

## What We do to Keep You Safe

At PTIUK we believe that **you have a right to feel safe and be able to lead a healthy, happy life.** There are many ways in which we work to make this happen.

### Your Personal Safety

It is very important for us to do what we can **to prevent any kind of harm.** This is called safeguarding, and this means that we will work with you, your social worker and others to help you understand what you can do to keep yourself safe and what can be done to prevent harm from others. Your keyworker will work with you to explain what safeguarding means in more detail, and to help you understand what we can do to protect you and all young people in PTIUK homes.

If you do not feel safe for any reason, you can always **talk to your keyworker** about this during our office hours (Monday to Friday 9am to 5pm). At other times for urgent problems or worries **we have a Duty system which you can call every day, 24 hours a day.** This means that you will always be able to speak to a member of staff at PTIUK - all staff are here to work with you and help you to feel safe, and we will always listen to you and do what we can to help and protect our residents.

### Being Safe in Your Home

We work hard to make sure that your home is safe, including making sure that **everything in your home works and meets safety standards.**

It is important that you tell us if something is not working or you feel unsafe. You can call us from your own phone, or from the **Duty landline phone in your home** that will always connect you to a PTIUKs member of staff.

We also check your home ourselves every week and do a detailed **monthly house check** to make sure that everything is working and that you have everything you need.

Before you move in, we will talk about your home and if there is anything that you need that is different from what we already have in the home to make it **safe and accessible** for you.

Then, when you move into your home, we will give you a **detailed introduction to your home** where we show you how everything works and talk about how to be safe in your home. There are also instructions about what to do in case of a fire on the noticeboard to remind you.

After moving in, we will continue to do work with you to **develop your independent living skills,** so that you are ready to move on to independent living. You will learn how to keep your home safe and comfortable, and how to do basic maintenance.

Sometimes if we have a concern about something connected to your home, we will need to put **CCTV** cameras on the front of your home. This is only ever done for your safety, and we will always talk to you about this and explain why this is necessary. We will take the CCTV down again if it is no longer needed for safety purposes.

We try to make sure that young people can live together safely and get on. We have **House Rules** to guide young people in what they need to think about and do to live together safely and happily. Where there are problems between residents, we will work with you try to sort it out quickly, and we have a system of different steps to go through (our **Warnings and Evictions Procedure**) to help us sort out small problems before they become safety issues or make life difficult for young people living together.

### **Feeling Safe in Your community**

As well as helping you to settle into your new home, we will help you with **getting to know your local community**. This includes understanding where things are, and also how to keep yourself safe when you are out and about. We can also help you to find information about places and services that you need.

As part of helping you to prepare for independent living, we will also talk about different aspects of **life in the UK**, including how to find important health and community services in a new area. If there is anything that you are particularly interested in finding out about, all you have to do is ask and we can work with you to put you in touch with the right people or organisations.

### **Keeping Information Safe**

Your information is very important to you and to us. We respect and value your right to privacy and autonomy. We work hard to ensure that any information we collect about you is:

- Collected appropriately and with your full knowledge
- Is collected for a good reason and used so we can help you in your placement
- Is stored securely and kept safe at all times
- Is only shared with others to help you and with your full knowledge – such as with college applications
- That your information is never shared with people that should not have access to it
- That your information is destroyed when the time comes. You can also ask us to destroy your information at any time.
- That if you ever want to access to your information; we will provide you a copy upon request
- That the information we have on you is accurate, truthful and any errors can be corrected
- That if we feel we need to share your information without your permission to keep you or others safe, that we do this with good reason and only in the interests of keeping everyone safe. We will try to tell you about this before we do this.

For more information about how we handle your information please visit our website or ask for a copy of our confidentiality policy. For more information on your data rights please visit [www.ico.org.uk](http://www.ico.org.uk)

### **Our Policies**

We have policy documents that explain what we do and why in detail. Below is a list of the main policies that talk about how we keep you safe. If you would like to read these yourself, please follow

the links below – if you find them difficult to understand, talk to your keyworker who can work with you to understand these fully.

Safeguarding Children

Safeguarding Adults

Missing Children Policy

Missing Adults Policy

Safer Recruitment Policy

Self Harm Policy

Support Policy

Confidentiality and Data Protection Policy

Health and Safety

You can also find our key policies on the PTIUK website -

<https://www.pathwaystoindependence.org.uk/policies>