non emergency concern about the safeguarding of a child must be discussed with the Director as soon as possible ([rachael@bhn.org.uk](mailto:rachael@bhn.org.uk) 07734 347817) If she is unavailable, the safeguarding deputy can be contacted on 07544 971885. The BHN chair of trustees or safeguarding trustee can be contacted at [safeguarding@bhn.org.uk](mailto:safeguarding@bhn.org.uk) – including in in situations where staff may be part of/involved in the  safeguarding concern.

The manager/deputy/trustee will make a decision on whether a referral should be made to the relevant child protection team.

A safeguarding/child concern form (attached as Appendix A) should be completed.

**Responding to a safeguarding allegation against staff or volunteers**

Any member of staff or volunteer who has a concern about a worker's/volunteer’s behaviour in relation to safeguarding or receives a concern from a member of the public should contact the Manager Rachael Bee as soon as possible ([rachael@bhn.org.uk](mailto:rachael@bhn.org.uk)  07734 347817) If she is unavailable or it is inappropriate to raise it with her/the allegation or concern is about her, the Chair of trustees or safeguarding trustee should be contacted on safeguarding@bhn.org.uk

Upon receiving information they will ensure that the safety of any child or young person is paramount. If a crime has been committed a decision will need to be made about who will contact the police and relevant external bodies. The matter may also need to be reported to the local child protection services and the Local Area Designated Officer (LADO) informed.

**Safe Recruitment**

**All necessary checks will be conducted for new members of staff including as a minimum identity checks, references and DBS basic police checks. See BHN’s Employment Manual for further details.**

**Appropriate checks will also be undertaken on volunteers.**

**Communication and training**

It is the responsibility of the Manager to ensure that all relevant staff and volunteers (including hosts) receive a copy of this policy and that training is provided as required.

**Review**

This policy will be reviewed annually and it is the responsibility of the board of trustees to ensure this happens.

**Definitions**

A clear and consistent understanding of the different concepts and terminology is essential.

**Child**

* Children Acts 1989 & 2004 define a child as anyone who has not yet reached their 18th birthday.
* The United Nations Convention on the Rights of the Child (UNCRC) applies to “all human beings under the age of 18 years unless, under the law applicable to the child, majority is attained earlier.”

**Safeguarding**

Safeguarding children - the action we take to promote the welfare of children and protect them from harm - is everyone’s responsibility. Everyone who comes into contact with children and families has a role to play.

Safeguarding and promoting the welfare of children is defined as:

* protecting children from maltreatment;
* preventing impairment of children's health or development;
* ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
* taking action to enable all children to have the best outcomes.  [DFE, 2013]

**Child Protection**

Child protection is part of safeguarding and promoting welfare. This action refers to the activity that is undertaken to protect specific children who are suffering, or are at risk of suffering, significant harm. This includes children affected by: domestic abuse, female genital mutilation, forced marriage, honour-based violence, ‘missing’ children, young runaways, child sexual exploitation and trafficking. This list is not exhaustive.

**Appendix A**

**Safeguarding/Childcare Concern Form**

All concerns should be recorded as soon as possible after the concern was raised in accordance with BHN’s Safeguarding  Policy and Procedure, and given immediately to the manager. Information should be provided on this form in a factual manner. Any concerns expressed by young people should be a reflection of what was actually said; do not try and interpret any of the information. Any views, opinions or observations should be recorded clearly identifying this.

|  |  |
| --- | --- |
| **Staff/volunteer name** |  |
| **Date / time concern arose** |  |
| **Name of person reporting concern**  **(if known/as applicable)** |  |
| **Name of child whom the concern is about**  **(if known)** |  |
| **Child’s address**  **(if known)** |  |
| **Parents’ name/s**  **(if known)** |  |
| **Date of birth of child**  **(if known)** |  |
| **Details of concerns/incident (do not interpret information – use the same language that was used by the child / young person / adult). Are you reporting your own concerns or those reported from a third party?** *Continue on a separate sheet if required and attach to this form.* |  |
| **What actions have you taken**  **(if any)** |  |
| **Which person have you reported these concerns to?** |  |
| **Signed** |  |
| **Date** |  |

|  |  |
| --- | --- |
| **The following section should be completed by the co-ordinator** |  |
| **Outcome / decision / action taken and reason/rationale for course of action** |  |
| **If referred on, to whom** |  |
| **Signed** |  |
| **Date** |  |

**SAFEGUARDING ADULTS**

BHN is committed to safeguarding adults from abuse. BHN will work within the Care Act 2014 and guidance from Bristol City Council to identify, record and report possible abuse and will be vigilant to prevent abusers gaining volunteering opportunities with us in order to access vulnerable people.

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| Our commitments:  SAFEGUARDING IS EVERYBODY’S BUSINESS  Safeguarding is the responsibility of everyone including statutory, independent and voluntary agencies as well as every citizen. We will work together to prevent and minimise abuse. |

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| **EQUALITY AND DIVERSITY**  Each agency and organisation is committed to supporting the right of adults at risk to be safeguarded from abuse and ensuring that all staff and volunteers work together in accordance with this Policy and act promptly in investigating allegations or suspicions of abuse. It is recognised that adults at risk, who are members of specific key groups, may experience discrimination and less favourable treatment on the grounds of their age; disability; race; colour; ethnic or national origin; financial or economic status; gender or marital status; HIV status; homelessness or lack of a fixed address; political view or trade union activity; religion or belief; sexuality; or unrelated criminal convictions. We will take positive steps to stop any unfair/unlawful discrimination, and carry out positive action where lawful. |

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| **DOING NOTHING IS NOT AN OPTION**  If we know or suspect that an adult at risk is being abused, we will do something about it and ensure our work is properly recorded. |

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| **REPORTING A CONCERN**  If you urgently need to make a safeguarding referral the number is:  Bristol City Council Tel: 0117 922 2700 |

Although recent government legislation on the safeguarding of adults is clearly designed to regulate the nursing and care sector, and will not apply to the vast majority of those who make up the beneficiaries of Bristol Hospitality Network, nevertheless there will be times when volunteers and supporters of BHN are involved with those who may come under the definition of vulnerable as defined in the Care Act 2014:

**“Has needs for care and support (whether or not  the local authority is meeting any of those needs) and; Is experiencing, or 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..”**

BHN believes that it has a duty to take all reasonable precautions to ensure the well-being of its beneficiaries. It recognises that our members will not be understood to be vulnerable under the above definition as our policy is that we do not house vulnerable adults with care or support needs, but believes that the trauma caused by war, famine, torture, exploitation, persecution, denial of human rights and destitution brings about a different kind of vulnerability.

Because no hosted member of BHN meets the criteria of a vulnerable adult, we do not DBS check our  hosts. We do require 2 references and complete a thorough vetting procedure instead.

BHN has a policy for safer recruitment which we use to vet our volunteers and staff and DBS checks staff for adults and children as standard (after advice in January 2018). We have also identified certain roles which do require a children's DBS check (receptionist responsible for safety of UASC's in welcome centre, people with access to the area beyond the gate during childsplay at family centre and house hosts at our men's hostel).

BHN also recognises its duty towards its volunteers and supporters, and its role in protecting them from harm, particularly those who offer host accommodation.

The following policy document attempts to maintain a balance between the necessity of preventing abuse and the necessity of preventing destitution through the provision of easily accessible accommodation.

**BHN will follow the Care Act 2014 and guidance from Bristol City Council Safeguarding Adults Board (attached to this policy) to continue to safeguard adults from abuse.**

**The Hosting Network**

All agreements are private arrangements between the host and guest. The role of BHN is one of facilitation, bringing together the two parties and providing a support service for both host and guest. Nevertheless, to help prevent any abuse occurring it will:

1. Carry out proper referral procedures to identify those in need of accommodation through Bristol Refugee Rights Advocacy and Information Team ONLY.
2. As part of the referral procedures seek to ascertain physical and mental health issues that may have ramifications for either host or guest.
3. Inform host and guest of any issues of concern brought up during referral process (convictions, observed inappropriate behaviour etc). Risk assess any serious issues before placement.
4. Require 2 character references for each host prior to hosting.
5. Provide regular opportunities for hosts and guests to express their concerns through regular check back visits and a meeting space every 6 weeks for hosts in the network to share concerns.

**The Welcome House**

BHN manages an 11 bedroom house in Fishponds, Bristol. This houses up to 9 destitute asylum seekers and 2-3 live in hosts. Health and safety concerns are covered in the Health and Safety Policy. BHN will:

1. Carry out proper referral procedures to identify those in need of accommodation through Bristol Refugee Rights Advocacy and Information Team ONLY.
2. As part of the referral procedures seek to ascertain physical and mental health issues that may have ramifications for either host or house member.
3. Inform host and guest of any issues of concern brought up during referral process (convictions, observed inappropriate behaviour etc). Risk assess any serious issues before placement.
4. Require 2 character references for each house host prior to accepting their offer to host in the house and CRB check each house host.
5. Provide regular opportunities for hosts and guests to express their concerns through mentoring of all house members and supervision for house hosts alongside regular 6 weekly housing working group meetings.

**The Welcome Centre**

BHN runs a weekly welcome centre on Mondays at Easton Family Centre which is open to all refugees and asylum seekers (including but not exclusively BHN members). The co-location of this centre within a centre used by parents and pre-school children adds another element to the safeguarding management duty for BHN. BHN operates a 'safe spaces policy' which is designed to be used to manage risk relating to unacceptable or inappropriate behaviour at the Welcome Centre (including risks associated with the other users of the building). BHN will also:

1. Take up 2 references on volunteers and staff at the centre (before they start volunteering or working)
2. Not allow lone working of any volunteer with any member within the welcome centre
3. Train staff and key volunteers in managing safe spaces and debrief after each incident to learn from every situation.
4. Provide training for volunteers on our safe spaces and safeguarding procedures
5. Clearly display posters on safeguarding procedure and safe spaces in welcome centre and draw attention to these regularly
6. Provide daily debriefs for staff and volunteers at which concerns can be raised and discussed

**The referrals drop in**

1. Take up 2 references on volunteers and staff at the centre (before they start volunteering or working)
2. Not allow lone working of any volunteer with any member within the drop in
3. Train staff and key volunteers in managing safe spaces and debrief after each incident to learn from every situation.
4. Provide training for referral drop in volunteers on our safe spaces and safeguarding procedures.

**What is meant by abuse under this policy?**

**This is not intended to be an exhaustive list, but an illustrative guide as to the sort of behaviour which could give rise to a safeguarding concern.**

What constitutes abuse or neglect can take many forms and the circumstances of the individual case should always be considered. Types of abuse include:

**Physical abuse** – including assault, hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions.

**Domestic abuse** – including psychological, physical, sexual, financial, emotional abuse; so called ‘honour’ based violence.

**Sexual abuse** – including rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual teasing or innuendo, sexual photography, 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.

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, Verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

**Financial or material abuse** – including theft, fraud, internet scamming, coercion in relation to an adult’s financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

**Modern slavery** – 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.

**Discriminatory abuse** – including forms of harassment, slurs or similar treatment; because of race, gender and gender identity, age, disability, sexual orientation or religion.

**Organisational abuse** – including 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.

**Neglect and acts of omission** – including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

**Self-neglect** – This covers a wide range of behaviour neglecting to care for one’s personal hygiene, health or surroundings and includes behaviour such as hoarding.

**How BHN will ensure the safeguarding of adults (members/guests, hosts, volunteers etc)**

**Responsibility for safeguarding** There is a trustee responsible for safeguarding - safeguarding@bhn.org.uk. In practice day to day safeguarding concerns should be discussed with the Manager (a registered social worker) who will cascade as appropriate.

**Risk assessment of BHN members**

In the event of BHN becoming aware of any previous conviction for violence, fraud, sex offences or other safeguarding concerns for any of our members, BHN will risk assess that individual and consider:

1. Can this individual be hosted at all
2. Do we have a duty to inform other agencies working directly with our members in a partnering arrangement (BRR, Borderlands, red Cross etc) of potential risk?
3. Do these concerns require further risk management?

**Recruitment of volunteers**:

Volunteers are required to provide references before taking up their volunteering role and disclose any previous convictions or safeguarding incidents. If at any time later BHN becomes aware of a previous conviction or incident involving vulnerable adults or children their volunteer role would be temporarily suspended pending investigation and risk assessment. BHN would not exclude a person from volunteering because of a conviction unless this affected their role directly or the beneficiaries of the charity would be put at undue risk by their presence in the network. **See separate safer recruitment policy.**

**Project Training:**

Volunteers will receive an induction and will have an opportunity to practice and discuss any skills required for the placement.

**Recording incidents:**

Any incidents must be recorded and kept in a confidential record. All incidents MUST be reported to a Coordinator as soon as possible. Incident/Accident Report forms must be used to record the events that took place. These should be passed on to the volunteer coordinator to be inputted to the safe spaces incident log.

**Support:**Volunteers will receive support from the staff and can receive regular supervision if requested. House hosts receive regular external supervision from the Mediation team.

**Review of this policy**

This policy will be reviewed annually, it is the responsibility of the board of trustees to ensure this happens.

**Appendix 1**

Bristol City Council Safeguarding Adults Policy

<https://www.bristol.gov.uk/documents/20182/33728/Bristol+Safeguarding+Adults+Policy2015.pdf>

**Appendix 2**

Bristol City Council Information Sharing Protocol for safeguarding

<https://www.bristol.gov.uk/documents/20182/33728/Safeguarding+Adults+Information+Sharing+Protocols.pdf>

**BHN SAFEGUARING FLOWCHART**

**BHN should be a safe space for everyone.**

SAFEGUARDING IS EVERYBODY’S BUSINESS

Safeguarding is the responsibility of everyone. We will all work together to prevent and minimise abuse of children and adults.

**DOING NOTHING IS NOT AN OPTION**

If we know or suspect that  a child or an adult at risk is being abused, or at risk of abuse, we will do something about it and ensure our work is properly recorded.

**REPORTING A CONCERN**

**If you are worried about a child or vulnerable adult you should:**

1. **Talk to the BHN Manager (telephone 07734 347817, or email** [**rachael@bhn.org.uk**](mailto:rachael@bhn.org.uk)**), or Deputy Manager 07544 971885. They will ensure action is taken straight away (via assessing, reporting and recording).**
2. **If the manager does not respond as you would like (or you think they are involved in the problem), contact the chair of trustees on** [**safeguarding@bhn.org.uk**](mailto:steve@bhn.org.uk)**) straight away.**
3. **The BHN Manager or Chair of trustees will pass on concerns to the council safeguarding team if required and/or to the police if somebody is at immediate risk.**

***If you urgently need to make a safeguarding referral the number is:***

***Bristol City Council Tel Number: 0117 903 6444 or 0117 922 2700***

Review date next due- October 2020 2020

Reviewed and updated October 2019.

Date reviewed by link trustee/Board -March 6th 2019