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| Logo.jpg  Best Practise Guidelines for Groups, Charities and Individuals supporting the homeless community in Manchester. |
| This policy was written in consultation with persons currently rough sleeping or with lived experience of homelessness. |

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**Best Practice**

**1.** **Introduction**

The aim of this best practice guide is to support new and existing groups (encompassing charity, organisation, groups and individuals) to gain advice from individuals who have lived experience of homelessness on how best support this complex and diverse community.

This is to support the current work with the homeless community and any vulnerable person you or your group come into contact with, while in doing so ensure all volunteers are kept as safe as possible within the guidelines of safeguarding and are clear about their responsibilities on behalf of the group.

**2.** **Policy commitment**

Your group should be committed to safeguarding volunteers, guests and members of the public from harm while carrying out the groups services to support the homeless – treating everyone with respect and confidentiality while dealing with any vulnerable person is a must.

**3.** **Aim of the policy**

The aims of the policy are to:

· Clarify the roles and responsibilities of all parties within scope of the policy;

· Support the promotion of a safe working environment and a culture of care in which the rights of vulnerable people are protected and respected;

· Promote best practice in how volunteers and associated workers interact with vulnerable adults while providing community based services;

· Develop clear guidance and procedures for those volunteers working with vulnerable people and ensure through training and support that they are aware of these and able to implement them;

· Provide a framework for developing partnerships with appropriate external bodies e.g. Community Safety and Social Services Departments where appropriate, to ensure that the policy continues to reflect legal and best practice requirements in respect of the responsibility of care of vulnerable people.

**4.** **Guidelines YOU MUST follow**

**All volunteers are to complete an application form, have references checked and have completed an induction session.**

· No volunteers under 18 years to attend any street kitchen without a guardian/parent present – safety is our priority

.· Do not offer to take anyone home with you or give anyone lifts, unless prearranged with The Senior Management Team. Not only will it put you, your family, your home and the charity at risk, there are certain channels we have to go through and reasons for it. Unless you are a Team Leader working on a pre-arranged 1 2 1 basis and have been through relevant training, any person giving or offering lifts will face disciplinary procedures.

· Do not give out personal information – mobile numbers, full name, home address or social media details. This includes not adding any guest to your personal facebook, twitter or other social media account. What is a nice atmosphere one week and everyone is getting along can become hostile very quickly - Do not leave yourself open to a possible negative situation, phone calls at 2am are not fun and being asked to help someone at 4am on a Sunday morning is not a task we expect our volunteers to undertake, not to mention the safeguarding issues.

· Do not take valuables with you - wedding rings only and no money. We do not want temptation out there. If anything is taken during a street kitchen it is the owner's responsibility not that of Coffee4Craig or the senior management team. This includes when parking vehicles near by, make sure you put all valuables out of sight and lock your car securely.

· Do not lend/give money. Even lending a cigarette one day can lead to handing out a pack every time - when do you say no? We cannot stress this enough as a service we do not ever give money to people, this will soon become a problem if just one person gives even 20p to someone. The senior management team & Team Leaders work with people one 2 one and will happily provide bus tickets, gas top up’s, rent top up’s and hot meals but please do not take it upon yourself to do this, all guests using the service for bus tickets etc must be registered and have a complete client form.

· On a standard street kitchen when moving away from the main group you must Stay in 2’s (Street Outreach stay in 3’s), we have your safety as our priority. Stay together, stay in touch with the Team Leader or the senior management team and stick to well-lit well known areas. Keep in mobile contact with the Team Leader

· Do not take anything home or offer to dispose of anything. If anyone asks you to take old clothing or hold onto anything for them politely say no, there is the risk of needle scratch and lice etc.

· BE AWARE there are some people who may not be so genuine so, don’t be afraid to say no. Always call for backup if in doubt.

· Do not make promises. The people we work with may have been let down by society and possibly their family. We only give out what we have been donated, we cannot promise to have anything by any set day or time. Make sure you tell the Team Leader who is running the shift that we need to source an item so we can all try to get it. Do not go and buy items for people as tempting as this is it only leads to expectations that cannot be kept. New items can become currency on the streets and could put a rough sleeper at risk of attack.

· Whatever information that may be shared on a street kitchen is confidential; breaching this could put your position with Coffee4Craig at risk. Any sensitive information should only be shared with your line manager who will decide whether any further action or information sharing is needed. See the confidentiality policy for more information about sensitive information. Rule of thumb ‘If in doubt, check with a Team Leader or Senior Management’.

· Don't go to areas other than a street kitchen. There are reasons the street kitchen is on specific days & times. Not only are you putting yourself and the rough sleepers at risk but also Coffee4Craig too.

· No photos, names or videos to be taken other than by the Team Leader with the authorisation of the people concerned. The Team Leader is the ONLY one allowed to take photographs with permission. No photo's, videos or names are to be mentioned on your own pages in any social media site. The people pictured might have fled from abuse or have children and don't want their details and face plastered on the internet. Please be respectful.

· Refer all issues or concerns to the Team Leader immediately. Especially if you are concerned about he vulnerability of a guest be it through intoxication, age or presentation at the street kitchen. Please tell someone if you have a concern.

· Be respectful of yourself, the people we work with and each other. There is nobody better than anyone else or more important than the person stood next to you whether that be another volunteer or someone you are working with, we are all one kind - human kind.

**5.** **Scope of the Policy**

The policy is in respect of Coffee4Craig’ responsibility towards:

· Vulnerable people defined, for the purposes of this policy, as anyone who may be in need of community care services and who may be unable to take care of themselves or protect themselves from significant harm or exploitation.

· The volunteers of Coffee4Craig who have dealings with vulnerable people and who are required to act in a position of trust and to act responsibly and within the law.

· The volunteers of Coffee4Craig who, while not required to act in a position of trust, will come into contact with members of these groups on a regular basis during the course of their work.

· Volunteers and other workers involved in the provision of Coffee4Craig services.

**6.** **Review**

This policy and the guidance will be reviewed annually or whenever there is a change in the related legislation or when an incident dictates.

This ensures that these documents are up to date and fit for purpose.

The review will be the responsibility of the senior management team.

**7.** **Clarifying Role Agreement between Volunteer & Coffee4Craig**

Discuss with your line manager with regard to your specific role, the job description is verbal but can be put in writing.

You can email a request for description via [office@coffee4craig.co.uk](mailto:office@coffee4craig.co.uk) This request should be responded to, by C4C, within 48 working hours.

Please can you confirm receipt of this policy via the Street Kitchen Page with

‘I agree to Volunteer Policy’ as a comment below the post containing this policy.

Thank you

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| Name | Signed | Date |
| Mr Hendrix Lancaster,  Director | HendrixPreSign.jpg | 27th June 2016 |