Information Advice and Signposting Boundaries Policy

United African Association

Registered Charity CIO 1192725
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www.uaassociation.org

Policy owner	Board of Trustees
Version	1.0
Approval status	Approved by the Chair
Approval date	October 2026
Next review	October 2027
Applies to	Trustees staff volunteers contractors and relevant partners

Purpose

This policy keeps UAA's practical support within its competence and protects people from relying on unqualified legal, immigration, medical, financial, housing or benefits advice.

Scope

This policy applies wherever UAA works, including Barratt House, Leicester Street Community Centre, partner venues, the foodbank and food larder, community meals, welcoming spaces, youth activities, football, swimming, wellbeing sessions, allotment work, trips, outreach, home or hospital visits, online sessions, social media and transport arranged by UAA.

Legal and good practice framework

- Immigration and Asylum Act 1999 regulation of immigration advice
- Financial Services and Markets Act 2000 where relevant
- Data Protection Act 2018
- Consumer protection and professional regulation applicable to the subject

Responsibilities

Role	Responsibility
Board of Trustees	Approves the policy, receives assurance, provides resources and remains accountable.
Chief Executive or delegated manager	Implements the policy, allocates competent leads and escalates significant matters.
Policy lead	Maintains procedures, records, training and contact details and reports themes to trustees.
Staff volunteers and contractors	Follow the policy, attend required training and report concerns promptly.

What UAA may do

- Listen and identify the practical issue or urgent risk.
- Explain publicly available information without interpreting it as professional advice.
- Help a person contact an authority or qualified service, book an appointment, gather documents or communicate access needs.
- Provide practical support, advocacy about service access and warm referrals within trained role boundaries.
- Record significant referrals and follow up where agreed.

What UAA must not do

Unless a suitably qualified and authorised professional is formally providing the service, UAA workers must not assess legal merits, interpret immigration law for an individual, recommend a legal or financial course, diagnose or treat illness, guarantee an outcome, represent themselves as regulated advisers or complete reserved casework.

Urgent risks

Boundaries do not prevent action on immediate safeguarding, homelessness, destitution, domestic abuse, trafficking, suicide or medical risks. Workers call emergency services or use the relevant safeguarding procedure and then obtain qualified support.

Referrals and third parties

Workers explain who the referral is to, what information will be shared, possible costs and that UAA cannot guarantee the third party's advice or outcome. High-risk referrals should use checked, reputable and appropriately regulated providers.

Recording and supervision

Workers record the issue, information given, referral, consent and any unresolved risk. Complex or repeated casework is discussed in supervision so that role drift is identified early.

Records and confidentiality

UAA will keep proportionate, accurate and secure records. Access is limited to people who need the information for their role. Records are retained and disposed of in line with the Data Protection and GDPR Policy and any legal, insurance or funding requirement.

Training and communication

The policy lead will include this policy in induction and arrange refresher or role-specific training where the level of risk requires it. Current procedures and reporting routes will be accessible to staff and volunteers.

Monitoring and review

The policy lead will monitor incidents, complaints, near misses, audit findings and feedback. The Board will review this policy at least annually and sooner after a serious incident, material legal or operational change, significant complaint or identified control failure.

Related UAA policies

- Adult Safeguarding Policy
- Child Safeguarding Policy
- Data Protection and GDPR Policy
- Complaints Policy
- Code of Conduct Policy

Approval

Approved by the Chair



Raymond
Chair of UAA
Approval date: October 2026
Next review date: October 2027