



**YOUNG
PERSON
POLICY
GUIDE**

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We hope this guide helps you to understand some key policies, but please do speak to one of the team if you have any questions or if you need help with understanding.

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STATEMENT OF PURPOSE (SOP)

This document sets out who we are as a service, it tells people what we do, how and why we do it.

Key Principles, Aims and Ethos

as set out in the SOP are to make sure that you feel and experience the following things while living with us:

- I feel safe and secure where I live and in my wider environment.
- My voice is respected, heard, and advocated for, so I can influence the support I receive.
- I have confidence that the adults who support me understand me, are skilled and work effectively together to best meet my needs.
- I have my own space that I feel proud of and live in a comfortable, well-maintained, and stable accommodation.
- I receive high-quality, tailored support that sustains my health and wellbeing.
- I have strong, trusting, and meaningful relationships within my support system and can rely on the adults around me.
- I feel supported to learn and apply skills for independent adult living.
- I feel positive about my future and opportunities as a result of the support I receive.
- I feel fully able to express my views and opinions, to understand and be understood, through the use of interpreters if necessary.

We also follow the beliefs of the charity, the most important thing being to **'create stronger communities together'**

The charity values are:

- Respect the strengths and needs of all of our stakeholders.
- Believe that people are most powerful when connected to communities.
- Be truthful and transparent.
- Be brave enough to challenge boundaries.

Our service aim -

to provide you with a home and support that has you at the centre of it and considers your values, opinions, and ideas. While you are living with us you will also learn how to live on your own without support, you will be healthy both physically and mentally and you will be a part of our community.

A breakdown of our service

The SOP also describes:

- The amount and different types of houses that we have.
- The young people we support.
- The support that we offer.
- How young people are involved in the support.



SAFEGUARDING POLICY

The purpose of this policy is to explain everything we do to make sure you are kept safe from harm and abuse in any form.

THE DEFINITION OF SAFEGUARDING IS.

- PROTECTING YOU FROM HARM
- PREVENTING THE IMPAIRMENT OF YOUR HEALTH OR DEVELOPMENT
- ENSURING THAT YOU ARE GROWING UP IN A SAFE ENVIRONMENT AND ARE RECEIVING EFFECTIVE SUPPORT.
- TAKING ACTION TO ENABLE YOU TO HAVE THE BEST OUTCOMES.

Our service aims to:

- Create an environment to encourage young people to develop a positive self-image.
- Provide positive role models and develop a safe culture where staff are confident to raise concerns about professional conduct.
- Ensure all staff are able to identify the signs and indicators of abuse, including the softer signs of abuse, and know what action to take.
- Encourage young people to develop a sense of independence and autonomy in a way that is appropriate to their age and stage of development.
- Provide a safe and secure environment for all young people.
- Promote tolerance and acceptance of different beliefs, cultures, and communities.
- Help young people to understand how they can influence and participate in decision making and how to promote British values through activities, discussion, and role modelling.
- Always listen to young people.
- Provide an environment where practitioners are confident to identify where young people and families may need intervention and seek the help they need.
- Share information with other agencies as appropriate.

What do we do when we think or know something is wrong?

In order to keep you safe, all staff have a responsibility to report when we think or know there is something happening in your life that could cause you or someone else harm. These are called safeguarding concerns; young person protection concerns or suspicions of abuse. An example of something like this could be that someone is threatening you, or someone is trying to get you to do things you so not want to do like carry packages for them.

If we have these concerns staff will speak to our service designated safeguarding lead (DSL), this is the person who is the most trained to deal with safeguarding issues. For our service this is Tavina or if she is not at work then Demi or Adrian.

This information is written down and stored where only certain people can see it. If it is appropriate to do so this information will also be shared with other adults involved in your care for example your social worker or leaving care worker, any contact with them will also be written down and stored ensuring we meet confidentiality guidelines.

If we think you are in immediate danger, we will have to call the police in order to protect you from any harm.

What do we write down about you?

THESE ARE THE THINGS STAFF WILL WRITE DOWN WHEN THEY HAVE A SAFEGUARDING CONCERN.

- **YOUR NAME**
- **YOUR ADDRESS**
- **YOUR AGE AND DATE OF BIRTH**
- **THE DATE AND TIME OF THE OBSERVATION OR THE DISCLOSURE AND THE LOCATION**
- **THE EXACT WORDS YOU SAID AND ANY NON-VERBAL COMMUNICATION (BODY/SIGN LANGUAGE, SHOWING OF MESSAGES ETC.)**
- **IF THERE ARE ANY INJURIES, THE EXACT POSITION AND TYPE OF ANY INJURIES OR MARKS SEEN.**
- **EXACT OBSERVATION OF ANY INCIDENT INCLUDING ANY CONCERN WAS REPORTED, WITH DATE AND TIME; AND THE NAMES OF ANY OTHER PERSON PRESENT AT THE TIME.**
- **ANY DISCUSSION HELD WITH SOCIAL WORKER/LEAVING CARE WORKER (WHERE DEEMED APPROPRIATE)**

THESE AND ANY FURTHER ACTIONS TAKEN ARE WRITTEN ON OUR ONLINE SYSTEM WHICH CAN ONLY BE ACCESSED BY STAFF MEMBERS. YOU CAN ASK TO SEE THESE AT ANY TIME.

How do we involve you in safeguarding?

You should have a copy of our young person's guide, in this we explain your entitlements, including how you can have your say.

We also regularly complete paperwork with you such as a risk assessment and readiness for adulthood assessment that paperwork gives you and your support worker the opportunity to talk about things you might be worried about, these all contribute to keeping you safe and you having a say in how that is done.

How do we make sure staff and volunteers are safe?

When we hire staff/volunteers, we follow what are called 'safer recruitment practices' this means that we ask for a reference from a staff members previous job to see if they would be suitable working in our service and also means that all staff have to have a DBS check (which checks for any crimes that person may have committed). This check is repeated throughout their employment.

Staff/Volunteers are also trained each year on lots of different subjects, including safeguarding and preventing radicalisation.

What do we do if you make an allegation against staff or volunteers working with you?

If you tell us that an adult working with you if doing anything inappropriate or that could cause you or others harm this is the steps, we will take to make sure that is taken seriously and sorted out.

- The allegation will be taken to a senior staff member.
- Local authority (Manchester City Council) will be informed.
- A full investigation will be carried out by appropriate professionals.
- That staff member or volunteer may be told not to come to work while the investigation is being carried out.
- Everything will be documented and kept somewhere only certain people can access it
- If an allegation is proved to be founded this will be passed to the relevant professional to deal with further
- This may result in the staff member/volunteer losing their job.

MISSING FROM HOME POLICY

This policy helps staff know what to do if you go missing so we can ensure your safe return.

WHAT IS OUR DEFINITION OF MISSING FROM HOME?

As we are a light touch service (we do not live with you in your homes, you have no curfew etc.) our definition of missing is based on you not being seen or heard of by staff within a reasonable time frame. There is no set time in hours or days, but it is dependent on each individual.

WHAT DO WE DO IF YOU ARE MISSING FROM HOME?

The way our service handles missing from home is different depending on the age you are.

If you are under 18 and you go missing this will always be reported to the police as you are considered to be a child by the law.

If you are over 18 then it will depend on the circumstances and the amount of risk involved and each missing incident will be looked at individually. If there is a high risk, for example you have had some bad news, you have been involved in lots of other risky behaviour for a while or you have a health issue then it is very likely you will be reported missing to the police. In cases where we do not immediately report you missing to the police, we will speak to your leaving care worker for advice.

WHAT DO WE DO WHEN WE REPORT YOU MISSING?

If you are under 18 or over 18 and at risk of harm

- Call 999 and report you missing to the police. We will give them the last time and location you were seen in, a description of what you look like (a photo can be sent) and the clothes you might be wearing. Your personal details e.g., phone number, address, and the details of your social worker/leaving care worker.
- Contact your social worker or leaving care worker with the same details and let them know the police have been contacted.
- Contact our security company to let them know to look out for you and to let us know if you are seen.

- Inform the rest of the staff in the service.
- We might speak to other young people in the service who you live with or are friends with to see if they have any information and also remind them how important it is they tell us anything that could keep you safe.
- Keep in regular contact with the police to see if there are any updates.

If you are over 18

- The process is the same, but we would not call the police immediately.

If we become very concerned about your welfare (for instance no contact for 7 days) we will call a multi-agency meeting, this is a meeting with all professionals who look after you involved. During this meeting we will discuss what has happened and share any relevant information as to where you might be and if you are safe.

What happens at these meetings is written down and kept in your safeguarding file.

WHAT HAPPENS WHEN YOU COME BACK HOME?

- The most important thing for staff is that you are safe. Staff will take time to support you to share your feelings, information about where you have been and any risks you may have been exposed to at a pace and time frame that suits you.
- We will let all the relevant people know you are back and safe, e.g., the police, your social or leaving care worker, we will also tell them as much information as we know about where you have been.
- If you need one, we will make you an appointment with a GP or another health professional to make sure you are ok.
- Your risk assessment will also be updated with you to reflect what happened and anything you have told us.
- If you are under 18 you will also be contacted by another agency called The Children's society, they have to speak to all children who are reported missing to the police to make sure they are safe and well and see if there is anything else they can do to help you.

PROMOTING POSITIVE BEHAVIOUR POLICY

Our focus as a service is to encourage you to behave in a positive, caring, and polite way and we aim to do this through praise, encouragement and also setting clear behavioural expectations. Our service rules which we worked with young people to create are on the notice boards in your house and also in paperwork such as your licence agreement and your young persons guide.

THIS POLICY EXPLAINS HOW THE SERVICE PROMOTES POSITIVE BEHAVIOUR, HOW WE MANAGE BEHAVIOUR AND THE USE OF RESTRAINT.

WHAT DO WE DO IF YOU BREAK THE RULES?

We will always try and use restorative techniques to solve any problems or deal with any rule breaks. These things include.

- Discussions with your support worker.
- Staff led meetings with other young people involved to try and solve any problems.
- Meetings with other professionals such as your social or leaving care worker or managers.

If, however you continue to break the rules after restorative techniques have been tried, we will issue warnings. There are 3 levels of warnings and if you receive 3 warnings for the same rule break you may be issued with 28 days' notice to leave your property.

DO THE STAFF USE RESTRAINT?

Restraint means staff using physical force to prevent harm to you or others.

We do not use restraint in our service, instead we would give the opportunity for situations to be defused and de-escalated by giving space to walk away etc.

Staff are trained in breakaway techniques used to safely and effectively disengage from physical confrontations or aggressive situations.

WHAT DO WE WRITE DOWN AFTER AN INCIDENT INVOLVING A BREAK AWAY?

Within 24 hours of the incident a record is made which includes

- Your name.
- Details of your behaviour leading to the incident
- The date, time, and location of the use of the measure.
- description of the measure and how long it went on for.
- Details of any measures used, or steps taken to avoid the need to use of break away.
- The name of the person who used the measure, and of anyone else who was there.
- If the intervention worked and any consequences of it.
- A description of any injury to the young person or any other person, and any medical treatment that happened afterwards.

Within 48 hours of the incident, we must make sure.

- You have been spoken to about what happened.
- Adrian/Tavina have signed the record, to confirm it is accurate.

COMPLAINTS AND REPRESENTATIONS POLICY ⁶

This policy explains and encourages you to tell us what we are doing right but also if there is anything you are unhappy about how to let us know so we can do something about it.

How do I have my say?

Your Young people's Guide has information on how you can get involved and have your say. There are also posters in your house and in our office.

How do I make a complaint?

If you are unhappy about any Manchester Settlement service, please contact us in any way you feel comfortable.

- WhatsApp
- Phone call
- Email
- Complaints Form (see your notice board or young person's guide for how to find this)
- In person

HOW DO WE DEAL WITH COMPLAINTS?

- Stage 1 – Its usually good to see whether complaints can be resolved quickly. Your Support worker will speak to you about how we can move forward so that you are happy with the service. Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within three working days.
- Stage 2 – If the issue remains unresolved you can ask for a meeting with the Tavina or Adrian. They will try to resolve the matter in the meeting or begin any investigations. Follow up meetings may be arranged to update you with our progress. All meetings will be written down. We will aim to resolve the complaint within 5 working days, if this is not possible, we will update you.
- Stage 3 - Serious Complaints - if the complaint is serious and staff think it needs to be resolved very quickly, they will speak to either Tavina, Adrian or Maria who will have a look and agree a time scale for it to be taken care of.

WHO CAN HELP ME TO MAKE A COMPLAINT?

- If you have a social worker or other support worker, we encourage you to ask for their help in resolving your complaint.
- You may also find the help available from Coram Voice useful to you.
<https://coramvoice.org.uk/myrights/making-a-complaint-2/>

WHO CAN HELP ME TO MAKE A COMPLAINT?

All notes should contain all of the following elements.

- Complaints made.
- Actions taken in response.
- Outcomes of investigations completed

Stage 1 complaints are recorded by Housing Support Workers in your record. Adrian maintains a Complaints Log/ File with confidential records of stage 2 and stage 3 complaints.