NHP
Living connected and fulfilling lives

How do we keep you safe?

Our commitment to keeping you safe

NHP's vision is to create a world where young people leaving care 'live connected and fulfilling lives'. To support this, we will do all that we can to make sure that your contact with NHP is positive, free from harm and that you feel respected, supported and safe. We will not tolerate abuse in any form.

We have a Code of Conduct for all staff who work for, or on behalf of NHP. This document makes it very clear to staff what the expectations are of them in order to make sure that young people involved in LHPs are safe and feel safe. We also make sure that all staff working for, or on behalf of NHP, undergo appropriate checks (police, references).

Safeguarding Policy

NHP has a safeguarding policy that explains in detail what safeguarding is, what staff are expected to do if they have safeguarding concerns and who they will involve, to make sure you are supported and safe. You can access the safeguarding policy via either the NHP or Care Leavers National Movement (CLNM) website and you can have this made available to you as a document.

Our approach

NHP has a duty of care towards all people in the House Project community and this includes young people and care leavers over the age of 18. We believe that:

- You should be protected from abuse and neglect, regardless of your age, ability, gender, disability, nationality, racial heritage, faith, sexual orientation, identity or any additional needs that you may have.
- Your safety always comes first and whilst there may be times that we can keep the information that you share confidential, there will be situations when we will have to share information to keep you and others safe. For those of you who are aged 18 and over your views about whether the information should be shared will be considered in line with our safeguarding policy that relates to adults. We will always tell you when we need to share information, who it will be shared with, and explain the reason for doing so.
- If you share information with us that suggests you or others are at risk, we will need to speak to those people who need to know so that the right action can be taken. In most cases this will be staff from your House Project.
- Once we have shared information, action should be taken to address the concerns and keep you and others safe. If this does not happen, we will escalate this to more senior people in your local authority so action can be taken.
- If, as part of CLNM, information is shared that suggests another young person is at risk of harm then it is not your responsibility to manage that risk and you should share the information with NHP staff, LHP staff or a trusted adult as soon as possible, who will take responsibility for deciding what to do. Each year staff from NHP will meet with CLNM to share this document and talk through what safeguarding means for them.
- If you raise concerns about anyone working for, or on behalf of the NHP, we will investigate this quickly and fairly and inform you of the actions taken.

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What can I expect from NHP staff

It is important that NHP staff:

- treat you and others equally, respectfully, with warmth and empathy, and listen to your wishes and feelings and listen and take what you say seriously.
- behave and respond in a calm, positive, supportive and encouraging way.
- report any concerns that you raise, even if you raise a concern about them.
- make sure that their relationship with you is professional.
- respect your privacy and personal space.
- are honest with you including the need to share with you what they are going to do, or have done in response to information you have shared with them.
- make sure that dangerous behaviour or bullying towards you or by you is challenged and prevented.
- are polite, respectful and don't say anything (including the use of written word, images or icons) that could be regarded as sexual innuendo, bullying or discrimination.

NHP staff must not:

- have a sexual relationship with you. This is never acceptable even if you are aged 16 years or above and can legally consent to a sexual relationship.
- make sarcastic, insensitive, derogatory or inappropriate comments in front of you.
- show favouritism or gossip about you or another young person.
- work or visit a LHP under the influence of alcohol or drugs.
- discuss details of their personal relationships which makes you feel uncomfortable.
- use any type of physical punishment.
- steal, or condone anyone else stealing (despite how much the item may be worth)
- photograph or film you or any member of your group without consent.
- show any audio and/or visual material (CDs, DVDs, music, videos, photos, films, computer or games etc.) that are not appropriate.
- invite you or any other young person to their home.
- stay alone overnight with any young person without the NHP or your LA knowing about it.
- share confidential information with you about NHP, its staff or any other young person that they are working with.
- Upload anything inappropriate online, use NHP equipment to look at anything illegal online, or use their private Social Media accounts to contact you.

Reasons we may worry about your safety

We might become worried about you if:

- You tell us you are being harmed or tell us about an experience or event that has happened to you in the past that was harmful.
- Somebody else tells us that you are being harmed or are at risk of harm.
- We are concerned about another person's behaviour towards you.
- We see a change in how you look, or behave, that might suggest to us that there is something that might be worrying you.
- Somebody shares information with you that might be upsetting or reminds you of things that have happened to you.

What we will do with those worries:

If you tell us that you are being harmed or abused, we will listen carefully and take what you say seriously. We will always tell you what we will do with the information that you have shared with us. We will always notify your local authority about these concerns either through your Facilitator/Project Lead, or directly to your Social Worker/PA.

If someone else raises a concern that you may not be safe, we will speak to you and to your local authority about the concerns. Given that most young people live at distance from the NHP office we will speak with your LHP staff team so that they can speak with, and directly support you. If we are worried that you are at immediate risk, or if speaking with you would put you in danger, we will speak with your Social Worker/PA and/or the Police without telling you first. This would only happen in exceptional circumstances.

If information of an upsetting nature is shared with you as part of CLNM we will check that you are okay and will let your LHP staff know so that they can provide direct support as this is nearest to where you live.

If you tell a member of staff that you are worried about something but don't feel able to share the detail we will give you the telephone details of confidential services that you can speak with. We will also inform your LHP staff team so that they can support you if you feel able to talk to them about your concerns.

We will always make a written record of what you have told us about safeguarding matters. What you say is important and it is crucial that we record the detail of this so that no part gets missed, misinterpreted or forgotten. We will send this to your Project Lead/Social Worker/PA as this may be needed if your concerns are investigated by the local authority and/or the police.

As a charity we are required to report 'serious incidents' to the Charity. Information that you share or is shared about you might need to be reported. NHP will write a report which will be considered at the Board of Trustees. The report will be anonymised which means that you and your LHP will not be identified and it will be discussed in the confidential section when only NHP staff and trustees who need to be present will be there.

Staff working for the National House Project

If you have any concerns about the behaviour or communication (telephone, text messages and social media) of a member of NHP staff, it is important that you raise this with someone to support you to take action or you can raise this directly with someone else in NHP.

Any concern that you raise will be taken seriously and will be fully investigated. Depending on the type of concern this may be investigated by NHP and/or your local authority and/or the Police.