



Novus Homeshare:

Safeguarding Policy

To ensure that Householders and Homesharers receive a good standard of service, Novus Homeshare have implemented a safeguarding policy. We understand that support arrangements such as this, may come with some varied possibilities and so processes are put in place in order to minimise risks and help us, our householders and homesharers, as well as their families prepare for any challenges they might face during their Homesharing journey.

Homesharer:

As part of our safeguarding policy, we ensure the highest quality standards by assessing any potential homesharers. We do this through 3 methods.

- **Enhanced DBS checks**- we run an enhanced DBS check on all potential homesharers.
- **Reference/Background checks**- we require any potential homesharers to provide us with at least 3 referees who complete a Novus Homeshare Reference form as part of their application process. We analyse those references carefully to make sure all indicators are appropriate.
- **Interview**- we conduct telephone and in-person interviews with candidates prior to their match meeting with any potential householders.

Householder:

Whilst it's important to assess our homesharers, we also follow a safeguarding procedure with householders.

- **Initial Visit**- It's important for us to know a householder is going to benefit from our Homeshare scheme and therefore this initial visit helps us decide if Homeshare is the right decision for an individual.
- **Risk Assessment**- We conduct risk assessments as it helps us establish whether the householder is a suitable candidate to have a homesharer living in their home. It also helps us ascertain any problems that we need to be aware of that may arise and help us prepare for any potential risks that may occur at a later date. By knowing any potential risks, this allows us to keep the homesharer informed, which will mean they can make a sound decision before making an agreement.

Home:

In the same way the service ensures the householder and homesharer are assessed, it is also important that we assess the condition of the house to ensure this is suitable for the homesharer to live in. We also consider the standard of the bedroom and ensure sufficient furniture is provided in readiness for the homesharer to move in. It is important for us to validate the accommodation the householder is living in, and if this is clean and safe. Upon our visit we determine if the 'living essentials' can be and will be made available for the homesharer.

Monitoring:

Once a match is made we continue to monitor the process for the lifetime of the match. We keep in regular contact with the homesharer, householder and the family updating all parties involved regarding any changes that may occur. We contact all householders and homesharers on a monthly basis and we also complete a review quarterly. Clients complete a questionnaire and we discuss with them how their current match is progressing and look to identify any areas for improvement. During these visits we look to see how Novus Homeshare can be of further assistance to both the householder and homesharer. We continually monitor our processes and if anything of concern is identified, the co-ordinators will provide support to help everyone involved until the matter is resolved.