



Keeping people safe at BHN Policy April 2023

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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.

2. Context - Reason and purpose of policy

This policy replaces BHN's Safeguarding policy which was reviewed by BHN staff in 2022. This policy is designed to clarify the policies and procedures needed to deliver all aspects of BHN's core business, including our Welcome Centre, Fishponds House and our Hosting network. This policy is aimed at Staff, Volunteers and Hosts

BHN has a zero-tolerance approach to abuse. We recognise that under the [Care Act 2014](#) it has a duty for the care and protection of adults who are at risk of abuse. It is committed to promoting wellbeing, harm prevention and to responding effectively if concerns are raised. Adults will be included in swift and personalised safeguarding responses

There can be no excuses for not taking all reasonable action to protect adults at risk from abuse, exploitation, radicalisation and mistreatment. All citizens of the United Kingdom have their rights enshrined [within the Human Rights Act 1998](#). People who are seeking Asylum may be additionally vulnerable to the violation of these rights by reason of disability, impairment, age or illness.

For clarity of the purpose of this policy, BHN does not work with Children and Young People seeking asylum, however they do on occasion attend BHN. We have included policy and procedures in the relevant section of this policy to reflect this.

This policy should be read in conjunction with our Code of conduct, our Confidentiality Policy.

Other Documents related to this policy include. Staff and Volunteer Handbook, Fishponds house licence agreement and Hosting network handbook, separate procedures and risk assessments will be appended to this document.

Persons affected

- All staff, paid and unpaid, this includes volunteers
- All service users
- All visitors and contractors

This policy references Bristol City Councils safeguarding board policies and procedures

Bristol City Council Safeguarding Adults Policy

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

Bristol City Council Information Sharing Protocol for safeguarding

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

1. Concerns about the safety and welfare of service users

People seeking asylum are not necessarily 'vulnerable adults' (see section 4 below). Whilst the law is concerned with people who meet this definition, we are more likely to be concerned about someone's mental health or safety, or their behaviour to themselves or others, even when they don't meet the legal definition of 'vulnerable'.

We know that there are many factors which may make our service users more to harm, including

Trauma, Post-Traumatic Stress Disorder (PTSD), very poor mental health, challenging behaviour, or self-harm

Trafficking or modern slavery into the UK and within the UK

Physical injury, torture, forced labour, physical abuse in their countries of origin or on the journeys here, female genital mutilation (FGM)

Poor mental health

loss and grief, asylum refusal, lack of stability or control, exclusion from work and society

Homelessness and destitution

Being unable to communicate due to language barriers or poor mental health

Being unaware of UK systems, laws, rules and norms.

2. Safeguarding

We have a duty of care and are committed to the protection and safety of adults at risk involved as visitors and as participants in all of our activities both on and off site. We also want to protect and support our staff who work or come into contact with these groups.

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

Safeguarding:

- Promotes wellbeing, prevents harm and reduces the risk of abuse or neglect.
- Provides information and support in accessible ways to help people understand the different types of abuse, how to stay safe and what to do to raise a concern about the safety or well-being of an adult or Child.
- Raises public awareness that 'safeguarding is everybody's business' so that communities as a whole, alongside professionals, play their part in preventing, identifying and responding to abuse and neglect.
- Stops abuse or neglect wherever possible and ensure the safety and wellbeing of anyone who has been subject to abuse or neglect.
- Addresses what has caused the abuse or neglect and takes action against those responsible.
- Learns lessons and implements changes that could prevent similar abuse or neglect happening to other people.

What is 'abuse'?

Amongst other things,

Physical: assault, hitting, slapping, pushing, misuse of medication, restraint

Sexual : rape, indecent exposure, sexual harassment, inappropriate looking or touching, sexual 'teasing' or innuendo, unwanted photography; sexual acts to which the adult has not consented or was pressured into consenting.

Psychological: emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying

Financial or material

theft, fraud, internet scamming, coercion in relation to an adult's financial affairs or arrangements, the misuse or misappropriation of property, possessions or benefits.

Modern slavery: trafficking, forced labour and domestic servitude.

Discriminatory

any of the above perpetrated on the grounds of someone's 'protected characteristic'

Organisational

abuse or neglect within an organisation or institution, through poor professional practice as a result of the organisation's culture, structure, policies and practices

Self-neglect

being unable to manage one's own personal hygiene, nutrition, medication, health, safety or surroundings

2a) 'vulnerable adults'

'Vulnerable adults' has a specific legal meaning, defined in the Care Act 2014 and the Health and Care Act 2022 <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance>

The term 'vulnerable adult' only applies to someone who meets ALL of these criteria:

- *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.*

Who has 'care and support needs'?

An adult has 'care and support needs' if they have a physical or mental impairment or illness which causes a significant impact on their ability to do basic tasks.

The guidance suggests that the person must need help with at least 2 of these; in practice the bar is set at a higher level by most Local Authorities.

- Managing and maintaining nutrition
- Maintaining personal hygiene
- Managing toilet needs
- Being appropriately clothed
- Being able to make use of the adults home safely
- Maintaining a habitable home environment
- Developing and maintaining family or other personal relationship

- Accessing and engaging in work, training, education or volunteering
- Making use of necessary facilities or services in the local community, including public transport, and recreational facilities or services

2b) Safeguarding children, and child protection

Who is a child?

anyone who has not yet reached their 18th birthday

[Under the Children Act 1989 and 2004](#), BHN has a duty and responsibility for making arrangements to ensure the safeguarding and promoting the welfare of children/young people attending any of our Sites or activities

What's the difference between 'safeguarding children' and 'child protection'?

'Safeguarding children' applies to ALL children, and is everyone's responsibility.

It requires us to

Make sure our culture is one in which children are valued and their right to be safe is upheld.

Minimise circumstances where a child may suffer harm.

Work together with other organisations who have a responsibility to safeguard and protect children.

What is 'child protection'?

Protecting specific children who are at risk of abuse, suffering, or are at risk of suffering significant harm.

This includes children affected by domestic abuse, female genital mutilation, forced marriage, 'honour-based' violence, child sexual exploitation and trafficking, and 'missing' children.

This list is not exhaustive.

3. Behaviour at BHN

We try to make a space in which

- we minimise the risk to everyone by promoting a culture of kindness and inclusion, and
- everyone is treated with respect and dignity, whatever their circumstances.

The following behaviour is **not allowed** at any BHN's premises including host homes, our 10-bedroom men's house in Fishponds, in the building in which we are based, or at events which we organise.

This applies to everyone who comes to the centre or is hosted with us either privately or at fishponds house, without exception: Our house rules and code of conduct must be adhered to at all times

- Fighting or threatening others
- Violence (for example kicking doors, throwing furniture or cups of tea)
- Verbal abuse, shouting or swearing, or using racist, homophobic, sexist or other discriminatory or abusive language
- Being drunk or under the influence of drink or drugs.
- Stealing
- Bullying, harassment, or discrimination for any reason
Sexual harassment (touching or talking sexually to another person without their consent).
- Sharing personal information about other people without their permission
- Leaving your children unsupervised
- Touching someone else's child without the parent's explicit consent, unless it's to prevent immediate harm.

Do

- Be polite and kind to everyone
- Dress modestly
- Help others when asked

Don't

- Give anyone money or medication
- Share any pictures or information about other people at BHN without their permission
- If you are a staff member or volunteer, have romantic or sexual relationships with service users

BHN will also:

1. Not allow volunteers to undertake lone working with a service user, unless this has been risk assessed by the Help Team or Welcome Centre Manager
2. Provide training for volunteers on this policy, on confidentiality, and on mental health first aid
3. Clearly display posters about this policy
4. Provide daily debriefs for staff and volunteers at which concerns can be raised and discussed
5. Seek out opportunities for service users to receive training in peer support.

Investigating unacceptable behaviour

The Director is responsible for investigating allegations of unacceptable or inappropriate behaviour by volunteers, hosts, service users or visitors. S/he may consult with colleagues and /or Trustees as appropriate.

In determining what we do if someone has behaved inappropriately or unacceptably, we will take into account

- the seriousness of the inappropriate or unacceptable behaviour and
- the impact on other users of BHN (including other service users, volunteers and staff), and
- the impact of the sanction on the person, and
- the likelihood of the incident being repeated.

Unacceptable behaviour by visitors to the Centre

We will ask the visitor to leave immediately, and explain that this is due to an allegation. We will invite them to give us their account of what happened.

We will ask other people who were present.

If the allegation is upheld, the visitor will be informed that they are permanently excluded from the welcome centre.

If the person was visiting the welcome centre in their work capacity, their employer will be informed of the reasons for exclusion.

Unacceptable behaviour by volunteers at Welcome Centre or Fishponds House

We will:

- ask the people who were present for their account of what happened,
- ask the volunteer for their account of what happened, unless there is overwhelming evidence of violence, threatening behaviour or abuse
- try to determine the truth of what happened
- make a decision about whether the volunteer should be warned, offered a different volunteering role, suspended for a fixed period of time, or excluded permanently.
- tell the volunteer our decision, and the reasons for it.

Unacceptable behaviour by Hosts:

Any inappropriate behaviour by a host will result in the guest being removed from their Home and a full investigation will be conducted by the hosting manager. If the unacceptable behaviour is upheld the host will no longer be eligible to be a BHN host.

Unacceptable behaviour by staff will be dealt with in line with contractual obligations and applicable policies and procedures.

Unacceptable behaviour by trustees will be dealt with in accordance with BHN's Grievance and Disciplinary Policy and Procedure.

Unacceptable behaviour by service users (General)

- ask the people who were present for their account of what happened
- ask the service user for their account of what happened, unless there is overwhelming evidence of violence, threatening behaviour or abuse
- try to determine the truth of what happened
- make a decision about whether the service user should be warned, excluded for a fixed period of time, or excluded permanently.
- tell the service user our decision, and the reasons for it

If we give a service user a warning or temporary exclusion, we will do our best to ensure that they understand how their behaviour has broken our rules, and what behaviour is required for them to return.

Additional policy for unacceptable behaviour from Guests at Fishponds House

Guests at fishponds house are given accommodation under a licence agreement, all guests at Fishponds house must abide by the FPH rules as set out in their licence agreement. Any breach will be investigated by the hosting manager. Warning letters are issued if any rules are breached and will lead to an eventual termination should this be necessary.

Additional policy for unacceptable behaviour by Hosted Guest.

all hosted guests must abide by rules as set out in their hosting agreement . Any breach will be investigated by the hosting manager. Warning letters are issued if any rules are breached and will lead to an eventual termination should this be necessary.

Criminal offences and reporting to the police

If someone is the victim of an alleged offence at BHN, staff will support them to contact the police (and /or relevant specialist support agencies) if they wish to do so. If they do not wish to do so, the Director will consult with them, and with colleagues and Trustees, about whether there is any other useful action which can be taken. This decision will be taken in accordance with requirements of Child Protection and Safeguarding Vulnerable Adults Procedures. We will only override the alleged victim's wishes / consent if we have a statutory duty to do so.

Reporting to the Charity Commission

BHN is a registered charity, and the trustees have an obligation to report serious incidents to the Charity Commission, which is the charity regulator for England and Wales. The vast majority of incidents occurring in connection with BHN's activities are unlikely to be serious enough to require reporting to the Charity Commission, but the decision as to whether to report rests with the trustees.

4. Managing incidents

Most incidents at BHN involve people whose behaviour is disruptive or dangerous due to stress, trauma and anger. This might lead to shouting, swearing, making threats, damaging furniture or things, lashing out at others, starting fights, or self harming.

What to do:

Do not take risks, and don't be heroic - put your own safety first

Back off where possible

Keep a calm tone of voice, and move calmly - sudden movements or running can exacerbate the situation

Try to move other people away (eg outside the building)

Call an ambulance if anyone has been hurt

Call the police if there is violence against a person, if there are weapons of any sort (including kitchen implements or bottles), or the situation is unmanageable or seems likely to escalate.

Leave the person to calm down, if possible.

After the event:

Debrief with anyone who was present. If some people have left the premises in the meantime, call them to see if they're ok

Do a risk assessment and put in place any risk reduction measures necessary

Support from BHN:

we will offer training to all staff on managing difficult behaviour

we will offer additional psychological support to anyone who has been traumatised by an incident

5 individual Risk assessments

What might be the outcomes of a risk assessment?

We know that unsafe behaviour may be caused by the person's life experiences, including trauma, persecution and exclusion. Whilst we may feel a moral duty towards them, we have a legal responsibility for the safety of all our stakeholders (service users, Volunteers and hosts) , so we cannot allow a known risk to continue if we can mitigate or prevent it.

The action taken should

- be proportionate to the risk
- reduce the risk to an acceptable level

Actions may range from seeking additional support for a person, to warning or temporarily / permanently excluding them, finding them more appropriate volunteer roles internally or externally, or changing the way we do something.

A risk assessment must be completed as soon as possible when:

- a) concerns have been raised about a person's safety
- b) concerns have been raised about a person's behaviour towards others
- c) where someone at BHN is (or may be) put at risk, is harassed, assaulted, feels threatened or abused, or when someone harms, or attempts to harm, themselves or others
- d) BHN becomes aware of convictions for, or serious allegations of, harming or attempting to harm other people
- e) someone has been or might be injured in the course of a BHN activity

Use the attached tools to complete the assessment. This will help you to make objective decisions, to measure the level of risk, and to think through who might be affected.

The **hazard matrix** is a tool for assessing the level of risk, and giving an indication of whether the risk is acceptable / tolerable, or must be reduced before the activity can continue.

The **risk assessment** is a tool to help us consider who is at risk, in what way, what should be done to minimise the risk, and who is responsible for doing it.

Risk assessments should be reviewed and updated if the situation changes, if we have or

are given further relevant information, or if further relevant incidents occur.

The hazard matrix and risk assessment templates are at Appendices 1 and 2

6 Keeping people safe policy for hosting

People referred

Everyone referred, either through self-referral or by another organisation, will be asked to visit BHN for referral assessment with the Hosting manager, which covers:

- mental health and other health needs
- expectations
- ability to live with others
- support needs
- likes and dislikes
- ability to keep to hosts' or BHN house rules and standards

The Hosting Manager will, with the person's consent, take any follow up action if necessary to find out more about any mental health or behavioural concerns and history, including discussion /meetings with any existing support workers, advisers and other professionals involved.

The Help Team Manager will meet the person to assess BHN eligibility in terms of current immigration / asylum status and intentions.

People referred are asked to continue attending BHN on Mondays and / or Fridays so we can get to know them, and observe their interactions with other people, their social skills and behaviour.

[Before placing a guest, BHN will make an assessment as to whether it is appropriate for BHN to place the guest. This assessment will consider the outcomes of the above processes.

Prior to commencing a hosting placement, guests must sign a hosting agreement with BHN and their host, and must follow the host's house rules.

Criminal convictions or violent behaviour

We will ask newly referred people

- if they have been in trouble with the police
- if they have spent time in prison
- if they have a probation officer.

We will not accommodate anyone with a history of violent behaviour, or with convictions for offences against people.

Criminal convictions for non-violent offences may not be a bar, as we know that refused asylum seekers may be ignorant of the law, or pushed into criminality through exploitation or destitution.

Not telling us the truth about criminal records will nullify any offer of accommodation.

Risk assessments

Will be done for anyone who we think we may only be able to host if additional measures or conditions are out in place.

BHN House

People who might be given accommodation at the BHN house must additionally visit at least 3 times for the weekly shared evening meal. Placement there will be subject to the probability of positive integration into the house community.

Everyone hosted will be asked to attend the drop-in weekly, and will have an in-depth 3-monthly review.

Guests hosted in the BHN House must sign a licence agreement, and follow the rules of the BHN House rules.

Hosts

Application process

Prospective hosts must

- complete an application form
- fill in a DBS Form for every member in the household who is 18 and over
- come to the BHN drop-in on a Monday, to get a sense of the people we work with and what we do
- have an in-depth meeting or phone call with the Hosting Manager
- have the Hosting Manager visit them at home.

We obtain 2 references, and ask the referees

- if they have any concerns about the host accommodating people with PTSD, poor mental health or other vulnerabilities
- what support they think the host might need to make their hosting safe and sustainable.

After a guest is placed with them, a member of the hosting team will contact hosts by phone daily for the first week, then by a weekly text or phone message. All hosts will receive 3 monthly hosting reviews, in person, or by phone / video call.

Information about the guest (eg about their health or their asylum claim) will only be shared with hosts with the guest's consent, and on a need to know basis.

[Before accepting an individual or household into the BHN hosting network, BHN will make an assessment as to whether the individual or household meets the requirements for being a BHN host. This assessment will take into account the outcomes of the above processes

Hosts must sign a hosting agreement with BHN and their guests. Hosts have an obligation to keep their homes safe and habitable for guests.

7 Keeping people safe: Recruitment of staff and volunteer's policy

All staff and volunteer appointments are subject to satisfactory references from 2 independent referees.

All staff and 1:1 volunteers **must** have a satisfactory and up to date DBS check. BHN will arrange this.

Volunteers may be asked for a DBS check where appropriate (eg Help Team or 1:1 support volunteers). BHN will arrange this.

All staff and volunteers are required to disclose any unspent convictions, and failure to do so may nullify any offer of employment or volunteering opportunity.

Unspent convictions will not necessarily be a bar to employment or volunteering, although convictions involving violence, or offences against a person, are likely to do so.

If at any time BHN becomes aware of a volunteer having a conviction for an offence against a person, or we become aware of incidents involving harm, threats or abuse of another person, we will suspend the volunteering placement whilst a risk assessment is done.

Allegations against, or incidents involving, staff or volunteers

Any member of staff, volunteer or service user who has a concern about a worker's / volunteer's behaviour in relation to the safety and welfare of a service user or other person at BHN, or who receives a concern from a member of the public, should contact the Director as soon as possible.

If the Director is unavailable or it is inappropriate to raise it with her/ him, or the allegation or concern is about her/ him, the Chair of Trustees or Safeguarding Trustee must be contacted.

8 Responsibility, communication and training

The Trustees

- a) must ensure that BHN takes necessary steps to safeguard and protect children and vulnerable adults. *The day to day responsibility for implementation of these steps has been delegated to the Director*
- b) have a duty to maintain the safety of everyone on the premises or at our events, to manage risk, and to protect BHN's reputation. *The day to day responsibility for fulfilling this duty has been delegated to the Director*
- c) accept that BHN has a duty to hosts and guests to try to ensure that hosting placements are safe and sustainable. *The day to day responsibility for fulfilling this duty has been delegated to the Director*
- d) will nominate one of their number to be the safeguarding / child protection lead.
- e) will review this policy bi-annually

f) have a duty to report serious incidents to the Charity Commission

The Director

must ensure that staff are aware of the contents of this document, and understand what to do if they have, or receive a report of, a concern.

Other staff

must ensure that volunteers for whom they are responsible are aware of this document, of acceptable behaviour, and of what to do if they have a concern.

Date approved by Trustees _____

Date for review _____

Appendix 1

Procedures for keeping people safe at BHN

A) What to do if you have a concern

1) Adults

If you are a volunteer or host.

Tell a member of staff as soon as possible. You must contact your key contact and report the concern.

Welcome centre volunteers: Helen Kidan 07708 195 398 helen@bhn.org.uk

Advice team: Elinor Harris 07940388421 elinor@bhn.org.uk

Host or FPH volunteers: Laura Chester 07544971885 laura@bhn.org.uk

Your Designated safeguarding lead is BHN Director: mijanou@bhn.org.uk

You are not responsible for taking action; this is the responsibility of staff.

If you are not present at BHN, call or email your volunteer supervisor as soon as possible.

If you are the host contact the hosting manager

If necessary, call the emergency services

If you are staff

Make sure the person is safe, and call emergency services *if necessary*

Make sure others (other people at BHN, hosts, or in BHN accommodation) are safe

DO tell other staff as soon as you can

DO NOT tell other people without the person's consent

DO talk to the person about what would help, if this is safe for you, and make any appropriate referrals

Do a risk assessment using the tools at Appendix 2, and follow up on any measures which would reduce the risk

Safeguarding leads and deputies must:

Ensure, so far as possible, the immediate safety of the person or people concerned, and anyone else on the premises who may be at risk

Complete the form at Appendix 3

Make appropriate safeguarding referrals to the relevant Local Authority, with the service user's consent if they are able to make this decision.

Make the Chair of Trustees or Trustee safeguarding lead aware

Consent and confidentiality

The fact that someone might have a 'need for care and support' does not mean they are unable to make decisions. They have the same right to decide for themselves, and to confidentiality, as anyone else. Adult safeguarding referrals should normally only be made with 'informed consent'.

This means that the person knows why you are making the referral, and the likely consequences, and has agreed to it.

The exception is if you have good evidence for believing that the person is at immediate risk of neglect or abuse, and that they do not have 'mental capacity' to decide about a safeguarding referral.

We are not qualified to make a determination on mental capacity, and must assume that people have capacity unless we have strong reason for thinking otherwise, in which case we can refer to Social Services for them to arrange the assessment.

2) Child safeguarding procedures

What to do if you have a Child Protection concern

If you are a volunteer

tell a member of staff as soon as possible. You are not responsible for taking action; this is the responsibility of staff.

You must contact your key contact and report the concern.

Welcome centre volunteers: Helen Kidan 07708 195 398 helen@bhn.org.uk

Advice team: Elinor Harris 07940388421 elinor@bhn.org.uk

Host or FPH volunteers: Laura Chester 07544971885 laura@bhn.org.uk

Your Designated safeguarding lead is BHN Director: mijanou@bhn.org.uk

If you are not present at BHN, call or email your volunteer supervisor as soon as possible.

If you are staff

Contact the staff safeguarding lead or deputy as soon as possible. Ensure the immediate safety of the child if possible. If the child is in immediate danger call emergency services.

Safeguarding leads and deputies must:

Ensure, so far as possible, the immediate safety of the child or children concerned

Complete the form at Appendix 3

Make appropriate Child Protection referrals to the relevant Local Authority

You do NOT need the child's consent to do this. You should consult with parents so long as this would not foreseeably result in further harm

Make the Chair of Trustees or Trustee Child Protection lead aware

Hosting children

BHN does not host children, or parents who have custody of children.

This includes unaccompanied asylum seeking children (UASCs), who must be referred to local Social Services if they are without safe accommodation and support.

Young people who are 'age disputed':

We know that the Home Office and Social Services commonly allocate ages or dates of

birth which may be incorrect.

If a young person who says they are under 18 is in the process of being 'age assessed' by Social Services, or has an advocate arguing for this assessment to be undertaken, our position is that Social Services should provide accommodation pending assessment, as the person may be a child.

If the young person has been properly age assessed and determined to be an adult, we will treat them as an adult.

If they have not been properly age assessed, we will refer them to the local Social Services. If they refuse responsibility, we will immediately contact organisations who are able to advocate for this to be done (Bristol Refugee Rights' Young People's Immigration Project, Refugee Council Children's Panel, or Community Care solicitors).

Young people who claim to be children and who are not in the care of a parent, guardian, or Social Services, must be seen by the Director or Help Team Manager.

Hosts with children

BHN does not place guests with hosts who have children under 16.

Hosts in this position who want to host asylum seekers can do so in a private arrangement with the guest; this is not a BHN placement. The responsibility for the placement, and the safety of any member of the family, remains with the host family.

Children at the Welcome Centre

ALL children attending or using the Welcome Centre, or any other drop-ins which BHN may facilitate or organise, must be accompanied by a parent, guardian or appropriate adult, who **must remain with them and be responsible for them at all times.**

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.

Consent and confidentiality

Children are deemed not to be able to give 'informed consent' if they are at risk, but their wishes should be taken into account if they are able to express them.

Parents should be consulted if appropriate (ie if the risk is not from the parents, or consulting them will not put the child at further risk of harm).

B) Recording safeguarding incidents

1. Record the incident in the 'Incident Log'. This should be done by the person who raised the concern/identified the incident, or the staff member who received the report, or by the safeguarding lead or deputy.

The **Incident Log** can be found [here](#).

2. Use the **Accident Report** form if there was an accident where someone/people came to harm

3. Record the details of the incident, and any action taken, on the person's profile in the

'staff only' section of Lamplight.

4. Make sure that the safeguarding / risk box on the person's Lamplight profile is ticked, so that a red flag appears on their profile (but don't put details of the incident here)

c) Who within BHN needs to know of a safeguarding issue ?

Consent and confidentiality

Sometimes, people can appear to be choosing to live in a risky way. This does not necessarily make them a 'vulnerable adult'. They may have very few choices, or no other choices. Whilst BHN will offer what we can to improve their situation, their autonomy must be respected, even if we personally find it hard to accept.

All staff

need to know, as any staff member may need to follow up actions, or may be the person on duty if further concerns arise.

Volunteers including hosts *may* need to know

What they are told is governed by 'need to know'. If someone might be a risk to them, what do they need to know in order to keep themselves safe? Which volunteers does this apply to?

It *may* be appropriate to talk to the person who poses the risk, and explain to them that volunteers in BHN will need to know about the risk. If they feel that this is an unacceptable breach of their privacy, or if the conversation would itself pose a risk, we may need to exclude them.

Telling other organisations

Concerns about someone's behaviour must not be shared outside of BHN staff, and volunteers directly affected, unless

a) there is clear evidence that others might be at risk - for example, hosts, or staff or volunteers of another organisation.

How much we tell them is only what they 'need to know'. For example, we may tell them that we have taken x action due to x risk. We should not tell them any further details; it's up to them to make their own assessment of a risk we've told them about.

We can tell them about why we are excluding someone, in relation to behaviour or incidents which have happened at BHN, or have directly involved BHN.

We cannot tell them hearsay, second hand reports, or other information which we may have been given but which do not directly involve us.

Information about a perceived risk from a person must only be communicated directly to relevant staff in the organisation, not to volunteers.

b) there is an immediate and serious risk to the person or others, and the incident requires an ambulance or police

Appendix 2: Hazard matrix

- Low risk:** be aware, but ok to continue as planned
- Medium risk:** do a thorough risk assessment and put in place measures to reduce the risk to low
- Serious risk:** do a thorough risk assessment and put in place measures to reduce the risk to medium or low
- Very serious risk:** don't do it! Unless risk can be reduced to an acceptable level

'Health' includes physical and mental health

	Negligible (eg very minor or temporary) impact on safety, health or welfare	Minor impact on safety, health or welfare	Moderate impact on safety, health or welfare	Serious impact Longer term impact on safety or health; risk of injury	Critical injury or impact, harm or death
Very likely Has happened frequently / very likely to happen	medium	serious	Very serious	Very serious	Very serious
Likely (eg has happened, but rarely)	low	medium	serious	Very serious	Very serious
Possible (eg hasn't yet happened, but foreseeable could)	low	medium	medium	serious	Very serious
Unlikely (possible, but steps have been taken to make it less likely)	low	low	medium	medium	serious
Extremely unlikely to happen; no evidence so far that it will happen	low	low	low	low	medium

Appendix 3

Risk Assessment

Person or activity being assessed _____ date of assessment _____

staff member who completed it _____ date for review _____

For each assessment, consider the risk to

service users, hosts, volunteers, staff, visitors, and people at other organisations

What is the hazard?	Who might be at risk?	What are we already doing to control the risk?	What more can be done to reduce the risk?	Who is responsible for carrying out the actions?	By when?	Date actions completed	Hazard category when actions completed
<i>Physical injury through self-harm</i>	<i>Service user</i>	<i>Referral made to GP and VitaMinds</i>	<i>Talk to the su about what would help them feel safe Assign appropriate staff / volunteer to check in with them regularly</i>	<i>Drop-in manager</i>	<i>date</i>	<i>date</i>	<i>medium</i>
<i>risk to mental health</i>	<i>other service users, volunteers and staff</i>		<i>Make volunteers and staff aware</i>	<i>Director</i>	<i>date</i>	<i>date</i>	<i>medium</i>

Appendix 4

Reporting a concern about an adult or a child

All concerns must be recorded as soon as possible after the concern was raised, and the Director or other safeguarding / CP lead informed.

Your role is not to investigate, but to report.

If in doubt, ALWAYS report. Never do nothing!

Be as factual as possible - don't 'interpret' what happened, or make guesses about the reasons why it happened.

If the adult or child concerned has talked to you, use their own words as exactly as possible.

Staff/volunteer name	
Date, time and place where concern arose	
Name of person who reported the concern to you	
Their role (eg service user or volunteer)	
Name of adult or child whom the concern is about (if known)	
Their role (eg service user or volunteer)	
If the person concerned is a child, parents' name/s (if known)	
Adult or child's date of birth (if known)	
Their phone number (or parents' phone number)	

Details of concern/incident: What do you understand to have happened?	
What actions have you taken, if any?	
Who have you reported these concerns to?	
Signature	
Date	

<i>To be completed by</i>	<i>Safeguarding / Child Protection lead or deputy</i>
Action taken and reasons why	
If referred on, to whom, and how (eg to BCC, by phone to Care Direct)	
Any further action needed	
Your name and role	
Signature	
Date	