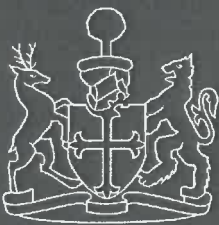




Mansfield Homeless Charter



Mansfield
District Council

Our Vision

The Mansfield Homeless Network is a group that works together to provide a safe and supportive network for our street community.

The network supports those in most need by providing nourishment, support, friendship and help.

This code of practice sets out how all groups may work together to achieve positive outcomes for some of the most vulnerable members of our community. The code of practice is voluntary but for the benefit of our customers, all members of the Mansfield Homeless Network also agree to uphold the principles set out in this code of practice.

Safe management of staff and volunteers

- Every designated manager of a provision such as a soup kitchen should be DBS checked regularly. The designated manager must be a member of the Homeless Network and regularly attend these meetings. This designated person is responsible for ensuring all safeguarding policies and procedures are adhered to within their own provision.
- Each manager must ensure that a record is kept of all those that volunteer and or are employed in any capacity by the provision. This record will include the full name, date of birth and address of the volunteer/employee and dates attended. These records should be made available should any safeguarding checks be required or incident arise.
- All members will agree upon an information sharing protocol. Information sharing will be with the consent of the individual only and be risk assessed on each occasion.



Safe management of our customers

- Members are required to ensure that all their customers adhere to a code of acceptable behaviour that does not cause harassment alarm distress or a nuisance to the local community.
- Any customer behaving in an unacceptable manner will be asked to leave. Such exclusions will be reported by those excluding to the network group via their media page.
- Each person using the provision will be asked to volunteer their personal details that should then be logged for signing in and counting out safety purposes. This will also allow for bespoke support to be provided to each individual and to create a case management approach for targeted interventions.
- Any support requested/referral made or provided should be only completed with the consent of the individual needing our help. A referral should be made and recorded by the provider.

Support for the Mansfield Homeless Network

- Each member of this code will be supported by the homeless network and by Mansfield District Council and its partners
- Members of the homeless network will receive advice, training and regular meetings for support.
- Members of the homeless network agree to regularly attend meetings so that adequate support can be given and for the network to work collaboratively.

For more information contact the Homeless Prevention Team on **01623 463121** or **homelessenquiries@mansfield.gov.uk**.





mansfield
Homeless Network



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