

HOMEWARD FUTURES LTD

POLICIES & PROCEDURES MANUAL

Service Model

Service Type: Semi-Independent Supported Accommodation

Residents: Care Leavers and Young Adults Aged 18–30

Location: Bournemouth, Christchurch, Poole and surrounding areas

Support Model: Individualised support packages of 10–30 hours per week

Support Delivery: Combination of 1:1 support and structured group support

Purpose of the Service

Homeward Futures provides safe, supportive and empowering accommodation for care leavers and young adults aged 18–30.

The service is designed to help residents develop the practical skills, confidence, resilience and independence required to manage their lives successfully and progress towards greater independence and suitable move-on accommodation.

Support is person-centred, strengths-based and tailored to each resident's assessed needs, circumstances, goals and level of independence.

MASTER POLICY STRUCTURE

SECTION 1 — SERVICE & GOVERNANCE

How Homeward Futures operates

Policy 1. Statement of Purpose

Policy 2. Resident Eligibility & Referral Policy

Policy 3. Assessment & Admission Policy

Policy 4. Individual Support Planning Policy

Policy 5. Personalised Support Packages – 10–30 Hours Per Week Policy

Policy 6. Key Working Policy

Policy 7. Resident Rights & Responsibilities Policy

Policy 8. Equality, Diversity & Inclusion Policy

Policy 9. Confidentiality & Information Sharing Policy

Policy 10. Data Protection & GDPR Policy

Policy 11. Complaints & Feedback Policy

Policy 12. Quality Assurance & Continuous Improvement Policy

SECTION 2 — SAFEGUARDING

Protecting residents from abuse, exploitation and harm

Policy 13. Safeguarding Adults Policy

Policy 14. Abuse, Neglect & Exploitation Policy

Policy 15. Domestic Abuse Policy

Policy 16. Sexual Exploitation Policy

Policy 17. Criminal Exploitation & County Lines Policy

Policy 18. Modern Slavery Policy

Policy 19. Missing Resident Policy

Policy 20. Self-Neglect Policy

Policy 21. Prevent Policy

Policy 22. Whistleblowing Policy

Policy 23. Allegations Against Staff Policy

Policy 24. Safeguarding Concerns, Referrals & Multi-Agency Working Policy

SECTION 3 — RESIDENT SAFETY & RISK MANAGEMENT

Managing individual and environmental risks

Policy 25. Risk Assessment & Risk Management Policy

Policy 26. Resident Safety & Personal Safety Policy

Policy 27. Environmental & Premises Risk Management Policy

Policy 28. Substance Misuse Policy

Policy 29. Suicide, Self-Harm & Emotional Distress Policy

Policy 30. Violence, Aggression & Challenging Behaviour Policy

Policy 31. Bullying, Harassment & Hate Incidents Policy

Policy 32. Gang Association & Organised Crime Risk Policy

Policy 33. Online Safety & Digital Risk Policy

Policy 34. Visitors & External Persons Policy

SECTION 4 — ACCOMMODATION & RESIDENTIAL MANAGEMENT

Running safe, suitable and well-managed accommodation

Policy 35. Accommodation Standards & Property Management Policy

Policy 36. Health & Safety in Accommodation Policy

Policy 37. Fire Safety Policy

Policy 38. Gas, Electrical & Appliance Safety Policy

Policy 39. Repairs, Maintenance & Property Defects Policy

Policy 40. Cleanliness, Hygiene & Housekeeping Policy

Policy 41. Resident Room & Personal Belongings Policy

Policy 42. Keys, Access & Property Security Policy

Policy 43. Visitors, Guests & Overnight Stays Policy

Policy 44. Neighbour Relations & Community Conduct Policy

Policy 45. Rent, Service Charges & Financial Responsibilities Policy

Policy 46. Property Damage & Repairs Caused by Residents Policy

SECTION 5 — SUPPORT, INDEPENDENCE & LIFE SKILLS

Delivering the 10–30 hour support model

Policy 47. Person-Centred Support Policy

Policy 48. Independence & Empowerment Policy

Policy 49. Life Skills Development Policy

Policy 50. Education, Employment, Training & Volunteering Policy

Policy 51. Financial Management & Budgeting Support Policy

Policy 52. Benefits & Financial Support Policy

Policy 53. Cooking, Nutrition & Meal Planning Support Policy

Policy 54. Household Management & Independent Living Skills Policy

Policy 55. Tenancy Sustainment Policy

Policy 56. Community Engagement & Social Inclusion Policy

Policy 57. Relationships, Boundaries & Healthy Relationships Policy

Policy 58. Resident Participation & Involvement Policy

Policy 59. Support Session Recording & Engagement Policy

SECTION 6 — HEALTH, WELFARE & PERSONAL CARE

Supporting health, wellbeing and dignity

Policy 60. Health & Wellbeing Policy

Policy 61. Access to Health Services Policy

Policy 62. Mental Health & Emotional Wellbeing Policy

Policy 63. Medication Support Policy

Policy 64. Sexual Health & Relationships Policy

Policy 65. Healthy Lifestyle Policy

Policy 66. Nutrition & Healthy Eating Policy

Policy 67. Personal Care, Dignity & Hygiene Policy

Policy 68. Health Emergencies Policy

SECTION 7 — STAFFING & PROFESSIONAL PRACTICE

Recruiting, training and managing staff

Policy 69. Safer Recruitment Policy

Policy 70. Disclosure & Barring Service (DBS) Policy

Policy 71. Staff Induction Policy

Policy 72. Staff Training & Development Policy

Policy 73. Staff Supervision Policy

Policy 74. Staff Performance Management Policy

Policy 75. Professional Boundaries Policy

Policy 76. Staff Conduct & Code of Practice Policy

Policy 77. Staff Relationships with Residents Policy

Policy 78. Lone Working Policy

Policy 79. Staff Absence & Cover Policy

Policy 80. On-Call & Out-of-Hours Support Policy

Policy 81. Staff Health, Safety & Wellbeing Policy

SECTION 8 — INCIDENTS, EMERGENCIES & BUSINESS CONTINUITY

Responding to serious and unexpected events

Policy 82. Incident Reporting & Management Policy

Policy 83. Emergency Response Policy

Policy 84. Serious Incident Policy

Policy 85. First Aid & Medical Emergencies Policy

Policy 86. Fire & Evacuation Emergency Policy

Policy 87. Emergency Services & Police Attendance Policy

Policy 88. Business Continuity Policy

Policy 89. Critical Incident & Crisis Management Policy

Policy 90. Emergency Accommodation & Temporary Relocation Policy

SECTION 9 — RECORDS, MONITORING & INFORMATION

Recording, information governance and quality assurance

Policy 91. Record Keeping & Case Recording Policy

Policy 92. Resident Files & Case Management Policy

Policy 93. Information Governance Policy

Policy 94. Data Retention & Secure Disposal Policy

Policy 95. Electronic Systems & Digital Records Policy

Policy 96. Information Security & Cyber Security Policy

Policy 97. Access to Records & Subject Access Requests Policy

Policy 98. Monitoring, Auditing & Quality Assurance Policy

Policy 99. Performance Monitoring & Outcome Measurement Policy

Policy 100. Internal Review & Service Improvement Policy

SECTION 10 — MOVE-ON, ENDING SUPPORT & SERVICE EXIT

Preparing residents for independence

Policy 101. Move-On Planning Policy

Policy 102. Preparation for Independent Living Policy

Policy 103. Transition to Alternative Accommodation Policy

Policy 104. Planned Ending of Support Policy

Policy 105. Unplanned Ending of Support Policy

Policy 106. Eviction & Serious Breach Policy

Policy 107. Resident Abandonment / Leaving Without Notice Policy

Policy 108. Closure of Support & Resident Exit Policy

POLICY DOCUMENT STANDARD

Each individual policy should follow a consistent professional structure:

1. **Policy Title**
2. **Policy Statement**
3. **Purpose**
4. **Scope**
5. **Definitions**
6. **Legislation & Regulatory Framework**
7. **Policy Principles**
8. **Roles & Responsibilities**
9. **Procedure**
10. **Recording & Documentation**
11. **Monitoring & Quality Assurance**
12. **Escalation**
13. **Breaches & Non-Compliance**
14. **Related Policies**
15. **Review Arrangements**

DOCUMENT CONTROL

Document: Homeward Futures Ltd – Policies & Procedures Manual

Service: Semi-Independent Supported Accommodation

Residents: Care Leavers & Young Adults Aged 18–30

Document Owner: Homeward Futures Ltd

Version: 1.0

Effective Date: To be confirmed

Review Date: To be confirmed

Approved By: To be confirmed

Policy Review Cycle: Annual, or sooner where required

Applies To: All employees, support workers, managers, contractors and other individuals working on behalf of Homeward Futures Ltd

CORE SERVICE PRINCIPLES

All Homeward Futures policies and procedures should reflect the following principles:

- **Person-centred support**
- **Strengths-based practice**
- **Safeguarding and resident safety**
- **Promoting independence**
- **Respect and dignity**
- **Equality, diversity and inclusion**
- **Resident choice and participation**
- **Proportionate and appropriate risk management**
- **Professional boundaries**
- **Confidentiality and lawful information sharing**
- **Multi-agency working**
- **Clear recording and accountability**
- **Outcome-focused support**
- **Preparation for move-on and greater independence**
- **Continuous improvement**

The policies should work together as one coherent framework and should be applied proportionately to the semi-independent nature of the service. Homeward Futures is not intended to operate as a 24-hour staffed care service unless this is specifically agreed or commissioned.