



# RESIDENTS HANDBOOK

Revised August 2014

## Our Promise to our Service Users

SafeSpace offers a secure, supportive, non-judgmental environment where you are treated equally, fairly and can gain confidence and empowerment to make your own choices to lead an independent life



Pendle Action for the Community

**Registered Charity - 1088536**



## Contents

1. Welcome
2. Arrival and Living in Supported Accommodation
2. Introduction to Staff
3. Your Voice, Your Input – We want it!
4. Your Communication and Cultural Needs
5. Confidentiality
6. Access Card agreement
7. Left Property agreement
8. Agreement for Emergency Room Residents
9. Keeping in Contact with SafeSpace and Missing Person Procedure
10. Resident Meetings
11. Payment of Rent and Service Charge

### **Support**

12. How we will Support you
13. Move On Support and Options
14. Example of a stay at SafeSpace

### **House Rules and Keeping Safe**

15. Fire Safety and Evacuation Procedure
16. Health and Safety Regulations
17. What You Can and Can't do in Your Flat
18. Reporting Repairs or Faults
19. House Rules
20. Visitors
21. Room Checks
22. Drugs and Solvents
23. Strikes and Warnings
24. Professional Boundaries with Staff
25. Equality of Opportunity
26. Bullying and Harassment
27. Protection from abuse and Duty of Care policy
28. PAC Complaints, Comments and Compliments Policy and Form
29. PAC Appeals Policy

### **Full Copies of Policies and Procedures**

30. PAC Service User's Equal Opportunities, Diversity and Anti-Discrimination Policy
31. PAC Service User's Drugs, Alcohol & Solvents Policy
32. PAC Review Policy
33. PAC Engagement Policy
34. Useful Contact Information and Phone Numbers



## Welcome To SafeSpace

On behalf of all the staff, we would like to welcome you to SafeSpace.

This handbook has been developed to give you as much information as possible. If there is anything you do not understand or you feel we have not covered, please feel free to discuss this with a member of staff.

**Staff are here to help you!!**

### Arrival

On arrival at SafeSpace you will be shown around the building and introduced to other staff and young people. You will be shown your room or flat and the communal areas you can access. You will also be shown the fire safety procedures including the escape routes and assembly points.

A support worker will sit with you and go through what you need to know. You will be asked to complete various legal forms, this will include signing your licence agreement which is similar to a tenancy agreement, and application forms for housing benefit if you are unable to pay your rent through wages or other income. You will also be asked to sign various agreements that will form part of your support at SafeSpace. Staff will be available to assist you in completing, reading and understanding these. If you have any questions about any of the paperwork, please do not hesitate to ask staff.

During your stay at SafeSpace staff will be available to support you to access benefits (to check you are in receipt of all your entitlements), training, education, employment and housing and to develop your independent life skills. If you would like support at any time, please approach a member of staff and just ask.

### Living In Shared/Supported Accommodation

During your stay at SafeSpace you will be sharing some spaces within the building with other people; therefore you need to be respectful and responsible in response to this.

Please be aware that if you are planning to stay out overnight this must be pre-arranged with staff as in accordance with the house rules.

As well as complying with the house rules you need to be aware that other people in Safespace may have different needs, lifestyles and standards to yours. They may communicate or behave differently. In these circumstances please be considerate and understanding.

As a SafeSpace resident you are responsible for your own cooking, the cleaning of your own room/flat and you have a shared responsibility to keep the communal areas (including lounges, kitchens and additional rooms) clean and tidy.



### **Your Flat/Room**

It may sometimes be necessary for staff to enter your room/flat. This would happen for the following reasons: general safety issues, room checks and follow up checks (which are carried out weekly), health and safety maintenance checks, to allow workmen access to carry out any repairs or maintenance necessary.

Staff will always aim to give you as much notice as possible for this and will knock before entering your flat for any reason. Our safeguarding procedures require a second member of staff to be present during any flat check where you are also present.

Support sessions should not take place in your flat, but should take place in the dining room, meeting room, activity room or other communal area where you can talk privately.

### **CCTV**

The corridors and communal areas, and external areas around the building are covered by CCTV cameras to help staff keep you safe. The camera footage is fed through to the main office and is visible only to our staff team. Relevant footage can be released to the Police if there is an incident. All footage is stored in line with the data protection act and our confidentiality policy.

## **Introduction to Staff**

### **Charity Manager: Claire Bennett**

Claire is the overall manager of the Pendle Action for the Community (PAC) which is the Charity which manages SafeSpace. Her responsibilities include the strategic development and long term sustainability of the project. Claire is in regular contact with SafeSpace and supports the Manager in his work as well as the rest of the staff team. Claire also tries to find extra funding for SafeSpace to support the additional needs of the young people accessing the project.

### **SafeSpace Manager: Benjamin Peverley**

Benjamin is responsible for the day to day management of the project. Benjamin also manages all the staff and volunteers at SafeSpace. Benjamin welcomes feedback from residents on the service they are receiving and is open to ideas for discussion to develop and improve on what the project provides.

### **Deputy Manager: Sarah Griffin**

Sarah supports Benjamin and the SafeSpace Project Team to run the project day to day, ensuring that all of the young people's support needs are met, and that the SafeSpace continues to be able to offer support to young people at risk of homelessness.

### **Business and Finance Officer:**

Alicia works for PAC and looks after the SafeSpace accounts and personnel records. She helps Sarah and Benjamin make sure that everything is running smoothly.



**Administrator: Nichola**

Nichola is the project administrator, she supports Alicia in managing the money, and is responsible for the general administration which the project needs. Nichola is responsible for recording the Service Charge and Housing Benefit payments and also meets and greets visitors.

**Young Persons Co-ordinator: Julie**

Julie is responsible for ensuring young people have support plans in place and helping young people with income, benefits and entitlements as well as being available for more general support work.

**Resettlement Workers: Stacey, Rameez, Nicola, Habiba, Yvonne, Lesley**

Resettlement workers support young people who are or have recently moved onto to other accommodation. They are able to offer support in explaining the options available, finding move on accommodation which is suitable, and liaising with Landlords and other agencies to make sure the move on goes as smoothly as possible. If you are thinking of moving on, please ask for resettlement support.

**Support Workers and Support Assistants: Yvonne, Rameez, Stacey, Mick, Nicola, Habiba, Afeera, Smiea, Lesley, Emily, Lucy**

Support workers are responsible for assisting in the day to day delivery of support within the project. This includes offering support and practical advice to young people as well as supporting them to develop independent living skills. This involves helping young people to develop and achieve their individual support plan. The support workers can also support you in engaging in support and opportunities outside of SafeSpace.

Support assistants work alongside the support workers to support young people to meeting their needs.

**Casual Support Workers: Joanne, Liam, Rachel**

Casual support workers provide support to young people when other support workers and support assistants are on holiday or absent for any reason. They provide the same levels of support as regular support workers and support assistants

**Cleaners: Joanne, Stephen**

Joanne and Stephen are responsible for ensuring that the communal areas and corridors are cleaned and maintained for the safe use by everyone.

**Volunteers and Student Placements**

From time to time SafeSpace may also employ volunteers to help with particular activities or students on work placement who are learning about support work. Their exact role will vary based on their skills, and their learning programme.

**It's Good to Talk!!**

Please feel free to approach any member of staff with any issues you would like to discuss or if you just want someone to talk to.



## **Your Voice, Your Input - We Want It!**

Further on in this booklet you can find the full PAC Service User Engagement Policy, the important part of the policy is that **you have right to be consulted and involved in issues which affect you**, and we want to hear from you in order to help us help you, and to help SafeSpace keep improving.

### **Examples of ways in which you could influence decisions are:**

- **Support Sessions** - You can talk to members of staff in private.
- **The Complaints, Compliments and Comments Form** - Your chance to put your thoughts and ideas across. You don't have to put your name on the form if you don't want to.
- **Resident meetings** - These are a chance to put all of your views/ideas over and to see what other residents think of them.
- **Evaluation forms** – complete these throughout your stay to tell us about your experience of our services
- **Staff recruitment** – help us during the interview processes when we recruit new staff
- **Volunteering** - While you're living here you can get involved with helping to organise activities and fundraising events for the project. After you've moved on you could come back to volunteer with us, it may even lead to employment.

**If you have any suggestions of different ways in which you would like your voice to be heard, influence the project or get involved please let us know!**

## **Your Communication and Cultural Needs**

If you would like to see the handbook or any of our other documents in another language or format please let us know. If you have any specific communication needs which are not being met, please let staff know as soon as possible.

If there are other facilities, support, cooking utensils or other items which you require for cultural reasons please make us aware of these and we will do our best to meet your needs as soon as possible.

## **Confidentiality**

All information about the young people we work with is regarded as sensitive and will be treated as confidential. Staff will not compromise your privacy by passing on personal information about you to other people unless you authorise them to do so.



However, there are some circumstances where it may be necessary to release information to other agencies. These are:-

- If we consider a serious crime has been committed
- If we consider that your or another person's personal safety is at risk

In these circumstances the appropriate agency will be contacted and we will inform you wherever possible.

Other information necessary for the management of the project and development of residents are kept on record. These records are restricted to staff only and are bound by data protection.

If we need to give out personal information to approved agencies such as DWP, Probation Officers, Job Centre etc., we will only do so with your consent.

### **Access Card Agreement**

At move in you will be asked to sign the agreement sheet to confirm that you have been given an access card to your room/flat and will take responsibility for this. Loss of the card will be charged to you. By signing, you also agree that you will return the card to a member of staff at SafeSpace at the end of your licence or you will be charged for it.

### **Left Property Agreement**

At move in you will be asked to sign the agreement sheet to confirm that you understand that any property you leave behind following the end of your license (due to move on, eviction or abandonment) will be held by SafeSpace for up to a maximum of 7 days.

After this time it will be disposed of or donated to other young people, used by the project, recycled or donated to other charities. By signing you acknowledge, that SafeSpace is not responsible, or insured for your property during your stay or after you have ended your licence.

### **Agreement For Emergency Room Residents**

At move in you will be asked to sign to say that you understand that you are moving into the emergency units and have been placed there on a short term basis in agreement with Pendle Borough Council Housing Needs team.

By signing you confirm that you understand that you will be referred for move on accommodation with various different agencies and must accept any offer of suitable



longer term accommodation unless you have solid reason to refuse (for example risk of harm).

If you have been accepted onto the waiting list for a main stay flat you will be able to remain on the list even if you are no longer staying in the emergency accommodation, however a new assessment may need to be completed prior to your moving in. Your signature confirms that you agree to all referrals being made regarding move on accommodation and you agree to positively engage with these move on options.

### **Keeping In Contact With SafeSpace and Missing Person Procedure**

It is very important that you keep in touch with us whilst you are living at SafeSpace to ensure your safety and wellbeing. We cannot count text messages, or messages given by another person as contact so if we do not see you, or hear your voice over the telephone for either 24 hours if you're under 18, or 48 hours if you're over 18 we will follow our missing person procedure.

We will first try to contact you on your mobile (if you have one). If we are unable to contact you by mobile telephone we will try any numbers of friends that you may be with. If we still are unable to contact you we will try your emergency contact. If this fails we will inform your emergency contact that we will be calling the police to report you missing.

Within 1 hour after we originally tried to contact you on your mobile we WILL need to report you as a missing person.

### **Resident Meetings**

During your stay at SafeSpace you will be expected to attend a weekly residents meeting. These meetings are for general discussion of things, which are affecting all residents, and those people involved with SafeSpace, but it is not to be used to bring personal complaints about other individuals (these should be raised in the support sessions). Attendance at the resident's meetings is part of the house rules agreement.

Resident meetings usually take place at 4:30pm and 7:30pm on Mondays.

### **Payment Of Rent And Service Charge**

When you take up a license with SafeSpace, you will be asked to pay your rent and service charge on a weekly basis.

#### **Rent**

If you are claiming benefits you will usually be eligible for housing benefit, which will pay all or a portion of your rent. Your Housing benefit money will be paid directly to





SafeSpace. SafeSpace relies on the income from the rent to provide our accommodation service so it is important that you complete any housing benefit, or other benefit information promptly. Staff are available to support you with this and can accompany you to the housing benefit office or Job Centre if you need them to. Please be honest with us about your benefits, and ask for support with any letters you receive.

If you are working it is likely that you will have to pay a portion or the full amount of your rent yourself, the amount you have to pay will depend on your earnings. Sometimes it can take Housing benefit a while to calculate the amount so in the meantime we will use their calculator tool to estimate the amount you will need to pay each week. Once housing benefit confirm the amount you will need to make up any difference, or will be given a refund of any overpayments.

### **Service Charge**

As well as your rent you must also pay a service charge that will not be covered by housing benefit. This should be paid weekly. Your Service Charge statement will be updated and issued to you each week, usually on a Monday or Tuesday. The service charge covers the cost of personal utilities, i.e: gas, water, electricity, and use of SafeSpace facilities and equipment.

If you miss two payments, you will be asked to see a member of staff to discuss a way of paying off your debt. All agreements will be kept on file.

If you miss further payments after this you will receive a warning and may have your access to some facilities restricted until your debt is reduced to less than two weeks. If you still continue to miss payments after this warning you may be given a 7 day notice to leave SafeSpace.

**If you are having financial difficulties, please talk to a member of staff about your situation, before things get bad.**

### **Other Charges**

If you damage or destroy any SafeSpace furniture, equipment or parts of the building, including the items in your flat you will be expected to pay for their repair or replacement.

### **Final Invoice**

When you move on you will receive a final invoice which lists all the payments you have made to SafeSpace and any money which you still owe us. You can continue to pay us back via a payment plan until any arrears are settled. If you have any questions about what you owe during your stay or after you leave please ask a member of staff.

## **Support**

### **How We Will Support You**



SafeSpace is able to provide short term accommodation in line with your needs as identified in your support plan, this can be for a maximum of 2 years for residents of main stay flats, or up to 28 days for residents in the emergency flats. This be extended in exceptional circumstances.

### **What is Support?**

Everyone needs support at some point in their lives and SafeSpace is here to support young people to make positive choices, gain independent living skills and develop the emotional resilience they need to move onto lead successful and fulfilling lives.

Support can be difficult to define because it covers a wide range of activities. When SafeSpace refers to support it includes:

- Helping service users to make their own choices, we will never make those choices for you.
- Listening to how the young person feels, and what they have to say about something.
- Explaining what options are available and what the outcomes of those options are likely to be.
- Explaining what barriers might prevent a young person from achieving something, and how they can overcome those barriers.
- Explaining how and why other people may react in a particular way to a young person's behaviour.
- Being a role model for positive behaviour.
- Empowering and motivating young people to set and reach their goals.

### **Policy Principles**

Our approach to support and risk assessment is based on the following principles:

**Person centred and empowering** – in order for support planning to be effective we believe you need to be actively engaging and have a sense of ownership. We aim to achieve this by actively involving you in all assessments, planning and reviews.

**Outcome focused** – the choices, goals and priorities, which you want to achieve, are identified by you to enable you to be supported to maintain independent living and attain an enhanced quality of life.

**Choice and control** – support planning offers a level of service that is appropriate to your individual needs. Services are able to respond quickly and effectively to any changes in your support needs that are identified.

**Multi agency / Joint working** – support needs that cannot be provided directly by SafeSpace will be proactively addressed by working closely with statutory, voluntary and other agencies with your agreement. Any plans or reviews will be developed with the aim of complimenting any statutory plans already in place.



**Quality monitoring** – Needs and Risk Assessments and Support Plans are quality monitored on a regular basis to ensure a consistently high standard for young people.

**Continuous improvement** – Your feedback is encouraged and requested on a regular basis, the Supporting People Quality Assessment Framework will be used to strive, achieve and maintain quality standards within our projects.

### **Support Plan**

Whilst you are at SafeSpace you will have your own support plan and personal development plan (PDP). Staff will support you to meet the targets that you will set for yourself with the help of staff and you will be given many opportunities to reflect on your SafeSpace journey.

Staff will support young people to set SMART targets, SMART means targets are specific, measurable, achievable, realistic and timely. For example: “improve cooking skills” is not SMART, because the amount of improvement is vague. In contrast, “learn how to cook three basic meals over the next two months” is specific and includes a target time. Larger targets will be broken down into smaller targets where appropriate, for example a target of being able to successfully manage money by the end of the year, might be broken down into:

- Create a household budget – week 1
- Shop for groceries within budget – week 2
- Review household budget and adjust it – week 3

The Support Plan is a working document and will be continually reviewed, amended and adapted throughout your tenancy and will remain focused on your needs. It will always aim to reflect your current circumstances, thoughts and views, needs and goals, even if these have changed since you moved in.

**You can review your support plan whenever you like and with any member of staff.**

### **Personal Development Plan**

The PDP is a workbook which we encourage you to personalise. It contains activity sheets designed to help you build various independent living skills. Some of these may already come easily to you, others may present more of a challenge. You can complete the PDP on an ongoing basis on your own or with a member of staff.

### **Support Sessions**

Whilst staying at SafeSpace you will be offered support sessions where you can discuss any problems or issues that you may be experiencing, review your support plan and your plans for moving on. Your support session will be arranged at a suitable time for you and you can also request them. The support session will be carried out in a confidential matter. You will also have support from staff at all other times during the week, Staff are there to listen and talk to and assist in the development of your independent skills.

## **Move On Support And Options**



As a provider of short term accommodation we are always working to ensure you have the best possible move on when the time comes.

There are four types of move on from SafeSpace and a range of options available depending on which type of move on happens. You can discuss your options for move on at any time with a support worker.

### **Planned Move On.**

At SafeSpace we encourage all service users to have a planned move on. This happens when the needs on your support plan have been met, and you are ready to move into permanent accommodation, whether that is a private let, a social let, return to family, moving into other supported accommodation, or becoming 'looked after'. Support may involve assisting you with housing applications, assisting you with property viewings, explaining where you can get hold of furniture, explaining how to set up utilities accounts or liaising with any other agencies involved such as Children's Social Care or Stepping Stones.

### **Unplanned Move On**

An unplanned move on happens when you decide to move out suddenly. While we would always encourage service users to stay at SafeSpace until their support needs have been met, we understand that sometimes things happen quickly and you may choose to leave us. In this circumstance you are entitled to the same support as for a planned move on, and our support workers will still do what they can to support you with your move. With an unplanned move on there is generally less time available to support you prior to your move so we would encourage you to provide us with as much notice as possible.

### **Planned Move after you have been asked to leave**

If your support needs have become too high for you to be able to stay at SafeSpace, for instance if you have broken the rules of your tenancy, but are not an immediate threat to the safety of the project, the staff or the other service users, you will be given a seven day notice. This means that you have seven days to plan your move on. The support staff will work with you to ensure that you know what options are available to you and will provide you with the same support that you would get under a planned move on as far as is possible.

### **Unplanned move after you have been asked to leave**

If your support needs have become too high for you to be able to stay at SafeSpace and your behaviour does present an immediate threat to the safety of the project, staff or other service users you will be asked to leave immediately. In this circumstance you will still be assisted with your move on as much as possible to secure immediate accommodation wherever possible. Staff will liaise with any agencies who are working with you and if appropriate will explain the different options available to you.

### **Resettlement**



After you move out you will be offered ongoing support if you require it. This may be provided by the accommodation provider connected to your move on accommodation, or through the SafeSpace Resettlement team or Calico Floating Support. The support offered usually involves a floating support worker keeping in contact with you, through regular phone calls and/or visits

The frequency and duration of this will be in response to your individual needs and an individual support plan will be agreed. This support is offered to ensure that you are managing your independence, are able to manage your home, and to listen to any problems you may be experiencing. We hope that this will help to sustain your tenancy and prevent homelessness recurring in the future.

If you choose not to accept the support offered but come across problems in the future, you can still phone SafeSpace to ask for assistance.

### Move On Options

Because everyone's needs are different we have a number of internal and external opportunities and support that we engage with to help you move on successfully.

Facility	Description	Types of Move on
<b>B With Us</b>	A choice based lettings facility that allows our service users to view, select and 'bid' upon potential move on properties owned by social landlords throughout East Lancashire. We support all service users in applying to this and we are also signed up to the 'Move on from supported accommodation' protocol which enables service users who have lived in and engaged positively with supported accommodation for 12 weeks or more to move up the priority bands and have a greater chance of being rehoused.	Planned Move On  Unplanned Move On  Planned Eviction  Unplanned Eviction
<b>SAFELETS</b>	A Social Enterprise which helps non – priority homeless i.e. single, aged 18yrs and over, homeless people find an affordable tenancy in the private sector. SafeLets can also cater for couples, or for friends wanting to share a property together.	Planned Move On  Unplanned Move On  Planned Eviction  Unplanned Eviction
<b>SafeSpace Resettlement</b>	We offer resettlement support for up to 8 weeks to young people who have moved on from our service. This support will be delivered by our support staff to ensure continuity and give you confidence in the support you receive.	Planned Move On  Unplanned Move On



		<p>Returned Home / parents</p> <p>Planned Eviction</p> <p>Unplanned Eviction</p>
<b>16-17yrs old protocol</b>	For service users aged 16-17yrs who request to become 'looked after' and who are not found to be intentionally homeless by Housing Needs. Under the protocol Housing Needs will place you in move on accommodation of their choosing.	<p>Planned Move On</p> <p>Unplanned Move On</p> <p>Planned Eviction</p> <p>Unplanned Eviction</p>
<b>Housing Needs</b>	Housing Needs can provide emergency accommodation on a very short term basis within our project or external to our project, they can also offer additional advice and access to a bond guarantee scheme for private rented accommodation	<p>Planned Move On</p> <p>Planned Eviction</p> <p>Unplanned Eviction</p>
<b>Calico</b>	We assist all service users in applying to Calico for ongoing floating support at an early stage in our support. We have a service level agreement to facilitate a smooth transition from move on to avoid gaps in support regarding your tenancy.	<p>Planned Move On</p> <p>Unplanned Move On</p>
<b>Dispersed Supported Accommodation</b>	Stepping stones and YMCA currently provide dispersed supported accommodation. This accommodation usually involves sharing a house with another young person. It also involves support provided by a support worker who will visit you at your property to ensure the tenancy is being maintained.	<p>Planned Move On</p>

### Example Of A Stay At SafeSpace

#### Month 1:

- The young person is given the chance to settle into SafeSpace and familiarise themselves with the project, other young people, staff and rules.
- The young person is supported to make sure appropriate benefits are in process.
- The young person is supported to claim a crisis loan if needed.
- Other agency support is implemented if required or requested.



- The young person is given welcome packs of food and toiletries if available.
- The young person is supported to register their change of address with agencies to ensure all post is received.
- A full support plan is completed with the young person.
- The young person is encouraged explore training or employment interests and look into opportunities.

**Month 3:**

- The young person is supported to make sure all benefits have been processed / claimed.
- Young people should now have accessed or identified an appropriate training provider or employment.

**Month 4, 5:**

- The young person should now be engaging in education, training, employment or internal personal development opportunities.
- The young person could be engaged in Passport to Housing training or other projects within SafeSpace about improving skills, understanding and maintaining tenancy

**Month 6, 9, 12, 15, 18 reviews:**

- Complete a full review of the original support plan and set new targets if required.
- If considering move on the young person is encouraged to consider housing options and look at housing application forms.

**Month 21:**

- The young person is encouraged to look at move on options available, and look at application forms housing.
- Complete a full review of the original support plan and set new targets if required.

**Month 22:**

- Follow up applications
- Bid on appropriate housing on B with Us website
- View houses if necessary.
- Apply for a Community Care Grant if available and if affordable arrange to buy any furniture needed from places such as Open Door or Re-use Together

**Month 23:**

- Buy things for flat/house. Decorate and prepare to move in.
- Final review and other paperwork e.g. evaluation form.
- Ensure resettlement and/or floating support plan is in place if required.

Please note that this is just an example. All plans are dependent on individual needs and are open to regular reviews.



## House Rules and Keeping Safe

### Fire Safety and Evacuation Procedure

If you discover a fire;

- Raise the alarm immediately, by pressing one of the fire alarm buttons
- Exit calmly via one of the fire exits and assemble on the Car Park.
- Do **not** wait for other people
- Do **not** stop to collect personal belongings
- Do **not** re-enter the building

If you cannot escape via a fire exit

- Please remain calm,
- Return to your room or the nearest safe point of the house and close the door.
- Place a wet towel or sheet (if possible) under your door to prevent smoke entering the room.
- Always check a door before opening it (use the back of your hand to touch the handle, if hot do not open).

**The fire brigade will assist with your escape when they arrive on the scene.**

**Remember: get out and stay out**

### Health And Safety Regulations

These regulations have been developed to promote a safe environment for all who live in, work at or visit SafeSpace. Breaches of the regulations could lead to warnings/strikes/informal chats being issued and in some cases where the risk is deemed to be significantly high it may lead to being asked to leave without prior warnings being issued:

- **Rules and Guidelines:** SafeSpace rules and guidelines should be followed to help keep everybody safe from all types of harm. Some of those rules also relate to health and safety.
- **Smoking in SafeSpace:** (including inside your flat/room) there are external smoking areas for staff and residents. Smoking in the building is against the law and this is why such action needs to be taken. This also promotes a safer, healthier environment for all who live in, work at or visit SafeSpace.
- **Doors, Windows and Restrictors:** Please ensure that you close any windows when you are not present to prevent anybody coming into SafeSpace uninvited or any rain coming in and causing damage. Please don't tamper with the





restrictors on the windows. They are there to prevent anybody coming into SafeSpace uninvited and to prevent accidents from happening.

- **Trip and Slip Hazards:** Please don't leave any items or spillages on floors or stairways which could cause trips or slips. This helps to minimise the risk of accidents happening.
- **Candles:** SafeSpace ask that you don't use candles in your flat to help minimise the risk of fire.
- **Cooking:** SafeSpace ask that you don't use chip pans or "make-shift" chip pans/deep frying pans. We also ask that you don't cook after 10.30pm. This helps to minimise the risk of fire.
- **Electrical Items:** Please ensure you turn off **and unplug** all electrical items such as electric cigarette chargers, mobile phone and tablet chargers, televisions, music systems, straighteners and hairdryers to help minimise the risk of fire. Please also don't interfere with electrical items such as light fittings, smoke/heat detectors, alarm systems, electrical supplies or other appliances to minimise the risk of harm to yourself and others.
- **Fire Safety Equipment/Doors/Exits:** Please don't interfere with or misuse any fire safety items including the red/green boxes, fire extinguishers, fire blankets, smoke detectors and fire doors. Please ensure that all internal doors are kept closed and that there are no obstructions around fire exits. Please also respond to any fire alarm or test as instructed in the fire procedures which are on your flat door/in the resident handbook and obey any staff instruction to evacuate. This will help to minimise the risk of harm should a fire occur.
- **Footwear:** Please wear footwear in all communal areas at all times to prevent accidents and injuries.
- **Health and safety checks:** These are usually carried out on your flat/room on a weekly basis however staff reserve the right to enter rooms at any time for health and safety purposes.

### Reporting Repairs

If you notice any repairs needed, faults or problems in your flat / room or shared communal areas please report to a member of staff immediately and they will arrange for the repair to be undertaken and to ensure the environment is in no immediate danger.

### House Rules and Guidelines



These rules and guidelines have been developed because SafeSpace respects both those who live in, work at or visit SafeSpace and our local community and wishes to promote a safe environment.

The rules and guidelines help to ensure that everybody who lives at, works within or visits SafeSpace feels comfortable and safe. SafeSpace ask that we all think about how our choices and actions are affecting those around us. We understand that different circumstances can result in different behaviours therefore the following is offered as a guideline and we always encourage discussion between staff and young people to clarify each individual situation.

Breaches of the following rules will lead to warning being issued and in some cases you may be asked to leave without prior warnings being issued:

- **Drugs (whether legal or illegal), Solvents and Drug Paraphernalia (items used to take drugs):** Drugs (unless prescribed) are not allowed anywhere in or around SafeSpace (including neighbouring streets). Any items of this nature will be confiscated and either disposed of by 2 staff members or handed to the police (depending on drug types and quantities found).

Drugs can be very dangerous regardless of whether they are illegal or not. They can negatively affect a person's choices and actions which could cause others to feel uncomfortable or distressed.

If staff have reason to believe that prescribed medication is being passed or sold to people to whom it has not been prescribed, this will be treated as a breach of the rule and will be taken very seriously as taking drugs prescribed to others is dangerous and can have unexpected side effects.

- **Violence and Abuse (Physical, Emotional, Sexual):** These incidents are taken very seriously within SafeSpace to promote safety and reduce the risk of harm.
- **Discriminatory Actions or Comments:** Any comments or actions which are deemed to be a personal attack relating to a person's colour, race, gender, gender identity, nationality, sexuality, ethnic origin, marital status, disability, appearance, age, religious beliefs or personal choices will be treated as discriminatory. These comments are discouraged in order to promote equal opportunities and promote a comfortable, non-judgemental environment where people feel free to be themselves.
- **Bullying and/or Harassment:** SafeSpace takes bullying and harassment seriously. Examples of bullying and harassment include jokes about a person, pranks on a person, deliberately attempting to negatively influence people's opinions of a person, deliberately leaving somebody out of a discussion or activity, making them feel unwelcome at SafeSpace, displaying abusive or offensive writing or material about a person, unwelcoming touch, abusive, threatening or insulting



words or behaviour to or about a person, discriminatory comments or actions (see above) and violence or abuse (see above).

Bullying and Harassment is taken seriously in order to promote a comfortable, non-judgemental environment where people feel free to be themselves. Please refer to our bullying and harassment policy for more information on how we will respond to this behaviour.

- **Anti-Social or Criminal Behaviour (within SafeSpace or in the community):** Any anti-social or criminal behaviour will affect the risk assessments which we complete for each resident. If the risk is deemed to be unmanageable you could be asked to leave.

Acts of criminal damage may result in the Police being called, a warning being issued or, depending on the seriousness of the incident, you being asked to leave. Anyone causing deliberate damage will be expected to pay for repairs or replacements.

The following rule breaches could lead to warnings being issued without any prior strikes or informal chats being issued, but are unlikely to lead to immediate eviction in the first instance.

- **Isolated and minor acts of aggression or disrespectfulness:** towards other residents, visitors, staff, the building or any items belonging to SafeSpace, other residents, visitors or staff. If you damage any of SafeSpace's items you will be provided with an invoice to pay for repairs or replacements. This encourages respect for others and their property.
- **Smoking in SafeSpace** (including inside your flat/room): there are external smoking areas for staff and residents. Smoking in the building is against the law and this is why such action needs to be taken. This also promotes a healthier environment for all who live in, work at or visit SafeSpace.
- **Alcohol in or around SafeSpace** (including neighbouring streets): Any alcohol found will be confiscated and disposed of by 2 staff members. The reasons for this rule include the need to promote a safer, healthier environment for all who live in, work at or visit SafeSpace.
- **Entering another resident's flat/room or staff offices without their permission:** A person's flat is their home and contains personal possessions which are private. Entering a person's home without their permission is illegal and is an invasion of privacy which everybody is entitled to. Staff offices contain confidential information which is also private to the individuals concerned.
- **Failure to pay your service charge:** If you owe more than 2 weeks service charge you will receive letters which are equal to warnings. You must act on these



letters by either paying your arrears off in full or speaking to staff to offer a payment plan. If you receive one of these letters your computer access may also be restricted. The service charge pays for your utilities (gas, electricity, water) which you will be expected to pay for in future tenancies (when you move on from SafeSpace) to avoid having the utilities removed and/or extra charges added.

- **Leaving SafeSpace Insecure:** Allowing access to the building to anybody (including other residents) either by the front door, fire exits or windows. This includes leaving doors ajar whilst you “nip out” and also tampering with window restrictors. SafeSpace is a safe secure place to live, work and visit, but if staff are unaware that the building is not secure or of who is in or out of the building, it makes it difficult to keep it that way.
- **Receiving 3 strikes:** Strikes can be received for continual failure to follow the suggested guidelines below.

Failure to follow these guidelines may result in informal chats or strikes being issued:

- **Inappropriate Physical Contact (including “play fighting” or intimate touching, kissing, cuddling) in communal areas:** Please think about how others around you may be feeling about your contact with others. Physical contact must always be consensual.
- **Visitors to your flat (including other residents):** We ask that you only have one visitor to your flat and only during the hours of 9am to 9pm. This will keep noise to a minimum for those who are trying to sleep or chill out for the evening and minimise the risk around fire and health and safety. You are also requested to ensure that your visitors remain in your flat unless entering or leaving the building or using the smoking area. This has been requested by previous residents. It can become uncomfortable for residents in the communal areas if there are several visitors and it can also become a confidentiality issue. Visitors should sign in and they may be asked for proof of age/identity as visitors must be over the age of 16 unless accompanied by a parent or carer. Please be aware that you are responsible for the conduct of your guests. If you require more than one visitor to your flat this may sometimes be authorised at staff discretion where family / agencies are visiting.
- **Cleaning your Room/Flat:** We ask that you keep your flat/room clean and tidy and free from health, hygiene and safety risks. If you require support with cleaning or laundry (if you haven’t done it before or you feel that there is too much to do alone), staff will support you and show you how to use the laundry facilities). Flat/Room Checks are held each week and there is an opportunity to win a prize if your room is regularly clean and tidy. This promotes a safe and hygienic living environment and prepares you for independent living.



- **Noise:** We request that noise is always kept at an acceptable level and that voices, music, televisions and radios are kept as quiet as possible after 11pm and before 8am. This is to ensure that those who want to sleep or chill out can do. If you are having problems sleeping or chilling out due to noise from anywhere in the building between these times please speak to staff who will speak to those responsible.
- **Home Times:** We ask that you be home by 11pm on Sundays to Thursdays and by 12am on Friday and Saturday evenings. We also ask that you remain in the building after these times for safety and security, to promote routine within your lifestyle and to minimise disturbing other residents who may be trying to sleep or chill out.
- **Reception/Entrance:** We ask that you don't congregate and loiter in the reception or outside of the entrance to SafeSpace. This can make an uncomfortable and intimidating atmosphere for people who are visiting or moving in and it can prevent staff who are working in the office from being able to carry out their duties effectively. Please be assured it is fine to come to reception to ask for support with anything at any time.
- **Sleeping Out/Holidays:** If you would like to sleep out this is fine, but we like you to let us know where you are so that we know that you are safe. Staff may call you if you haven't made us aware that you are staying out in order to check that you are safe. We ask that you sleep out no more than 3 nights in a 7 night period without authorisation. If you are 16 or 17 years old and we haven't seen/spoken to you (texts don't count) for 24 hours we will begin to follow our missing person procedure. If you are 18 years old or over we will begin to follow the procedures at 48 hours. If you are going on holiday this needs authorisation by managers and you will need to stay in contact whilst you are away and leave details of your whereabouts with staff and your expected return date.
- **Resident Meetings:** We ask that you attend these meetings which are at 4.30pm and 7:30pm on Monday evenings. We often have guest speakers in the meetings particularly the 4.30pm ones. This helps SafeSpace to consult all residents on issues which may affect them and also to provide you with the latest information and opportunities. It also gives residents the opportunity to discuss issues with each other and come to agreements together.
- **Training/Education/Employment/Personal Development:** It is part of your support plan to seek or be engaged in employment, training, education or personal development opportunities. You will have your own Personal Development plan and access to our Training and Education Champion who can support you with this along with other staff members. This rule is in place to promote learning, independence and personal development.
- **Rise and Shine:** We like you to be up by 10.30am on weekdays. This promotes routine and enables staff to work with you around any support needs identified



in your support and personal development plans. We have a breakfast club in the communal dining room between 8am and 9.30am during the week and between 9am and 10.30am at weekends where you can get toast, cereal and drinks and sometimes hot food at weekends).

- **Posters and Pictures:** Please don't use pins, nails, cellotape or any other form of adhesive. Please use blue tack to avoid damaging the walls and paint work.
- **Decorating your flat/room:** We do ask that you don't decorate your flat/room as the decoration must comply with the landlord's regulations. You can move your furniture around as long as it complies with health and safety regulations.

## Visitors Policy & Rules

During your stay here at SafeSpace you are welcome to have visitors, but in order to manage this safely we hold a visitors policy and rules which you are required to comply with.

SafeSpace allows residents to have visitors in order to assist in them maintaining relationships and support.

Residents who have visitors within SafeSpace are fully responsible for the visitor whilst they are on the premises.

Every resident has the right to stay safe within the project and therefore should this be threatened in any way by a visitor, the visitor will be asked to leave with immediate effect. Any visitor asked to leave the project due to such behaviour will then be barred from the project. If a visitor would like to appeal against this they may do so by appealing in writing to the manager using our appeals procedure.

If visitors cause damage to any property within SafeSpace or remove any property within SafeSpace, the resident whom they were visiting will be held accountable and the Police involved where necessary.

Where a request for a visitor is made and we have reason to believe they may pose a threat regardless of severity, in the past, present, or future to any other person (including staff, residents, volunteers and other visitors already on the premises) or the project they will be refused access to the building and its premises.

Failure to keep to this policy or rules may result in warnings being issued or prevention from having visitors at SafeSpace in the future.

### Visitor Procedure

- You must inform members of staff on duty if you are expecting a visitor and provide them with the visitor's name.



- Residents are only allowed 1 visitor at a time (this can be extended to 2 family members / very close friends at staff discretion only).
- Visitors must sign in the visitor's book which is available from the main office.
- Visitors must be aged 16yrs or over unless (this is for Safeguarding purposes), family members under the age of 16yrs will be granted access at staff discretion, but should be accompanied by a responsible adult.
- If residents are being visited by agencies they can conduct their meeting in their flat (if agreed by the resident and the agency worker). If a meeting room is required this will need to be booked in advance with the main desk staff.
- Visitors must comply with SafeSpace rules and regulations whilst on the premises.
- Visitors are allowed access to SafeSpace at the discretion of staff.
- All visitors' access must be between the hours of 10am and 8pm.
- Visitors can only access the flat of the person they are visiting, visitors are not permitted to use the communal areas or access any flat / room other than the one they are visiting
- Visitors who are disrespectful, aggressive or abusive in any way (towards the project or anyone within the project) will be asked to leave immediately.

## **Room Checks**

Room checks take place once a week on a Tuesday evening at 19:30. Two members of staff will check each flat for damage, missing items and general cleanliness. Each flat will be marked as an excellent, suitable or fail. The reasons for this mark will be recorded on the room check checklist.

If you fail your flat check you are given until the following Friday to clean and tidy your room. If you need more support around cleaning, this will be added to your support plan and provided as soon as possible. On the following Friday the room will be rechecked by a manager and if it fails again an informal chat will be issued.

If you pass your flat check with an 'excellent' for four weeks in a row you will be given one week's service charge for free!

## **Drugs, Alcohol And Solvents**

This organisation seeks to work with all young people. In order to ensure a fair and safe environment for all, the SafeSpace operates a Drug Policy. This drug policy will have been explained to you when you were referred to the service or started using the service. You are always welcome to look at the policy, to discuss it with staff, and to see how it affects you. It is important to highlight the following:





**We do not condone the possession or use of illegally held controlled drugs on the premises.** This includes legal highs, prescribed drugs, illegal drugs, amyl nitrate (poppers), solvents, alcohol and all drug paraphernalia.

Where we know or suspect such possession or use is taking place, **we will always take action.** This may result in you being asked to leave our services, especially where we are concerned that such possession or use puts other service users at risk.

We will not tolerate the supply of controlled legal or illegal drugs on these premises.

If we know or suspect that you are involved in supplying drugs, we must prevent this happening. This may involve you being barred from some or all of the premises and may mean we have to involve the Police.

We do not want you to be barred or excluded, so please make sure that you understand the drug policy, and follow the rules for your own safety and the safety of others.

Any non-prescribed drugs, or drug paraphernalia will be confiscated and either disposed of by 2 staff members or handed to the police (depending on drug types and quantities found). Warnings will be issued to those responsible and they may be asked to leave SafeSpace, again depending on the types and quantities found.

### **Alcohol**

We do not allow you to drink or store alcohol anywhere on our premises or in the immediate vicinity of the building. Any alcohol found will be disposed of immediately.

### **Under the influence**

Any service user accessing services whilst intoxicated from drugs, alcohol or solvents will be dealt with kindly but firmly. If the service user is displaying disruptive behaviour they will initially be spoken to regarding their behaviour and why it is not acceptable. Failure of the service user to moderate their behaviour can result in the member of staff ending the support session and / or asking the service user to leave the building. If the service user will not leave the police may be called for additional help with the removal of the service user.

The full Service User Drugs, Solvents and Alcohol policy is included further on in this handbook.

## **Informal Chats, Strikes and Warnings**

If you break any of the SafeSpace rules, the licence agreement terms or the Health and Safety Regulations this will lead to action needing to be being taken. There are various levels of appropriate action depending on what has happened, how serious it is and what the circumstances were. The types of action can be grouped into informal chats, strikes and warnings.





**Informal chats** are exactly as described. They are when a member of staff informs you that something you have done is not acceptable, and are usually used for minor incidents. The staff member will write down that they have had an informal chat with you, and this may be taken into account when considering any future disciplinary action.

**Strikes** are also issued for minor offences, usually when an informal chat has already taken place for the same or a similar incident. 3 strikes will lead to a warning being issued.

**Verbal warnings** are issued for more serious incident that has posed a threat to the young person, the project or another person, or when you receive three strikes.

**Written warnings** are issued when you have broken the rules after already receiving a verbal warning. Where the incident is deemed to be particularly serious a written warning may be issued without first issuing a verbal. A non-payment of service charge letter is equivalent to a written warning.

**Final warnings** are the final stage before a resident is asked to leave SafeSpace. These are usually issued when the resident has broken the rules having already received a written warning. Where the incident(s) is/are deemed to be particularly serious a final warning may be issued without first issuing a verbal and/or written warning. A final non-payment of service charge letter is equivalent to a final warning.

**7 day notices and being asked to leave notices** are issued when the incident, or list of incidents mean that it is no longer appropriate for you to stay at SafeSpace. 7 day notices are issued for non-payment of rent or service charge as well as for serious and/or continuous breaches of the rules. Immediate evictions are given when the nature of the breach means that it is inappropriate for you to stay in the building.

You should be aware that the type of action taken depends on the nature of the incident and **if the incident is deemed to be severe enough you may be asked to leave SafeSpace without a previous warning being issued.** You should therefore take all of the above seriously, and comply with the rules at all times.

### **Review and Removal**

Strikes and warnings will usually be removed after 4 weeks if the incident or similar incidents have not been repeated.

Strikes and Warnings relating to drugs, drug paraphernalia or violence will be removed after 12 weeks if the incident or similar incidents have not been repeated.

### **Appeal**

You have the right to appeal against all strikes, warnings, 7 day notices and being asked to leave. You can appeal by putting your case in writing to the SafeSpace Manager or Deputy Manager within 7 days. The Manager or Deputy Manager will review the case and inform you of the outcome within a further 7 days. Where you have been asked to leave imminently the Manager will endeavour to review the case prior to your



departure, but please note that this may not be possible depending on the circumstances and the requirement for Staff to prioritise the safety of our residents at all times.

## **Professional Boundaries: Staff Responsibilities For Themselves And You**

SafeSpace exists for the benefit of the young people aged 16 to 25 years old who are homeless or at risk of being homeless. It is your right to be treated with dignity and respect at all times.

### **Staff professional code of conduct**

Professional boundaries give staff members and you clear guidelines as to best practice in their role at SafeSpace.

Staff members are expected to act honestly, conscientiously, reasonably and in good faith at all times having regard to their responsibilities, the interests of PAC and the welfare of colleagues, other agencies and volunteers.

- Staff should never give their home address, telephone numbers (mobile or landline) or email addresses to service users.
- Staff should not request or accept service users (current and past) as 'friends' or 'followers' on social networking sites e.g. facebook, twitter, bebo or communicate with them via such sites. Requests or communication from service users or ex-service users on such sites should be ignored
- Any contact with service users outside of normal working hours must always be reported in a timely manner. Any offer of support outside normal working hours should be authorised by a manager and/or the Charity Manager beforehand.
- Petty cash should not be given to service users unless authorised by a manager. Staff must not 'lend' money or personal items to service users.
- Staff should not socialise or fraternise with service users. Staff should not allow service users to visit their home under any circumstances, and should only visit service user's homes after the appropriate risk assessments have been carried out and the visit has been authorised by a manager and/or the Charity Manager.
- Staff must not engage in sexual or intimate relationships with service users or members of their families.



- Drunken, influenced, aggressive or disruptive service users should always be dealt with kindly but firmly. Staff should be mindful of their own safety in these situations.
- Staff should never be under the influence of any form of alcohol or drugs during working hours including when “On Call”.
- Staff and volunteers must recognise that should they allow or participate in drinking or illegal drug episode, then the staff and the project will lose credibility and this could lead to disciplinary action.
- Should staff see or be in the same social venue as a service user whilst not on duty, staff must respect the confidentiality of the service user. If staff are approached by a service user or ex-service user whilst not in work they must respond politely and professionally and keep interactions to a minimum, explaining to the service user if necessary that they are with friends and therefore not able to discuss work related issues. Where the situation or interaction is related to a safeguarding or potential safeguarding concern the interaction must be reported and recorded to the project manager as soon as practical
- Staff and volunteers must never be abusive or violent to a service user, other workers, volunteers, visitors or members of the public, and must recognise this could lead to legal proceeding against the worker.
- Staff and volunteers must not allow any act that will adversely affect the welfare of service users or bring the Charity into disrepute.

## **Equality of Opportunity**

SafeSpace places a high emphasis on Equal Opportunities and Anti Discriminatory practice at all times.

The project will:

- Try to stop discrimination or harassment by informing people that it is not acceptable in this project.
- Take any reports of discrimination or harassment seriously and investigate to establish the facts and details of any incident.
- Take appropriate action against anyone involved with discrimination or harassment.
- Support service users who are being harassed or discriminated against, by offering advice and assistance including engaging other agencies where appropriate.
- Make sure staff follow this policy at all times and ensuring all service users are aware of our policy.



**Discrimination or harassment by a resident may be grounds for eviction.**

**Discrimination or harassment by a member of staff may be grounds for dismissal.**

The full PAC Service User Equality of Opportunity and Diversity Policy is included further on in this handbook.

If you feel you have been treated unfairly in any way, you have the right to make a complaint. You can make a complaint yourself, or if you find this difficult (you may be embarrassed or scared) you can ask someone else to do this for you. This could be a member of staff, Young People's Service staff etc.

If your complaint is against a member of staff, you can complain direct to the Project Manager, Benjamin Peverley or PAC Manager, Claire Bennett. The address for both is Hills House, Leeds Road, Nelson. BB9 8EL

## **Bullying and Harassment**

Many people in our society are bullied and harassed. Personal harassment and bullying takes many forms ranging from tasteless jokes and abusive remarks to pestering, threatening behaviour and actual physical abuse. Whatever form it takes, SafeSpace always treats it as serious and unacceptable.

We should always consider whether our words or behaviour could be offensive or inappropriate. Even unintentional harassment or bullying is unacceptable. Harassment is any unwanted physical, verbal or non-verbal conduct which violates a person's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for them. A single incident can amount to harassment.

For example, harassment may include:

- Unwanted physical conduct or "messaging around", including touching, pinching, pushing, grabbing, brushing past someone, invading their personal space, as well as more serious forms of physical or sexual assault;
- Unwelcome sexual advances or suggestive comments or gestures (the harasser may perceive these as harmless).
- Continued suggestions for social activity after it has been made clear that such suggestions are unwelcome.
- Sending or displaying material that is pornographic or that some people may find offensive. This includes e-mails, text messages, video clips and images sent by mobile phone or posted on the internet.
- Offensive or intimidating comments or gestures, or insensitive jokes or pranks.
- Mocking, mimicking or belittling a person's appearance, personality or disability.



- Racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about a particular ethnic or religious group or gender.
- Outing or threatening to out someone as gay or lesbian.
- Ignoring or shunning someone, for example, by deliberately excluding them from a conversation or a social activity.
- A person may be harassed even if they were not the intended "target". For example, a person may be harassed by racist jokes about a different ethnic group if they create an offensive environment for them.

### **What is bullying?**

Bullying is offensive, intimidating, malicious or insulting behaviour that can make a person feel vulnerable, upset, humiliated, undermined or threatened. Bullies use personal strength or authority to coerce or put pressure on someone through fear or intimidation.

Bullying can take the form of physical, verbal and non-verbal conduct. Bullying may include, by way of example:

- shouting at, being sarcastic towards, ridiculing or being mean to others;
- physical or psychological threats;
- overbearing and intimidating levels of supervision;
- inappropriate and/or unkind remarks about someone's behaviour;
- abuse of authority or power by those in positions of seniority; or
- Deliberately excluding someone from conversations or activities without good reason.

You should report any instances of bullying or harassment which you experience or witness to staff members. If you are not sure whether an incident or series of incidents are bullying or harassment, please talk to staff about it.

### **Reporting Bullying and Harassment - Complaining about a specific member of staff.**

#### **Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) report the incident as a complaint in writing and give to the Project Manager.

The Project Manager will look into your complaint and take appropriate action. This will usually involve talking to both you, other people who have witnessed the incident(s) and the person you have said is bullying/harassing you in order to gain more information



about what has been happening. The manager may also check other records such as CCTV footage and with your permission request access to records held by other agencies about the incident(s)

A member of staff found to be bullying or harassing someone will have disciplinary action taken against them.

**Step Two:**

If you are unhappy with how your complaint has been dealt with you can ask the Charity Manager to consider your complaint and the reasons why you are not satisfied with the outcome. The Charity Manager will agree to respond to any written complaint and reasons for dissatisfaction within 7 days of receipt of your correspondence.

**Step Three:**

If you are not satisfied with the Charity Manager's decision then you can ask for the complaint to be addressed by the trustees of Pendle Action for the Community

**Reporting Bullying and Harassment - Complaining about a service user**

You have the right to make a formal complaint regarding a service user if you feel you are being treated unfairly or being victimised in any way.

**Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) make your complaint in writing to a member of staff.

Staff will then address your complaint in a confidential manner and advise you on what action has been taken. This will usually involve talking to both you, other people who have witnessed the incident(s) and the person you have said is bullying/harassing you in order to gain more information about what has been happening. The manager may also check other records such as CCTV footage and with your permission request access to records held by other agencies about the incident(s)

Anyone found to be bullying or harassing someone will receive a warning, and depending on the extent and seriousness of what has happened, may be asked to leave SafeSpace.

**Step Two:**

If you are not satisfied with the outcome of your complaint, you have the right to ask the Project Manager to assess the complaint and any action taken. You must give reasons for why you are unhappy with how your complaint was dealt with.

**Step Three:**

If you are still not satisfied with the outcome of your complaint, you have the right to take the complaint to the Charity Manager. In order to do this you must put in writing the initial complaint and the reasons for being unsatisfied with how the complaint has been dealt with by the staff and Project Manager.



### **Independent Support and Advice**

Police Hate Crime and Diversity Team	0800 555 111
Childline	0800 1111
Samaritans	08457 909090

## **Protection from Abuse & Duty of Care Policy**

As a provider of a service which responds to social, emotional and support needs of people, PAC considers its professional and appropriate responses to duty of care as incredibly important to our provision of service.

As a service user of SafeSpace you have the right to be treated with dignity and respect at all times from those providing the services and support of SafeSpace. If you feel at any time that anyone acting for SafeSpace is not treating you in this way you have the right to report this and to expect an investigation into it.

These are some of the ways in which you might suffer abuse.

**Physical abuse** - Any non-accidental injury. This includes hitting, kicking, slapping, shaking, burning, scalding, pinching, poisoning, hair pulling, biting, choking, throwing, shoving, whipping, and suffocating, or otherwise causing physical harm.

**Sexual abuse** involves forcing or enticing a person to take part in sexual activities, whether or not the person is aware of what is happening. The activities may involve physical contact, and may include involving forcing others to engage in looking at, or in the production of, pornographic material, or encouraging them to behave in sexually inappropriate ways.

**Neglect** - Failure to provide for physical needs. This includes lack of supervision, inappropriate housing or shelter, denial of medical care, and inadequate hygiene. It may also include neglect of, or unresponsiveness to, a person's basic emotional needs

**Emotional abuse** - Any attitude or behaviour which interferes with a person's mental health or social development. This includes yelling; screaming; name-calling; shaming; negative comparisons to others; telling them they are "bad, no good, worthless" or "a mistake"; being expected to do things not appropriate to their age or development; or causing people frequently to feel frightened, or in danger.

**Financial Abuse** - involves forcing people into handing over money, giro's or benefit books; forcing people to make investments or purchases; selling items to, or forcing people to sell items.

Please remember if someone is abusing you, it is not your fault. You are not alone and there are people who can help you and stop people from making you feel scared or hurt.



You may be frightened of the person hurting or scaring you but there are things you can do to get help and stop this situation.

**You should:**

- Tell someone you trust that you're being abused.
- Let people help to make things better by stopping the person from abusing you

**You shouldn't:**

- Feel embarrassed or alone.
- Feel that it is your fault or that you are to blame for someone abusing you. Anybody who tells you that is a liar.
- Keep it a secret that someone is abusing you.
- Feel afraid. There are people here to help you.

**How to Report Abuse**

You can either;

- Approach a member of staff that you trust and feel confident with and able to talk to about the situation.

Or

- Fill out a complaints form and submit it to the project manager.

**Following making a report you can expect;**

- To be taken seriously
- To have your report dealt with sensitively and appropriately
- To have the issue addressed quickly and appropriately
- To be protected throughout any investigation

Please note that the staff member who you talk to will have a duty to report this to higher management to ensure appropriate action is taken. The project manager will need to talk to you following receipt of any complaint in order for the situation to be dealt with appropriately.

**If you need someone else to talk to?**

Rape Crisis	0808 8029999
NSPCC (concerned about a child's safety)	0808 800 5000
Children's Social Care	01282 866706
Childline	0800 1111
Samaritans	08457 909090

**Our Duty of Care**

Staff have a **"duty of care"** to act in the best interests of the service user. Where service user is clearly able to make choices, they will be advised of the options available to them and their wishes respected unless, exceptionally, a statutory responsibility to intervene arises. Where a young person or vulnerable adult is unable to make a decision due to mental impairment staff will need to review their position in respect of the law to see what further action can be taken.





All PAC projects will undertake the following as a minimum in their duty of care with additional care being in response to the individual support the service users require and need.

- PAC is committed to protecting all service users from abuse.
- PAC believes that every service user has the right to live free from abuse.
- PAC will not tolerate any member of staff breaching their responsibility by any act or omission that causes or permits the abuse of a service user.
- Where we are unable to prevent such abuse, we will ensure that robust procedures are in place for reporting and dealing with incidents.

### **Measures to be taken**

In order to meet the aims that this policy sets out PAC will:

- Ensure that rigorous safeguards are in place in recruitment processes including the receipt of a satisfactory Enhanced Disclosure and Barring Service Check for positions which require it as set out in the PAC Disclosure and Barring Service Policy
- Ensure that staff are supported and trained in recognising and dealing with incidents of abuse and that they know how to respond appropriately to allegations, suspicions or incidents – this will include specific induction training in Health & Safety, Protection from Abuse, Protection of vulnerable Adults, Child Protection. Risk Assessments and Professional Boundaries.
- Ensure that staff are aware of their individual responsibilities in relation to speaking out ('whistle-blowing') where they are aware of or suspect abuse
- Ensure that appropriate risk assessment processes are utilised specifically to prevent staff from personal benefit when working with service users
- Respond to any allegations against staff appropriately and fairly and implement any necessary disciplinary procedures
- Ensure that information on reporting abuse is widely available and well publicised
- Support the Lancashire County Council Safeguarding Adults Policy and Lancashire County Council Child Protection Policy

### **Child Protection**

If you report a problem to staff, which appears to be a child protection issue, the Child Protection policy and procedures will be followed. You will be asked if you would like to inform the local Social Services department and it would be explained to you what this would involve and how Social Services may be able to assist.

If you choose not to inform the social services but the project feels that the person or any other person would be at considerable risk, the project will inform Social Services and inform you that they intend to do so. The above procedure will also be followed if



you inform us of a child protection issue regarding your siblings or any other child. We will wherever possible keep you informed of any further action that will take place.

### **Confidentiality**

All service users of PAC projects have the right to receive a confidential and discreet service at all times and the staff of PAC projects are responsible for ensuring this is maintained i.e. during and after support is provided, in public and private venues, within the community. PAC will comply with our Confidentiality Policy and Professional Boundaries Policy whilst carrying out all duties. Staff will explain PAC service user confidentiality policy and procedures to all new service users receiving support.

### **Specialised Support**

If the project become aware of an issue/problem that you may be experiencing which requires further/specific specialised input, the project will contact with your consent relevant agencies or support networks that are relevant and specific to their needs – this will be in accordance with your consent and as per your 'Access to Information' agreement.

### **Personal Wellbeing**

In the case of you requiring to attend hospital (following an accident / injury / illness), you are responsible for making your own way to the hospital. Staff are unable to transport you in an emergency. If you are incapable of making the journey to hospital alone / yourself, an ambulance will be called to transport you to the hospital. Any costs incurred due to use of an ambulance service will be your responsibility.

## **PAC Appeals Policy & Procedure**

PAC projects must ensure that all decisions made regarding service users who apply or access any of our services are treated equally and fairly. The decisions made will take into consideration our equal opportunities policy, needs and risk assessments and any relevant information acquired.

### **Your right to appeal**

If you disagree with any decision made regarding your application to access services, or any decision regarding your continued support within a project you may appeal against the decision.

### **Appeal Procedure**

- Complete the attached appeal form within 48 hrs of the decision being made.
- Please give as much detail as possible and tell us why you think this decision is wrong.
- Please sign and date this form and provide a contact address or number so that we can contact you.



- Please send the form or give the form to the Project Manager of the project.

**Following receipt of your appeal letter the following steps will be taken.**

- Your appeal will be addressed by the Project Manager.
- They will contact you within 7 days to arrange a meeting with you. This meeting will be held within a further 7 days of arranging the meeting. You will be informed that you are welcome to bring a friend or representative with you to attend the meeting.
- At the meeting you will have the opportunity to tell the Project Manager why you think the decision was wrong. The manager may ask you questions related to this to ensure they gain all relevant information to be able to review the decision.
- Following the meeting the Project Manager will gather any additional information that may be required in order to review the decision which you are appealing and they will let you know the outcome within 7 days of the appeal meeting.
- If you disagree with the outcome of the appeal meeting you have the choice to appeal further to the Charity Manager of Pendle Action for the Community (PAC). The PAC Charity Manager will review the appeal and respond within 7 days. This decision will be final.

**Advice and Guidance**

The following external agencies are able to provide independent advice and guidance to service users:

**Shelter**

[www.shelter.org.uk/getadvice](http://www.shelter.org.uk/getadvice)  
0808 800444

**Citizens Advice Bureau**

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)  
Nelson - 61/63 Every Street, NELSON, BB9 7LT - 01282 616750,  
Colne – The Citadel, Market Place, COLNE, BB8 0HY - 01282 867188  
Barnoldswick – 10 Rainhall Road, BARNOLDSWICK, BB18 5AF - 01282 814814

**Help Direct Lancashire**

[www.helpdirect.org.uk/east-lancashire](http://www.helpdirect.org.uk/east-lancashire)  
0303 333 1111 or [enquiries@helpdirect.org.uk](mailto:enquiries@helpdirect.org.uk)



This policy will be reviewed every 3 years or as a result of the introduction of new legislation (whichever is the sooner).

## **PAC Complaints, Comments and Compliments Policy**

All service users of PAC have the right to interact in a safe, secure, supportive, non-judgemental environment where you will be treated fairly by staff and others.

All service users have the right to be treated equally, fairly and be given empowerment to make your own choices to lead an independent life.

PAC see all complaints as a valuable and positive tool in reviewing and developing our service to maintain high standards in our support delivery

### **Complaining about a project or a specific member of staff.**

#### **Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) make your complaint in writing and give to the Project Manager. The Project Manager will look into your complaint and take appropriate action.

#### **Step Two:**

If you are unhappy with how your complaint has been dealt with you can ask the Charity Manager to consider your complaint and the reasons why you are not satisfied with the outcome. The Charity Manager will agree to respond to any written complaint and reasons for dissatisfaction within 7 days of receipt of your correspondence.

#### **Step Three:**

If you are not satisfied with the Charity Manager's decision then you can ask for the complaint to be addressed by the trustees of Pendle Action for the Community

### **Complaining about a service user**

You have the right to make a formal complaint regarding a service user if you feel you are being treated unfairly or being victimised in any way.

#### **Step One:**

Using a Complaints, Comments and Compliments Form (if you need a form please ask a member of staff for one) make your complaint in writing to a member of staff. Staff will then address your complaint in a confidential manner and advise you on what action has been taken.

#### **Step Two:**



If you are not satisfied with the outcome of your complaint, you have the right to ask the Project Manager to assess the complaint and any action taken. You must give reasons for why you are unhappy with how your complaint was dealt with.

### **Step Three:**

If you are still not satisfied with the outcome of your complaint, you have the right to take the complaint to the Charity Manager. In order to do this you must put in writing the initial complaint and the reasons for being unsatisfied with how the complaint has been dealt with by the staff and Project Manager.

**All complaints aim to be dealt with and replied to within 10 working days.  
During any point of the complaints procedure the person making the complaint has the right to be accompanied or seek advice from an independent body.**

### **Comments**

You can provide feedback about any project or part of the service at any time using a Complaints, Comments and Compliments form. If you need a form please ask a member of staff for one. Make your comment in writing and give to the Project Manager. The Project Manager will look into your comment and take appropriate action.

### **Compliments**

If you feel that any of the work that PAC undertakes is worthy of your compliments please feel free to put it in writing. We like to hear what we are doing well as well as what suggestions for change you may have to ensure that our projects remain equal, fair, accessible and appropriate.

If you would like to pay us a compliment please feel free to do so using a Complaints, Comments and Compliments form, in person, via telephone, via email or direct to our trustees.

The Charity Manager is Claire Bennett, Email – [claire.bennett@pendle-action.org.uk](mailto:claire.bennett@pendle-action.org.uk)  
Contact Number - 07809503761

### **Address for trustees**

Pendle Action for the Community Management Committee  
c/o SafeSpace Hills House  
Leeds Road  
Nelson  
Lancashire



## **Full Copies of Policies and Procedures**

### **PAC Service User's Equal Opportunities, Diversity And Anti –Discrimination Policy**

Equality and Diversity is about valuing differences and creating an environment where everyone has an equal chance to live, learn and work, free from discrimination and prejudice.

To this end, Pendle Action for the Community and its projects wholeheartedly support the principles of equal opportunities in employment and service delivery and oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, gender, being transgender, appearance, age, disability, faith, ethnic or national origin, sexual orientation, marital status, maternal status, being pregnant, being married or in a civil partnership, or HIV status.

PAC recognises that certain groups of people in society are denied equal opportunity and suffer discrimination. Therefore PAC is committed to developing an effective equal opportunities policy and plan to provide equal treatment, equal access and equal benefits, and strives for good practice in all its area of work including services to clients; in its practise as an employer; and in the way it works with other organisations, both statutory and voluntary.

PAC recognises that equal opportunities must be actively promoted, implemented and monitored, and that policies must be reviewed on a regular basis.

We do not discriminate against staff or service users on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, service users, service users, service users, suppliers and former staff members.

PAC projects will ensure they promote and positively engage actions, activities and plans to embrace community cohesion and prevent social exclusion

All staff have a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff or service users, regardless of their status. Your attention is drawn to our separate anti-harassment and bullying policy.



## **Legal Standing**

PAC is committed to taking positive action to implement and adhere to the Acts of Parliament which legislate against discrimination: The Equality Act 2010, The Human Rights Act 1998, The Civil Partnership Act 2004, Employment Equality (Sex Discrimination) Regulations 2005, The Equality Act 2006, The Racial and Religious Hatred Act 2006, The Employment Equality (Age) Regulations 2006, Schedules 6 and 8.

PAC aims to identify and eliminate all types of discrimination including;

- a. Direct discrimination - that is treating a person less favourably than others because of their colour, race, gender, age, disability, nationality, faith, ethnic or national origin, sexuality, marital status or HIV status.
- b. Indirect discrimination – that is applying rules, conditions, or procedures that adversely affect people from one or more of the groups above compared with the population as a whole.

In this context it is recognised that the construction of some properties used by PAC may limit access for people with certain disabilities.

## **Training and Equal opportunities**

Managers will be given appropriate training on equal opportunities awareness and equal opportunities recruitment and selection best practice. The Charity Manager has overall responsibility for equal opportunities training.

Staff training needs will be identified through regular staff appraisals. All staff will be given appropriate access to training to enable them to progress within the organisation and all promotion decisions will be made on the basis of merit. Our conditions of service, benefits and facilities are reviewed regularly to ensure that they are available to all staff who should have access to them and that there are no unlawful obstacles to accessing them.

## **Scope and purpose of the policy**

This policy applies to all aspects of our relationship with staff and Service Users.

This policy applies to all potential as well as current project committee members, employees, volunteers, service providers and service users.

We will take appropriate steps to accommodate the requirements of different religions, cultures, and domestic responsibilities.

## **Disability discrimination**

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.



We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where reasonable, we will take steps to improve access for disabled staff and service users.

### **Breaches of the policy**

Anyone who feels they have been discriminated against in any of the above areas should discuss this with the project manager. If this does not resolve the concern, you should raise a formal complaint as per the Complaints, Comments and Compliments policy and procedure.

### **Complaints and Comments**

PAC will not ignore complaints concerning discrimination. Disciplinary/strikes and warnings procedures will be initiated against those who commit acts of abuse, harassment, discrimination or prejudiced behaviour against managers, workers, volunteers or service users within PAC.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff or service users who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary/strikes and warnings procedure.

Any member of staff who is found to have committed an act of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal. We take a strict approach to serious breaches of this policy.

### **Access To and Receipt of Services**

The following policies and procedures cover all aspects of accessing and receiving services and staff are expected to follow these conscientiously to ensure that people appropriate for receipt of our services are not discriminated against. PAC projects will ensure they promote and positively engage actions, activities and plans to embrace community cohesion and prevent social exclusion

- Referral Process
- Accommodation Allocations Policy
- Needs, Risk and Support Planning Policy and Procedures
- Needs and Risk Assessment
- Support Plans and Reviews

PAC will take appropriate action against any member of staff, volunteer, Board of Trustees member, service user or visitor who commits any form of discrimination based on race, age, disability, sexuality, nationality, religion or cultural beliefs.

If you have any questions about the content or application of this policy, you should contact the project manager.





## **PAC Service User's Drugs, Alcohol & Solvents Policy**

### **Purpose**

PAC recognises that a proportion of our service users may have some involvement in drugs, alcohol or solvent abuse. The organisation neither condones nor approves of the possession, use or supply of non-prescribed legal drugs, illegal drugs or the abuse of alcohol or solvents.

However, the organisation seeks to work with service users to promote their well-being and reduce harm. In order to do this it seeks to offer a service that is accessible to as wide a group of people as possible so we seek to avoid excluding drug using service users where possible.

While wishing to provide an accessible and inclusive service to people who use drugs, the organisation also recognises that it has other duties and obligations including;

- An obligation to work within the law
- A duty to provide a safe arena for all workers and volunteers
- A duty to provide a safe arena for all service users, including non-users
- A duty to work with and be sensitive to the local community.

### **Policy & Procedures**

All staff and volunteers of PAC are expected to work to the drugs, alcohol and solvents policy, failure to do so may result in a disciplinary matter. All staff will, as part of their induction, have the drugs, alcohol and solvents policy explained to them and given a copy of the policy. Staff will be offered local external and in house training on drugs awareness where possible.

PAC will take action under the Drugs, Alcohol and Solvents policy when we have concerns about illegal drug related activity in and around its premises and place of work. Depending on the types and quantities of drugs and/or alcohol involved, this can include contacting the Police, issuing a warning or withdrawing support to service users involved. In accommodation based services this can include asking a service user to leave. Any non-prescribed drugs or Alcohol found on the premises will be handed to Police or disposed of by 2 members of staff.

All complaints received from the public regarding drug related activity in the vicinity of project buildings will be logged. All complaints will be looked into and appropriate action will take place if required.

Any service user accessing services whilst intoxicated from drugs, alcohol or solvents will be dealt with kindly but firmly. If the service user is displaying disruptive behaviour they will initially be spoken to regarding their behaviour and why it is not acceptable. Failure of the service user to moderate their behaviour will result in the member of staff ending the support session and / or asking the service user to leave the building. If the service user will not leave the police may be called for additional help with the removal of the service user.



If a service user is known to be or suspected to be in illegal possession of controlled drugs they will be reminded that they are committing an offence under the Misuse of Drugs Act (1971) and they are breaking their support agreement which may result in them losing access to our support services and possible police involvement.

### **Outreach Support**

As stated within the PAC Lone Working Policy, if there is evidence or suspicion of drugs/drug use within the service user's accommodation, staff should leave the property / area immediately and complete an additional risk assessment before resuming support.

## **PAC Review Policy**

Pendle Action for the Community aims to provide all service users with support that is tailored to their individual needs and that it is in response to changes in circumstances and situations. To ensure that this is achieved all service users will have their support plans reviewed at regular periods appropriate to the project and service user.

Support plan reviews will address your plans, positive moves, and outcomes in relation to your support plan, including any issues that have arisen and any changes in circumstance or situation. The review will be flexible to your individual needs and you will be fully involved in the changes made to your plans.

The review will also take into consideration any statutory plans that may be in place and will ensure that your project support plans are complimentary to such statutory plans.

Reviews will be carried out by a project worker and yourself. Other external agencies working with you at the time of the review can be invited to the review with your consent.

If issues are being raised within the review that are of a complex or specialist nature staff will consult the experience of other staff members or partner agencies as and where appropriate.

You may request a review of their support plan, needs or risk assessment at any time.

## **PAC Service User Engagement Policy & Procedures**

### **Why do we want to engage service users?**

PAC are fully committed to improving our services, support and provision to all our service users on a continually ongoing basis. By engaging with service users as part of



this process we aim to ensure that any changes made are of direct benefit to both the service user and PAC in fulfilling our charitable aims and objectives.

Service users are the ultimate experts because they have the experience of being a recipient of the services we deliver. This unique knowledge needs to be held at the centre of what we are trying to achieve and deliver to them. By listening, engaging, and utilising the knowledge of service users we can;

- Deliver and develop services in a much more efficient, accurate and timely manner.
- Empower service users and facilitate partnerships
- Monitor quality
- Embrace diversity
- Promote organisational learning
- Provide a pathway to influence commissioning.

### **How do we know it works?**

We have always believed that our service users' voices are a valuable asset to our projects and should be at the forefront of our aims and development plans. We believe that listening and engaging service users who are in the unique position of knowing what would help them, help others and the community has contributed to our success in previous years. Young people and service users have shaped our services and that it is why they still exist and are in demand.

In addition to this, commissioned services and funders have acknowledged the value of such practice and as a result insist on service user engagement in services. Engagement of service users now features heavily in care standards, quality assessments and national guidance.

### **How will we do it?**

Whilst service user engagement has traditionally used basic formats such as evaluation forms or attending meetings we are constantly aware that there are always new ways of engaging people. This can be dependent on the tools and facilities available, but also more importantly is dependent on the person themselves, their skills, their confidence and their knowledge. Therefore whilst this policy will highlight the ways we aim to engage young people it is very much a live document that we will use as a baseline to work from.

### **Support for service users**

As stated the level of feedback or engagement that a person wants or is willing to give varies according to the individual therefore we offer support on a number of levels to assist in building confidence and engagement skills. These can vary across projects as we want to ensure activities are suitable and relevant to different service user groups, but generally include; group work, peer network building, confidence building workshops, personal development residentials, and information on engagement opportunities.

### **Current tools available**



We aim to ensure there is a wide variety of tools and pathways for service users engagement to ensure their involvement and voices are not only heard but also utilised most appropriately and effectively in our and services that affect them.

**Support planning and support sessions** – these are used to address individual aims and outcomes as well as identifying what difficulties you may have in achieving them. We will work **with you** to set short term achievable goals, review progress made and reinforce the distance travelled. This positive approach aims to fully engage you to maintain focus and motivation, whilst also providing an opportunity to reflect on and adapt the agreed approaches to achieve a positive outcome.

**Service user evaluation forms** – these forms will be given to you at appropriate points during your support. We feel that this provides a consistent set of questions to gain feedback from you on your experiences of our service, your suggestions and your issues. Mid-support evaluation forms help us to identify any issues whilst they are still relevant and make appropriate changes rather than wait until it is too late.

**Complaints, Comments and Compliments** – Our Complaints, Comments and Compliments Policy encourages you to feedback to us with comments and suggestions as well as the traditional complaints and compliments. We will read and take seriously all feedback received, and where possible and appropriate will respond to you to let you know about any changes we make as a result.

**SafeSpace Resident Meetings & Monthly Consultation** - If you are a resident of our SafeSpace project who will be expected to attend resident meetings. These are held on a weekly basis but are run twice in the same day (afternoon and evening) to increase access for all. Each month this includes a consultation session about different aspects of the service. The meetings are chaired and minuted by young people, with the minutes submitted to the Project Manager for responses or actions where required. Feedback from the Project Manager is then given to the young people to ensure they can see action is being taken on issues and points raised and they see the value in their engagement.

**Recruitment Procedures** – We actively engage service users in our recruitment procedures where appropriate and available. This can be on a number of levels including service user based group tasks with candidates, interview procedures, application and interview question development, as well as meeting and greeting

**Volunteering opportunities and employment** – We can offer volunteering opportunities to former service users which embraces your experience and engages you to influence service improvement through practise and supervision.

**Other opportunities** – We are open to all formats of engagement on every level from the most informal to the more formal and we value each it its own right. We take the lead from you and are open to ideas and suggestions that you might have for increasing opportunities for feedback.



## Useful Contact Information and Phone Numbers.

<b>SafeSpace</b>	01282 619192
Pendle Domestic Violence Initiative	01282 726000
Early Family Support	01282 619192
The Lookout	0844 8730294
Evolve (Counselling and Life Skills)	08448542827
<b>Emergency Services</b>	999
or from a mobile	112
Police (Colne)	01282 863161
Police (Burnley)	01282 425001
Crime Stoppers	0800 555 111
NHS non-emergency number:	111
<b>Housing and benefits</b>	
Benefits Help and Advice	0845 6088502
Housing Needs	01282 661045 / 01282 661046
Housing Benefits	01282 661800
Council Tax	01282 661818
Job Centre Plus	0845 604 3719
Open Door Furniture Project	01282 860342
Re-use Together	0300 555 5573
<b>Doctors and Health</b>	
Colne Health Centre, Craddock Road, Colne	01282 731560
Colne Corner Surgery, Richmond Court, Market St, Colne,	01282 731250
Harambee Surgery, 27 Skipton Road, Trawden, Colne	01282 868482
Pendle View Medical Centre, Arthur St, Brierfield	01282 614599
At Yarnspinners Primary Health Centre, Carr Road Nelson	
Reedyford Surgery	01282 657575
Pendle Valley Surgery	01282 657657
Dr Malik	01282 657710
Dr Jehangir	01282 657680
Whitefield Surgery	01282 657700
<b>Training and Employment</b>	
Accrington College	01254 389933
Burnley College	01282 733333
Nelson and Colne College	01282 440200
Young People's Service, Nelson	01282 442530
Young People's Service, Colne	01282 862138



Environment Action Group 01282 661236  
Prince's Trust 0800 842842

**Advice and Support Services**

Calico Floating Support 01282 616750  
Inspire for Drug and Alcohol (18yrs and over) 01282 644100  
Early Break for Drug and Alcohol Support (under 21yrs) 01282 604022  
Brook Advisory Services (Burnley) 01282 416596  
Citizens Advice Bureau (Nelson) 01282 616750  
Frank (Drugs advice) 0300 123 600  
Lifeline East Lancashire (Drugs and Alcohol line) 01254 677493  
Inward House (Mental Health Support) 01254 872 761  
Pendle House Resource Centre 01282 657920  
Pendle Pakistan Welfare Association 01282 603616  
Building bridges 01282 719303  
Rape Crisis 0808 8029999  
NSPCC (concerned about a child's safety) 0808 800 5000  
Children's Social Care 01282 866706  
Childline 0800 1111  
Samaritans 08457 909090  
Shelter 0808 8004444  
Welfare Rights 01282 470570

**Nelson Religious Organisations:**

**Church Of England:**

St. Bede, Railway St (Clover Hill)  
St. John The Evangelist, Barkerhouse Rd (Great Marsden)  
St. Mary The Virgin, Manchester Rd (Lomeshaye)  
St. Pauls, Halifax Rd (Little Marsden)  
St. Philip, Leeds Rd (Hilldrop)

**Roman Catholic:**

Holy Saviour, Bradley Hall Rd (Hilldrop)  
St. George/ St John Southworth, Vaughan St (Walveden)  
St. Joseph/ Sablesbury Chapel, Every St

**Nonconformist:**

Baptist Church, Carr Rd/ Every St  
Zion, Every St Co-Op Hall/ Elizabeth St  
Baptist Church, Woodlands Road  
Baptist Chapel, Railway St/ Bradely St  
Gospel Hall, Christian Brethren, Bradley Rd  
Living Waters/ Pendle Community Church, Trinity House, Scotland Rd  
Christadelphian, 53 Bradley Hall Rd  
Congregational Church, Brunswick St (United Reformed Church)  
Hope Chapel/ Congregational Church, Lomeshaye/ Manchester Rd



Congregational Chapel, Southfield St  
Christian Scientist, Eleanor St (Bradley)  
Centre Gospel Mission/ Independent Evangelical Church, Goit Side (Bradley)

### **Mosques**

Idara Minhaj-Ui-Quaran: 15 Cross Street  
Jamia Mosque Sulatania: 3/5/7 Bridge Street  
Madrasah-E-Noor: Unity Hall Community Centre  
Masjid Wa Madrasah Usman Gani (Ra): Stanley Street  
Mohammadi Mosque: Netherfield Road  
Talim-Ui-Quran: 179 Leeds Road  
Uk Islamic Mission, Madina Masjid: 4/6/8 Forest Street

### **Synagogue:**

We are not aware of any synagogues in Nelson or East Lancashire, but there are several synagogues in Manchester which are accessible via the X43/X44 bus service. These include:

Sha'arei Shalom: Elms Street, Whitefield, Manchester M45 8GQ  
Cheetham Hebrew Congregation; 453 Cheetham Hill Road, Salford, M8 7PA  
A complete list can be found at [www.manchester2002-uk.com/worship/worsip7.html](http://www.manchester2002-uk.com/worship/worsip7.html)

### **Other Organisations**

Jehovah's Witness: Kingdom Hall, Bradley Hall Road, Nelson,  
Quakers: Friends Meeting House, 21 Walverden Road, Nelson BB9 0PJ  
Bahai: Contact via [www.burnleybahais.org](http://www.burnleybahais.org) or 07864 942156  
Sikh Temple: 8 Culshaw Street, Blackburn, BB1 1JF  
Hindu: Gujarat Hindu Society, South Meadow Lane, Preston, Lancashire PR1 8JN

If you are unsure of the location of any of the places mentioned in this booklet or if you would like to access a religious organisation in another town please ask a member of staff.