



Homelessness has no place

WELCOME TO DEPAUL

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If you require this welcome pack in a different language or format, please speak to any member of staff who will assist you. It may also be translated for free via Google Translate. We are available to read through this pack with you if you wish. Please ask any member of staff.

WELCOME FROM DEPAUL UK'S CHIEF EXECUTIVE



Welcome to Depaul UK. I know this may be a strange and difficult time for you, but please be assured we are here to help you all the way.

At Depaul UK we think that when you have a safe, supportive place to live, it can set the foundation to build your future. You can expect the staff and the people who volunteer with Depaul UK to be there for you, helping when you need it and ensuring the place you are staying is safe. You will have your own named Progression Coach who will be based either where you live, or locally to it. They are here if you want to talk about any challenges you face and they will help you set a plan for moving forward.

We will only improve the quality of our services if you give us feedback – comments, complaints and suggestions are all really welcome. I hope you find this welcome pack useful, and if you think that anything is missing, please do let us know.

Best wishes,

A handwritten signature in black ink, which appears to read 'Alexia Murphy'.

Alexia Murphy
Chief Executive

THE DEPAUL WAY

Welcome.

We are glad you are here.

Here in this place you can take steps towards a better future.

You will lead the way.

We will ask, listen and help.

We will work and walk with you.

Welcome!

Depaul UK is part of Depaul International, a group of charities working to support homeless and marginalised people around the world.

The entire Depaul International Group has developed a philosophy of care that shows how we put our values into action with homeless people.

OUR VISION, MISSION AND VALUES

Depaul's Vision

Our Vision is of a society in which everyone has a place to call home and a stake in their community.

Depaul's Mission

Our Mission is to end homelessness and change the lives of those affected by it.

Depaul's Values

- We celebrate the potential in people
- We put our words into action
- We take a wider role in civil society
- We believe in rights and responsibilities.

OUR SERVICES

Depaul UK offers supported accommodation, learning and development opportunities and a variety of information, outreach and resettlement services to young people who are homeless or at risk of homelessness.

Our services are available to anyone who is assessed as needing them and who meets criteria set by the Local Authorities we work with.

We believe in potential, not problems, and we encourage young people to see past their current situation and work towards a successful future.

Some examples of our services include:

- Supported Accommodation
- Resettlement and Move-On
- Housing Advice
- Family Mediation
- Nightstop
- Volunteering Opportunities
- Help with Education, Employment and Training

Depaul UK also offers a range of opportunities and additional support to everyone accessing our services. You can benefit from programmes like Steps to Success, which provides support into Education, Employment and Training, and take part in Client Involvement initiatives to develop your skills and help us improve the organisation, as well as a variety of local activities.

To find out more about any of our services please visit www.depaulcharity.org.uk or ask any member of staff.

PREVENTION SUPPORT



Depaul UK is committed to preventing young people from experiencing homelessness.

We offer a range of prevention services across the North East, London, Greater Manchester and South Yorkshire including:

- Family Support and Mediation (Reconnect)
- Housing Advice
- Counselling (MindConnect)
- Emergency Accommodation (Nightstop)

We also work in schools helping young people to understand youth homelessness and know where to get help from if they ever find themselves without anywhere safe to stay.

Our staff are fully trained to understand your needs and be able to support you and prevent you sleeping in unsafe places. They will talk to you to understand your situation and provide help and support as well as referring you to other services that may be able to help if you want them to.

Our prevention services aim to help you rebuild family relationships so that you can stay at home or if that isn't possible, help keep you safe with emergency accommodation whilst we help you look at your housing options.

We will help you set your own goals and understand the steps you need to take to reach them.

Each service will have its own local guide, explaining more about how they will work with you and what you can expect from us.

PRIVACY AND CONFIDENTIALITY

Depaul UK collects and uses your personal information. We also collect other information you tell us and information passed on to us by other people and organisations involved in your support.

We are committed to protecting your privacy. Any information you give us will be handled respectfully and in line with Data Protection law.

The Data Protection Act 2018 is the law in the UK. It sets out how organisations, businesses or the government must treat your personal information.

What information do we collect?

We collect your personal information.

We also collect other information you tell us and information passed on to us by other people and organisations involved in your support.

We record any incidents that happen during the time you are living in one of our accommodation services or accessing support from us.

Personal information

This is the information that can be used to identify you and includes:

- Name
- Address
- Date of birth
- Contact details
- Photographs, videos or audio recordings

Special category data

This is also called sensitive personal information and includes:

- Race
- Ethnic origin
- Political views
- Religion
- Trade union membership
- Gender
- Health
- Sexual orientation
- Criminal convictions and background.

How do we get your information?

We collect your personal information from you when you apply to access a Depaul UK support or housing service, or contact us for information and advice.

This could be when you tell us information on the phone, go onto our website, correspond with us by email or letter, complete a form or tell us information in person.

We also collect your information from third parties where it is relevant to your relationship with us.

Examples of Third parties

- Local authorities, social services and other support providers - if you have asked to be re-housed or agreed to be referred to us.
- Local authorities, health and social care providers and other support providers - for information about any specific health, care or support needs you may have.
- Home Office, local authorities - for information about your immigration status, where relevant.

How do we use your information?

We use your information in the following ways:

To assess your application and manage your tenancy or licence

agreement – we use your personal information to deliver housing and support services to you. This is necessary to perform a contract and you can't access accommodation without providing the information.

To safely deliver support services to you and in order to meet your assessed needs – we use your personal information and sensitive information about your health, finances, criminal history and any additional needs you may have. We do this to ensure that we can make any changes necessary to our accommodation or services, to protect vulnerable individuals and to contact you about issues relating to your tenancy or licence agreement. This is necessary to perform a contract, to fulfil our legal and regulatory obligations and in our legitimate interests.

To promote community safety and safeguard people – we use your personal information and sensitive information about you, such as information about anti-social behaviour, criminal activity and complaints. We do this because it is in our legitimate interests and to fulfil our legal obligations in respect of safeguarding.

Depaul UK also use your data for statistical reports and monitoring purposes to see how our services are performing. Statistics will not include any information that could be used to identify you.

Storing your information

We store your information on our client database, on our computer system and in paper files.

Our servers are secure and our network is protected and routinely monitored.

Where we hold paper records they are held securely in a locked cabinet with restricted access.

Sharing your information

Information that you tell us is held on your personal file and can be seen by the staff team of the accommodation and support service that you access.

We may share your information with other Depaul UK services to make sure that you are getting all of the services that are available to you.

Sometimes we work in partnership with other organisations to deliver our services and have information sharing agreements with them that set clear rules about how they must look after your information.

Who we share your information with

- Local authorities
- Social services
- Health services
- Police and law enforcement agencies
- The Department for Work and Pensions
- Homes England regulator
- Other regulators
- Utility companies
- Partner organisations
- Contractors and service providers e.g. repairs and maintenance contractors.

Other reasons we will share your information

- If there is a risk of harm to you or other people for safeguarding purposes
- For the purpose of reducing crime, disorder or Anti-Social Behaviour
- If we are required to do so by law

Your Rights

You have the following rights:

- To be told how we use your information.
- To ask to see or for a copy of the information we hold on you.
- To ask us to correct data about you that you think is wrong.
- To ask us to delete information when you think it is no longer needed.
- To ask us to stop processing your information temporarily or to use it only in certain ways.
- To ask us to let you take a copy of your information in a portable format to another organisation.
- To let us know that you don't want your information processed.

Please contact us if you would like to exercise these rights

Complaints

If you are not satisfied with the way that we have dealt with your personal data, please let us know and we will try and resolve your concerns. If you are not satisfied with the outcome, you can make a formal complaint through our Complaints procedure.

If you are still not happy with our response, you have the right to complain directly to the Information Commissioners' Office <https://ico.org.uk> Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113.

<https://uk.depaulcharity.org/complaints-comments-and-compliments/>

Data protection enquiries

For further information about our privacy practices please contact our Data Protection Lead by:

Writing to Depaul UK,
Sherborne House, 34 Decima Street, London, SE1 4QQ.

Emailing dataprotection@depaulcharity.org.uk

Calling 0207 939 1220

Our full Privacy Notice can be found on our website: www.depaulcharity.org.uk or you can ask any member of staff for a printed copy at any time.

COMPLAINTS, COMMENTS AND COMPLIMENTS

At Depaul UK, we want to ensure that all of our customers have a fair, consistent and accessible way of making Complaints, Comments and Compliments.

We recognise and value all of your feedback and believe that it helps us to improve our services.

We have procedures in place that can be used by any resident, service user, neighbour or member of the public.

Make a complaint if: you are dissatisfied with one of our services and want us to put something right.

Make a comment if: you have an idea, suggestion or observation about one of our services.

Make a compliment if: we got something right.

Please take some time to discuss any concerns you may have with any member of staff. We will look into the matters you raise and try to resolve them before starting the formal process. We want the opportunity to put things right for you and as soon as possible.

If you make a Complaint, Comment or Compliment we will listen, take it seriously and treat it confidentially.

We fully investigate any complaint you make to us and will write to you with an outcome. We will also let you know what we have done as a result of your complaint, and check if you are satisfied.

For further information or to make a Complaint, Comment or Compliment, please see our Complaints, Comments or Compliments Leaflet or speak to any member of staff.



Protecting the people we work with from abuse is an important issue for everyone at Depaul UK.

Our experienced staff are fully trained to recognise and respond to suspected abuse.

We have clear guidelines about the way we work, who works for us and how we support people who we feel may be at risk.

If you feel that something is not right or that a young person, child or vulnerable adult is at risk, you can raise your concerns to us at any time.

Our procedures are open and we promise to be quick to respond.

What is Safeguarding?

Safeguarding is protecting people from harm or abuse. This could be about you, someone you know or a stranger.

You can get help and report abuse to any member of staff at Depaul UK, or you can directly contact any of our Designated Safeguarding Officers.

Designated Safeguarding Officers

Organisational

Designated Safeguarding Lead

Becky Elton

becky.elton@depaulcharity.org.uk

07855 209 600

Designated Safeguarding Trustee

Katy Porter

safeguarding.trustee@depaulcharity.org.uk

020 7600 7451

Accommodation Services

North of England

Simone Newman

simone.newman@depaulcharity.org.uk

07789 981 256

London and South of England

Cliff Dymond

cliff.dymond@depaulcharity.org.uk

07977 223 828

Programme and Prevention Services

National

Laura Munt

laura.munt@depaulcharity.org.uk

07977 640 800

What is Abuse?

Abuse is if someone hurts, exploits, threatens or neglects you or someone else.

There are many types of abuse, including:

- Physical: shaking, hitting or bullying
- Emotional: shouting, humiliating or threatening
- Financial: stealing money, pressuring someone to hand over money when they don't want to
- Neglect: failure to meet basic needs, for example not providing food or adequate clothing
- Sexual: unwanted sexual contact including sexual conversations or comments, or feeling pressured or coerced to do something sexual that you are not comfortable with, such as touching, kissing or more
- Discriminatory: name calling or treating someone less favourably because of their race or ethnicity, gender, disability, age, sexual orientation, gender reassignment, religion or belief
- Domestic Abuse: Controlling, bullying, threatening or violent behaviour between people who are or have been, intimate partners or family members
- Female Genital Mutilation (FGM): partial or total removal of external female genitalia

for non-medical reasons, also known as female circumcision or cutting

- Radicalisation: grooming or targeting of vulnerable people to take part in, assist with or promote potential terrorist or extreme activities.
- Slavery and Human Trafficking: violence, coercion or deception used to force people to do things against their will, exploit them to work or restrict their freedom of movement. Human Trafficking is facilitating the travel of people with the intention of exploiting them and could be from one part of the UK to another, as well as internationally.

Abuse can happen anywhere and at any time:

- Where you live or in someone else's home
- At a school or at work
- At a day centre, college or training venue
- In hospital
- At a club, pub or party
- Online

Most people will not abuse you, but, potentially, anyone could.

Abuse could come from someone you know like a friend or family member, a professional like a doctor, social worker or DePaul UK staff member, or from a stranger.

Reporting Concerns

People who are being abused are often too scared to speak up.

You could tell a friend, a family member, a doctor, a nurse, a social worker, an aftercare worker, a probation officer, the police, or any member of staff at Depaul UK.

If you tell us about a Safeguarding concern, we will help and support you, we may make a record of what you have told us and ask you for more information.

We may have to share information you give us with other people if there is a risk of harm.

If you would prefer not to speak with us, you can contact your Local Authority Safeguarding Team.

Call the Police if there is an immediate risk of harm on **999** or **101** if you think that a crime has already been committed.

Information, Help and Advice

NSPCC

If you are concerned about a child or need help or advice, call **0808 800 5000**

Childline

If you are 18 or under and need help or advice, call **0800 1111**

If you have any concerns about safeguarding or abuse, or would like a copy of our Safeguarding Policy please speak to any member of staff.

Professional Boundaries

All Depaul UK, staff must follow rules and work in a way that upholds values and principles set out in our Professional Boundaries Policy.

Why do we have professional boundaries?

- So you know how you can and can't expect staff to behave
- So you receive a consistent service from staff
- To protect you and staff from abuse and manipulation

What can you expect from our staff?

- To treat you fairly and with respect, not discriminate against you, speak to you in a disrespectful manner and never physically touch you in any way
- Not to discuss others, such as gossiping or sharing information with or about you relating to staff or other residents
- We will not collude with or ignore any illegal activity. This means we will act upon and report illegal activity to the police on every occasion

Please do not be offended that our staff will not give you or accept gifts or cash.

Our staff are also not able to have contact with you or socialise with you outside of their professional capacity. This means they can't give you or accept your personal contact details like mobile phone numbers or social media accounts or meet you socially or informally, including outside of work.

If you would like further information, please ask any member of staff. If you feel that a Depaul UK employee or representative has breached our code of conduct please immediately report this to the manager of your local service, or contact your local Designated Safeguarding Officer.

EQUALITY, DIVERSITY AND INCLUSION



Depaul UK aims to promote environments and communities which are respected, inclusive, celebrated and free from unlawful discrimination, harassment and bullying.

We believe that everyone should be treated fairly and are committed to ensuring that our services and opportunities are accessible for all.

We recognise that treating people fairly does not mean treating everyone the same. We believe no one should feel excluded or be discriminated against because of their:

- race and ethnicity
- gender
- disability
- age
- sexual orientation
- gender reassignment
- religion or belief
- marital or civil partnership status
- pregnancy and maternity.

These nine areas are called "protected characteristics" and are legally protected by the Equality Act 2010.

Depaul UK will not tolerate any form of discrimination and will take action against unlawful acts of discrimination.

If you feel that you have been treated unfairly or discriminated against, you can:

- Talk to any member of Depaul UK staff
- Make a formal complaint
- Speak to your parent, social worker, youth worker or any other profession
- Report it to the police

If you would like more information, please ask for a copy of our full policy.



At Depaul UK we understand that you are the expert in your own situation. If you want to live independently, then it makes sense that you have the opportunity to take decisions and be responsible for them now. We will always give you the opportunity to be involved in decisions that affect you.

We want to make sure that the organisation benefits from your expertise by empowering you to have a role in every level of decision-making, from those that affect your own support plan to the plans and decisions Depaul UK makes.

Your Feedback Really Matters to Us

We want to provide the best possible services to you. We can only do this by listening to, and acting upon, the feedback you give us. We are committed to developing a number of opportunities for you to give us your feedback and views.

Depaul UK is also required to consult with you on decisions about the management of your home and the development of new services and involving you in decision-making.

How Can You Get Involved?

Some of the ways in which you can get involved include:

- Attending residents' or service meetings
- Becoming a Voice of Depaul member
- Completing one of our Satisfaction Surveys
- Speaking to your Progression Coach
- Attending one of our annual client conferences
- Making a Complaint, Comment or Compliment
- Running an activity for and with other young people
- Becoming a part of the recruitment and selection panel for staff or volunteer interviews
- Becoming a volunteer for our Get Volunteering Programme
- Working with your Progression Coach to actively contribute to your own support plan and risk assessment

To find out more about how you can get involved, please ask any member of staff.

USEFUL CONTACTS

In an Emergency

Fire, Police, Ambulance	999
In a non-emergency to report a crime – Police or you can call Crimestoppers anonymously	101 0800 555 111
In a non-emergency for medical advice – NHS	111

Information, Help and Advice

Childline If you are under 18, worried and want to talk to someone	0800 1111
NSPCC if you are worried about you or someone else	0808 800 5000
SAMARITANS If you want to talk to someone about anything	116 123
Missing People If you are missing, thinking of going missing or know someone who is	116 000
FRANK Friendly, confidential drugs advice	0300 123 6600
Victim Support If you have been affected by crime	0808 16 89 111
Switchboard LGBT+ helpline (10am – 10pm) A one-stop listening service for LGBT+ people	0300 330 0630

Depaul UK Registered Address:
Sherborne House
34 Decima Street
London
SE1 4QQ

0207 939 1220
depaul@depaulcharity.org.uk

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