Policies and Procedures for The Bromley Winter Night Shelter

These policies and procedures are intended to provide guidelines that will ensure the safe and efficient operation of the Bromley Winter Night Shelter. Volunteers are asked to review this document and will be asked to sign that they agree to follow this to the best of their abilities.

Roles

Volunteers are people who will freely give of their time to help others. They work without pay but, if pre-arranged with their team leader, may be reimbursed for some expenses. Volunteers can fulfil several roles such as those listed below.

Assisting or cooking evening meals: Between 6pm and 9pm, a meal is prepared for about 15 people and a team of volunteers sit down with our guests, get to know them and build a relationship. It will be necessary to wash the dishes and clean up afterwards.

Cooks for Breakfast: from 6:30 to 8:00 am at The Bromley Baptist Church breakfast is served to our overnight guests.

Volunteers are needed to sleep overnight at the Shelter to ensure the smooth running and safety of our guests. If needed, they may lend a sympathetic ear to the guests’ problems.

Laundry: Linen needs to be washed weekly.

Counselling/Mentoring is the only role that needs special skills. It requires experience in citizens advice, helping vulnerable people or giving advice on housing, substance abuse or other issues that may particularly affect the homeless.

Team leaders are also volunteers, and are responsible for managing the winter night shelter on specific days. Volunteers will be assigned a Team Leader who will coordinate the schedule for those specific days for which they are responsible. That Team Leader will create the volunteer rota and ensure that all positions are filled on these days and make substitutions for volunteers who are unable to meet their commitment. The Project Coordinator will assist with the rota as needed. The Team Leader is also responsible for ensuring that new volunteers understand their role and follow procedures. The Team Leader will collate information from their team of volunteers and pass it on to the Project Coordinators and similarly pass information to their team about issues which may impact on the smooth and safe running of the shelter.

Project coordinators accept the registration of new volunteers and pass details on to the appropriate Team Leaders. They take all referrals to the shelter scheme and book guests in accordingly. They communicate with the team leader responsible for that night and pass on information about the guests from previous nights. They work in partnership with The Bromley Homeless Shelter advice service as well as outreach agencies to help guests obtain accommodation, health care and welfare benefits.
Alcohol and controlled drugs policy

State of Guests & Volunteers upon arrival
- Guests deemed unmanageable due to being drunk or under the influence of controlled drugs are not to enter the premises.
- Volunteers are not to be under the influence of alcohol or controlled drugs when arriving for their shift.
- Alcohol or controlled drugs must not be carried onto the premises by any guest or volunteer.

Inside and Outside the Shelter
- Alcohol or controlled drugs must not be consumed on the premises or in the grounds by any guest or volunteer.

Smoking
- Smoking is not permitted within the premises.
- Interference with smoke detectors will result in the guest being banned.

Possible Examples of this Policy Being Broken
- If a guest takes a controlled drug in the toilet at the meal or sleeping venues
- If a guest drinks cans of cider or lager in bed at night
- If a guest smokes cigarettes at night in the building or even in their bed

Action to be Taken if Policy is Breached

State of Guests & Volunteers upon arrival
- If upon arrival, a volunteer is under the influence of alcohol or a controlled drug they will be asked to leave and the Team Leader and will discuss the situation with the Project Coordinator.
- Their bed may then be made available to someone on the waiting list is applicable.
- If upon arrival, a guest is under the influence of alcohol or a controlled drug and deemed unmanageable they cannot enter the shelter until stabilised.
- They should be asked to wait outside with a cup of tea or coffee to sober up. However, if they are extremely drunk or ‘high’ upon arrival, they forfeit their bed to a guest on the waiting list and must be asked to leave. They should be encouraged to return the next evening when their condition will be reassessed. Repeated offences will result in the guest being permanently barred’.
- If guests are found drinking on the premises they will be asked to leave, and such an incident needs to be reported to a coordinator the next morning.
- If guests are found taking controlled drugs on the premises they will be permanently barred from the Winter Night Shelter and asked to leave that night.
- Anyone found dealing drugs will be permanently barred from the Winter Night Shelter and asked to leave immediately and the police will be informed.

Timings of the implementation of a ban
- A Team Leader may decide to ban a guest from the shelter in the evening. Depending on how settled into the premises the guest in question is that night and what stage of the evening it is, the Team Leader may decide to ban the guest the following morning. This is up to the Team Leader’s discretion, who is advised to call the Project Coordinator for advice if they are not present. It may
be more disruptive and potentially irresponsible to remove the person from the shelter that night, depending on what kind of state they are in at that time. The decision on whether to ban a guest should be based on the safety of the other guests and volunteers and the maintenance of discipline.

**Suspicion of a guest smoking, using alcohol or controlled drugs in the Winter Night Shelter premises.**

- Volunteers who suspect that someone is violating the smoking, alcohol and controlled drugs policy must make a note of this and inform the Team Leader and Project Coordinator ASAP. This way volunteers the following night can be made aware of the situation. Such observations will be taken into account when warnings or bans are being issued by staff.

- Volunteers should police their shelter. All those involved in the Winter Night Shelter are to be gracious, loving and compassionate, seeking to build trust and friendship with each guest. However, at the same time it would be a disservice to our guests, fellow volunteers and churches if we are weak or negligent. Furthermore, negligence can lead to problems and shows a lack of organisation and real care for the guests.

**Communication of the Winter Night Shelter’s Alcohol and Controlled Drugs Guidelines to Guests and Volunteers.**

- Guests will be clearly advised of the Alcohol & Controlled Drugs Policy by the Project Coordinator, or Team Leader if the Coordinator is absent, before entering the shelter. This policy is contained within the wording of the Bromley Winter Shelter Guest Agreement that all guests must sign as a condition of accessing the project. Guests will be given a copy of this policy on arrival.

- New volunteers should be informed of the Alcohol and Controlled Drugs policy at briefing meetings before the shelter opens that night.

- If anyone is excluded from the Night Shelter as a result of breaching the policy, all Team Leaders will be informed by e-mail or during briefings at the venue at the start of a shift. The Project Coordinator will do this.
Confidentiality Policy

Reasons for confidentiality
Everyone can be affected by confidentiality issues and it is important that volunteers realise that it is not only client and client information that this applies to, but also to volunteer issues and the day to day work of groups and organisations.
Confidentiality is important as volunteers often have direct access to guests and their information. They build up relationships with guests based on trust. It is this aspect that gives rise for the need for clear policies on confidentiality.

Volunteers need to be able to:
- build relationships with guests
- understand the need for confidentiality
- understand the reason for the confidentiality policy
- understand the guest must not be put at risk
- deal calmly and confidentially with information given
- know who to report to

Volunteers need support:
- to deal with a situation and realise that it is not their place to provide solutions
- where some information may shock the volunteer

Policy Statement
As people offering support to individuals who use this shelter we may have access to personal information. This is a relationship of trust that needs to be respected. Information gained about guests must be treated as being confidential.

- There should be no confidences between workers and individual guests – information is to be shared with Team Leaders. This should be stressed to all guests using the Night Shelter and specified at appropriate times.
- Information needs to be shared so that we have a complete picture of the guest’s needs and can recommend the most appropriate intervention. No information will be provided to any external organisation or person without first seeking the guest’s permission to do so.
- Information about ex-guests is also confidential to the organisation and must not be disclosed without the consent of the person in question.
- Photos or videos of guests must not be taken, except with the written permission of the Chair of Trustees, which shall only be given after appropriate consultation.
- Information obtained about guests whilst at the Night Shelter should only be shared with other agencies in accordance with our procedures. Any concerns about breaches of confidentiality must be raised with your supervisor immediately.
- Confidential information about one guest should under no circumstances be shared with another guest.
- Confidentiality remains a requirement even once your time as a volunteer ends, or the shelter is closed.
Safeguarding Vulnerable Adults Policy.

Introduction
The Bromley Homeless Shelter is committed to safeguarding and promoting the welfare of vulnerable adults, engaged in the breadth of its activities.

The purpose of this policy is to outline the duty and responsibility of staff, volunteers and trustees working on behalf of The Bromley Homeless Shelter in relation to the protection of vulnerable adults from abuse.

All adults have the right to be safe from harm and should be able to live free from fear of abuse, neglect and exploitation.

The key objectives of this policy are:

- To explain the responsibilities The Bromley Homeless Shelter and its staff, volunteers and trustees have in respect of vulnerable adult protection.
- To provide volunteers and staff with an overview of vulnerable adult protection
- To provide a clear procedure that will be implemented where vulnerable adult protection issues arise.

Context
For the purpose of this document ‘adult’ means a person aged 18 years or over.

Some adults are less able to protect themselves than others, and some have difficulty making their wishes and feelings known. This may make them vulnerable to abuse. The broad definition of a ‘vulnerable adult’ referred to in the 1997 Consultation Paper ‘Who decides?’ issued by the Lord Chancellor’s Department, is a person:

“Who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation”.

The first priority should always be to ensure the safety and protection of vulnerable adults. To this end it is the responsibility of all volunteers and staff to act on any suspicion or evidence of abuse or neglect (see the Public Interest Disclosure Act 1998) and to pass on their concerns to a Trustee.

For purposes of ensuring consistent and widely understood terminology, these policy and procedures will use the phrase ‘Vulnerable Adults’ to identify those eligible for interventions within the procedures.
Legal framework

This guidance reflects the principles contained within the Human Rights Act 1998, the Mental Capacity Act 2005 and Public Interest Disclosure Act 1998.

The Mental Capacity Act 2005, covering England and Wales, provides a statutory framework for people who lack capacity to make decisions for themselves, or who have capacity and want to make preparations for a time when they may lack capacity in the future. It sets out who can take decisions, in which situations, and how they should go about this.


The Public Interest Disclosure Act 1998 (PIDA) created a framework for whistle blowing across the private, public and voluntary sectors. The Act provides almost every individual in the workplace with protection from victimisation where they raise genuine concerns about malpractice in accordance with the Act’s provisions.

The role of staff, volunteers and trustees

All staff, volunteers and trustees working on behalf of The Bromley Homeless Shelter have a duty to promote the welfare and safety of vulnerable adults.

Staff, volunteers and trustees may receive disclosures of abuse and observe vulnerable adults who are at risk. This policy will enable staff/volunteers to make informed and confident responses to specific adult protection issues.

What is abuse?

Abuse is a violation of an individual’s human and civil rights by any other person or persons.

Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological, it may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded to enter into a financial or sexual transaction to which he or she has not consented, or cannot consent. Abuse can occur in any relationship and it may result in significant harm to, or exploitation of, the person subjected to it.

The following are the main types of abuse:-

• **Physical abuse**- including hitting, slapping, pushing, kicking, misuse of medication, restraint, or inappropriate sanctions.

• **Sexual abuse**- including rape and sexual assault or sexual acts to which the vulnerable adult has not consented, or could not consent 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, isolation or withdrawal from services or supportive networks.
• **Financial or material abuse**- including theft, fraud, exploitation, pressure in connection with wills, property or inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits.

• **Neglect and acts of omission**- including 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.

• **Discriminatory abuse**- including racist, sexist, that based on a person’s disability, age or sexuality and other forms of harassment, slurs or similar treatment.

**Procedure in the event of a disclosure**

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported to a Trustee on that working day where possible.

The nominated member of staff shall telephone and report the matter to the appropriate local adult social services duty social worker. A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

**Responding appropriately to an allegation of abuse**

In the event of an incident or disclosure:

**DO**

• Make sure the individual is safe

• Assess whether emergency services are required and if needed call them

• Listen
• Offer support and reassurance
• Ascertain and establish the basic facts
• Make careful notes and obtain agreement on them
• Ensure notation of dates, time and persons present are correct and agreed
• Take all necessary precautions to preserve forensic evidence
• Follow correct procedure
• Explain areas of confidentiality; immediately speak to your manager for support and guidance
• Explain the procedure to the individual making the allegation
• Remember the need for ongoing support.

DONT
• Confront the alleged abuser
• Be judgmental or voice your own opinion
• Be dismissive of the concern
• Investigate or interview beyond that which is necessary to establish the basic facts
• Disturb or destroy possible forensic evidence
• Consult with persons not directly involved with the situation
• Ask leading questions
• Assume information
• Make promises
• Ignore the allegation
• Elaborate in your notes
• Panic

It is important to remember that the person who first encounters a case of alleged abuse is not responsible for deciding whether abuse has occurred. This is a task for the professional adult protection agencies, following a referral from the designated Vulnerable Adult Protection Officer.

Confidentiality

Vulnerable adult protection raises issues of confidentiality which should be clearly understood by all.

Staff, volunteers and trustees have a professional responsibility to share relevant information about the protection of vulnerable adults with other professionals, particularly investigative agencies and adult social services.

Clear boundaries of confidentiality will be communicated to all.

All personal information regarding a vulnerable adult will be kept confidential. All written records will be kept in a secure area for a specific time as identified in data protection guidelines. Records will only record details required in the initial contact form.

If an adult confides in a member of staff and requests that the information is kept secret, it is important that the member of staff tells the adult sensitively that he or she has a responsibility to refer cases of alleged abuse to the appropriate agencies.
Within that context, the adult should, however, be assured that the matter will be disclosed only to people who need to know about it.

Where possible, consent should be obtained from the adult before sharing personal information with third parties. In some circumstances obtaining consent may be neither possible nor desirable as the safety and welfare of the vulnerable adult is the priority.

Where a disclosure has been made, staff should let the adult know the position regarding their role and what action they will have to take as a result.

Staff should assure the adult that they will keep them informed of any action to be taken and why. The adults’ involvement in the process of sharing information should be fully considered and their wishes and feelings taken into account.

This policy needs to be read in conjunction with other policies for The Bromley Homeless Shelter including:

- Confidentiality
- Disciplinary and grievance
- Data protection
- Recruitment and selection
- Safeguarding children and young people

The role of key individual agencies

Adult Social Services

The Department of Health’s recent ‘No secrets’ guidance document requires that authorities develop a local framework within which all responsible agencies work together to ensure a coherent policy for the protection of vulnerable adults at risk of abuse.

All local authorities have a Safeguarding Adults Board, which oversees multi-agency work aimed at protecting and safeguarding vulnerable adults. It is normal practice for the board to comprise of people from partner organisations who have the ability to influence decision making and resource allocation within their organisation.

The Police

The Police play a vital role in Safeguarding Adults with cases involving alleged criminal acts. It becomes the responsibility of the police to investigate allegations of crime by preserving and gathering evidence. Where a crime is identified, the police will be the lead agency and they will direct investigations in line with legal and other procedural protocols.

Role of designated vulnerable adult protection officer

The role of the designated officer is to deal with all instances involving adult protection that arise within The Bromley Homeless Shelter. They will respond to all vulnerable adult protection concerns and
enquiries. The designated Vulnerable Adult Protection Officer for The Bromley Homeless Shelter is ...
(to be reviewed annually).

**Role of line manager**

The role of the line manager is to support the member of staff, trustee or volunteer involved with the incident and to ensure the correct procedures are followed.

The line manager could, if agreed with the staff member dealing with the incident, make contact with the designated Vulnerable Adult Protection Officer in the first instance.

The line manager should ensure that all staff within their team are familiar with The Bromley Homeless Shelter’s vulnerable adult protection procedures and ensure that all staff undertake training, where appropriate.

**Training**

Training will be provided, as appropriate, to ensure that staff are aware of these procedures. Specialist training will be provided for the member of staff with vulnerable adult protection responsibilities.

**Complaints procedure**

The Bromley Homeless Shelter has a complaints procedure available to all staff, volunteers and trustees.

**Recruitment procedure**

The Bromley Homeless Shelter operates procedures that take account of the need to safeguard and promote the welfare of vulnerable adults, including arrangements for appropriate checks on new staff, volunteers and trustees where applicable.
Equal Opportunities Policy

The Bromley Winter Night Shelter will seek to ensure that there is no discrimination in the recruitment of volunteers or their work. The Bromley Homeless Shelter is a Christian organisation with an ethos of respect and love for all. Volunteers are expected to share that ethos. However, volunteers of all faiths or none are very welcome. Evangelism is discouraged unless a guest specifically requests information about Christianity.

The Bromley Winter Night Shelter recognises the importance of training in assisting volunteers to understand and operate effective equal opportunities practice. The Bromley Winter Night Shelter will enable volunteers to meet the needs of all those who might wish to access our service and to develop their own skills and abilities to full advantage. The Bromley Winter Night Shelter will also increase awareness to recognise and to deal with oppression, racism or discrimination when observed or experienced.

Volunteers need to understand that our guests may not share our view of equality and will need to deal with this in a sensitive way.

The Bromley Winter Night Shelter will ensure that guests and volunteers have adequate support to deal with discrimination. This includes:

a. A mechanism for guests to register complaints where necessary. Complaints will be dealt with promptly, initially by the Team Leader or Project Coordinator, and if necessary by the Chair of The Bromley Winter Night Shelter organising committee.

b. A mechanism for volunteers to register complaints where necessary. Complaints will be dealt with promptly, initially by the acting Team Leader or Project Coordinator. If this is not appropriate, the complaint will be handled by The Winter Night Shelter by the Chair of the organising committee.

A review of the Equal Opportunities Policy and its implementation will be carried out once a year. We will consult regularly with our guests and volunteers on the development of our service.
Health and Safety Policy

This policy is to provide and maintain, as far as is reasonably practicable, safe and healthy working conditions for volunteers and guests.

The Bromley Winter Night Shelter undertakes to:

- Ensure that health and safety legislation, regulations and codes of practice are observed
- Provide and maintain safe premises and equipment including appropriate protective clothing
- Ensure that the use, handling, storage and transportation of food, articles and substances are safe
- Ensure that the systems of work are safe and provide or locate appropriate training and advice for volunteers in these matters
- Promote effective communication between the Bromley Winter Night Shelter Committee, project co-ordinators, team leaders, volunteers and guests on safety matters in the night shelter location and meal venues.
- Ensure, as far as is practicable, that all volunteers and guests using the premises are safe and without risk to their health
- Review and revise this policy annually or as new legislation requires.

PERSONAL SAFETY
DO’S AND DON’TS FOR VOLUNTEERS at The Winter Night Shelter and Meal Venues
In order to promote the safety of all guests, volunteers & visitors at all the Night Shelter sessions, please always observe the following rules:

- Check the identity of each guest arriving at the door by asking for their name
- Do not let any ‘want to be guest’ into the building whose name is not already on either the list of guests or the waiting list, without having consulted the Team Leader.
- Never give your phone number or home address to any guest, or arrange to meet guests outside of this project without the express permission of the project co-ordinator. If you are given permission then please speak to a coordinator about safe ways to do this. Neither pass on details of another volunteer. If making phone calls to a guest, insert 141 before the number.
- Never invite a guest to your home
- Do not give or lend money to guests. If you are concerned about their situation, refer them to the Team Leader who will speak to an appropriate person
- Avoid being alone with a guest, especially one of the opposite sex. Always work in pairs.
- Do not bring valuables to the Shelter
- Do not touch guests to wake them up
- When dealing with lost property, never put your hand into a bag or pocket. Please tip contents onto a flat surface so you can see what you are handling. This will help to prevent any potential injury.
- Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If you feel intimidated at any time during the shift, inform the Team Leader. Please take directions at all times from them, especially with regard to matters of personal safety.
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Hepatitis C Precautions

It is very important to know what to do when you or someone else is bleeding, or you come into contact with another person who is bleeding. That way, you cannot pick up another infection, or pass your infection on to someone else.

The Hepatitis C virus can survive in both fresh or dried blood and is passed on through blood to blood contact, but it is much harder for the infection to be passed on in dried blood.

These ordinary household items should be available in all venues at all times:

- disposable or rubber household gloves
- a bottle of bleach
- disposable paper towels or tissues
- waterproof plasters and dressings
- bin liners

It is really easy to protect yourself and others from exposure to the virus.

If someone cuts themself, they should wash their hands with soap under running water, dry with disposable paper towels and cover it immediately with a waterproof dressing.

If blood has spilled onto the surrounding area:

- Immediately prevent anyone else from coming into contact – for example put a chair over the location.
- The person whose blood is spilt should put on a pair of disposable gloves. Mop up any remaining blood with disposable paper towels or tissues and put them in a lined bin.
- Cover a slightly wider area than the blood spill with bleach, diluted 1 part to 9 parts water and leave to soak in. Leave for at least 10 minutes. Be aware that bleach can discolour some surfaces and materials. Bleach is not guaranteed to kill all virus so treat the solution as though still contaminated.
- Carefully mop up the bleach, and then place the disposable towels or tissues in a lined bin.
- Remember to treat the item that cut you in exactly the same way. Even if it was an item of rubbish, like a tin lid, or broken glass, soak it in bleach before putting it in your lined bin along with the gloves.
- Wash your hands thoroughly.

Use only bleach as no other household cleaner will deal as effectively with the Hepatitis C virus.
First Aid for Epilepsy

1. Stay calm.
2. Look around - is the person in a dangerous place? If not, don't move them. Move objects like furniture away from them.
3. Note the time the seizure starts.
4. Stay with them. If they don't collapse but seem blank or confused, gently guide them away from any danger. Speak quietly and calmly.
5. Cushion their head with something soft if they have collapsed to the ground.
6. Don't hold them down.
7. Don't put anything in their mouth.
8. Check the time again. If a convulsive (shaking) seizure doesn't stop after 5 minutes, call for an ambulance (dial 999).
9. After the seizure has stopped, put them into the recovery position and check that their breathing is returning to normal. Gently check their mouth to see that nothing is blocking their airway such as food or false teeth. If their breathing sounds difficult after the seizure has stopped, call for an ambulance.
10. Stay with them until they are fully recovered.
What is a sharps injury?
A sharps injury is an incident, which causes a needle, blade (such as scalpel) or other medical instruments to penetrate the skin. This is sometimes called a percutaneous injury.

What to do if you receive a sharps injury
If you suffer an injury from a sharp which may be contaminated:

- Encourage the wound to gently bleed, ideally holding it under running water
- Wash the wound using running water and plenty of soap
- Don’t scrub the wound whilst you are washing it
- Don’t suck the wound
- Dry the wound and cover it with a waterproof plaster or dressing
- Seek urgent medical advice as effective prophylaxis (medicines to help fight infection) are available
- Report the injury to your team leader.

What is the risk?
The main risk from a sharps injury is the potential exposure to infections such as blood-borne viruses (BBV). This can occur where the injury involves a sharp that is contaminated with blood or a bodily fluid from a patient. The blood-borne viruses of most concern are:

- Hepatitis B (HBV)
- Hepatitis C (HCV)
- Human immunodeficiency virus (HIV).

The transmission of infection depends on a number of factors, including the person's natural immune system. We know the number of injuries each year is high, but only a small number are known to have caused infections that led to serious illness. However, the effects of the injury and anxiety about its potential consequences, including the adverse side effects of post-exposure prophylaxis can have a significant personal impact on an injured person.

Who is at risk?
Workers and others in health and social care are at risk. This includes those who directly handle sharps but also includes workers who may inadvertently be put at risk when sharps are not stored or disposed of correctly.

There is a higher risk of infection from a sharps injury involving hollow-bore needles. Higher risk procedures include intra-vascular cannulation, venepuncture and injections and use of IV cannulae, winged steel-butterfly-needles, needles and syringes and phlebotomy needles.
Avoidance of Sharp Injuries

- Do not search pockets or bags. Instead, have the client remove all items themselves and put them on display.
- Cover potentially infected objects with chair until safely removed.
- Do not handle needles or other sharp items that have been in contact with others. For example, only the user should handle their needle; only one person should clean up shattered glass.
- Ensure that all sharp objects are safely disposed of by the person that was injured by them. Shake bedding away from you to avoid contact with any sharp object.
- Do not apply bandages or otherwise treat a person that has suffered a sharps injury except when wearing gloves.
Referrals

Referral Agency’s Responsibility
The shelter has a responsibility to ensure that agencies are competent to fulfil the requirements of the referral procedure. This includes an agreement to use appropriate guidelines. The referral agency has a responsibility to the shelter to ensure that any person delegated to deal with referrals for homeless individuals, who may be eligible to access the project, are competent. An agency acting on behalf of the project should deal with individuals face to face. Whilst the welfare of the individual is paramount, agencies also have a responsibility to consider the safety of volunteers and venues. Where the agency does not know the individual well or has doubts, this should be flagged up so the coordinator can make additional checks. It is the referral agency’s responsibility to inform each homeless individual being referred that if they arrive at a venue under the influence of alcohol, drugs or solvents they are at risk of forfeiting their place. The shelter has a duty to ensure that records are kept for every referral and outcome and that checks carried out are recorded in accordance with the Data Protection Act.

Inappropriate Referrals
The shelter cannot accept:
- Individuals who are known to have committed serious violent or sexual crimes and may present risks to other guests or volunteers unless there is a reasonable belief that they do not pose a risk.
- Individuals with special needs that require specialist support e.g. serious physical/mental health issues or individuals who at the time of referral are under the influence of alcohol, drugs or solvents.

Arrival at the Winter Night Shelter
Guest referrals forms need to be given to the Project Coordinator before the shelter opens. A map of the shelter venues will be provided to the referral agency prior to opening. Referrals that arrive for the meal after 7:30pm, unless by prior agreement, may have lost their place to someone on the waiting list. Any guest who arrives under the influence of drugs or alcohol will either have to wait outside with a cup of tea to sober up or not be admitted at all if they are being very aggressive or disruptive.

Referral Procedure
The shelter has a responsibility to ensure the referral agency is clear of its role and that standard procedure is followed for each referral. Referrals must come through a designated agency. Currently this is primarily Bromley Council, though the Police, solicitors, churches, other homeless charities and similar organisations’ referrals are considered. The Coordinator should discuss borderline referrals with designated outside support agencies e.g. Police. If the referral is accepted, relevant information must be passed on to the Team Leaders.
Violence Policy

Principles
- Every effort will be made to diffuse any potentially violent situation
- Physical violence will not be tolerated amongst guests or volunteers
- Implied violence and threatening behaviour will not be tolerated
- The use or threatened use of any weapon will not be tolerated

General guidelines
- If any situation appears to be getting out of control, volunteers should call the police using 999
- Any guest hitting a volunteer or member of staff will be banned immediately
- Anyone who consistently causes fights will be banned
- Anyone who causes fights unprovoked will be banned immediately
- Anyone who consistently threatens or implies violence may be banned

When a violent incident has taken place
- The volunteer will immediately notify the Team Leader and Co-ordinator of any incident
- If the incident is deemed unmanageable and cause for concern, the Team Leader will decide whether or not a person is to be asked to leave
- Details of the incident and any action taken will be sent by email to the Team Leader
- Details of individuals who have been banned by the Project Coordinator will be circulated to the next shift team and meal venues
- The Team Leader will be initially responsible for talking to any volunteer involved in a violent incident

The police may be called in the following instances
- If anyone is being threatening/violent with a weapon
- If there is a multiple fight which cannot be contained
- If anyone has failed to accept a ban, refuses to leave when asked and/or is consistently coming back to a shelter

Role of volunteers
- Volunteers are not expected to become involved in violence.
- Volunteers may assist by disbursing a crowd, comforting or distracting onlookers and phoning the police

Counselling
- This may be offered to members of staff or volunteers after any incident

Weapons
- If a volunteer sees a weapon at any time on a guest (whether at the entrance or inside the shelter) they should inform the Team Leader immediately
- Guests who are found to have in their possession, or are suspected of carrying an offensive weapon will be asked to leave the shelter for the night and if the team leader or volunteers consider there is a risk to safety the police must be called.
Banning of Guests

General
- Banning is imposed in extreme circumstances when all other ways of handling a situation have been tried

Things we consider when instituting a ban
- Violence towards other guests, staff or volunteers
- Continual aggression and threatening behaviour
- Ongoing inability to abide by the Winter Night Shelter rules because of acute distress / mental illness (efforts will be made to bring in additional support) / statutory agencies
- Use of alcohol on the premises
- Use of Illegal drugs on the premises
- Dealing of illegal drugs

Procedure
- If appropriate, guests will normally receive warnings outlining our expectations and the Guest Agreement before banning or exclusion
- Where appropriate a one night ban maybe initiated
- A permanent ban is from the Winter Night Shelter that season
- Guests may receive a warning but still be required to leave a shelter for that shift e.g. if intoxicated
- The Team Leader will email the Project Co-ordinator if a guest’s behaviour has been of concern. In extreme circumstances, if a guest has been asked to leave will also notify the Project Co-ordinator
- The Project Co-ordinator will notify other volunteers and Team Leaders if a guest has received a warning and provide details of guests (including a description of the person) together with details of the length of ban and any review date
Dear Guest,
We hope and pray you will have a peaceful and restful night.
We are here to help you. We commit ourselves to providing hospitality to you, which includes a cooked evening meal, breakfast and a warm bed for the night. If there is anything we can do to make your stay more comfortable, please ask a volunteer and they will try their best to help. We also provide friendship, support and encouragement. We are a community of people who seek to offer a practical solution to rough sleepers and ‘hidden homeless’ in our locality.
Your stay will be reviewed each week. Support in applying for applicable benefits, and finding accommodation is offered, and you are expected to undertake any tasks required to do this.

The safety of our guests and volunteers is our primary concern and so we cannot admit anyone to the shelter or meal venues who is not prepared to respect the following conditions of our hospitality:

- no antisocial behaviour, bad language or blasphemy
- no controlled drugs
- no alcohol on the premises or in the grounds
- no smoking inside the church buildings
- no offensive weapons
- data protection disclaimer.

**important information**

**Fire safety:** if this is your first night as our guest please ask a volunteer to show you around the facilities and please make sure you know where the fire exits and assembly points are located at the meal location and at the shelter.

**Kitchen:** only volunteers are allowed in the kitchen.

**Money:** volunteers do not give out money. If you need financial advice, please speak to the project coordinator.

**Punctuality:** You must be at the meal venue by 7:30 pm except by prior agreement.

If you are willing to agree with the above Conditions of the Bromley Winter Night Shelter set out in This Guest Agreement, please print and sign your name below

Name:______________________________________________

Signature:___________________________________________

Date: ______________________

Booked in by:________________________________________
1. **No Anti-Social Behaviour or Offensive Language**

   At the Bromley Winter Night Shelter the dignity & safety of our guests and volunteers is very important to us. If there are any doubts about whether a person might be violent, aggressive or disruptive we will not allow them into the shelter; even if they have been given a bed.

2. **No Drugs**

   Any guests found using drugs on the premises will be asked to leave and any guests found dealing or suspected of dealing drugs may be banned permanently.

3. **No Alcohol**

   The Bromley Winter Night Shelter is NOT a wet shelter. You cannot consume alcohol within or in the immediate locality (which includes the church grounds) of shelter venues. Drinking in or around the location of the shelter will result in an immediate warning or a ban.

4. **No Smoking Inside the Church Buildings**

   Smoking inside the church venues is not permitted. Guests will be able to have a cigarette outside of the shelter doors. Interference with smoke detectors, or anything else affecting safety, will lead to an immediate ban.

5. **No Offensive Weapons**

6. **Contribution of shelter guests**

   Guests at the shelter must help with the smooth running of the shelter, by assisting with clearing up after meal times, in making and stripping their own beds each day, and in cleaning the sleeping venue in preparation for its day time use.

**FAILURING TO MEET THE ABOVE CONDITIONS WILL RESULT IN:**

- A first warning, which may be in the form of a one night ban from the shelter
- Two warnings or a serious incident will result in a permanent ban from the shelter in the current year. Such action will be taken by the Project Coordinator in consultation with the venue team leader or volunteer
The Project Coordinator & Team Leaders will be responsible for any bans from the Shelter. We do not want to exclude anyone from the Shelter; this is a last resort. However, if guests cannot respect the above conditions we will have to take appropriate action. The conditions exist in order to maintain a safe environment for both volunteers and guests. Where guests choose not to conform to any of the above conditions we will act in line with the policies we describe in this commitment. WeT will endeavour to do so in an open, accountable and reasonable manner. This process will include an opportunity for subsequent appeal.