Proposal to Establish permanent premises, for Homeless people on the Isle of Wight, consisting of a Night Shelter and Halfway House Accommodation.

1. INTRODUCTION

Andy and Ruth Davis, from the Victorious Life Church, have been involved in helping homeless people for many years. They have been running the Night Shelter facility on behalf of the Isle of Wight Council at Downside Community and Learning Centre (formerly Downside Middle School) since 2011. Whilst the Downside Community and Learning Centre site has been very valuable as a temporary expedient it is not viable as a long-term arrangement.

Andy and Ruth have an incredibly strong commitment to improve conditions on the Isle of Wight for homeless people. They fully understand the difficulties and challenges presented by this client group. They also know that by providing a safe haven, a regular routine and stability some homeless people can start to turn their lives around.

They have developed their ideas to provide a permanent year-round facility for homeless people by working with a variety of partners including the Isle of Wight Council Safe and Secure Homes team, the Police, the Community Support Officer team, Downside Community and Learning Centre, the Island Drug and Alcohol Service, Cranstoun, the British Legion (ex-service personnel) and the Foodbank (Love Lane, Cowes). They have worked closely with the Church network on the Island, in particular the Newport Church Leaders group, and have also been on a fact-finding visit to the Winchester Churches Night Shelter.

Suitable premises, for which planning permission is now being sought, have been identified in Newport. The planned facility would consist of two distinct elements – a walk-in Night Shelter providing emergency overnight accommodation and halfway-house accommodation provided in individual ‘bed-sit’ units.

All clients would receive help with their problems, if required, but those in the halfway house accommodation would be provided with a support and training programme specifically designed to help them rejoin mainstream society and find settled accommodation of their own.

1.1 The Victorious Life Church

The Victorious Life Church is the organisation with the overall responsibility for delivering this initiative. Andy and Ruth are long-standing members of the Church.

The vision of the Victorious Life Church has four main tenets:

- Loving God
- Belonging to a family
- Equipped for service
Loving our community

Improving the provision of shelter, support and guidance for homeless people, demonstrates how the Victorious Life Church is putting its vision of ‘Loving our community’ into practical effect.

The Victorious Life Church is a charity and its charity number is 1156683.

2. NIGHT SHELTER

2.1 Existing provision

The Isle of Wight Council has a statutory responsibility to provide accommodation for homeless people (over 18 years of age) at times of severe weather conditions. The policy advice from the Department of Communities and Local Government is that each Local Authority should have ‘cold weather provision for any rough sleepers in your area to ensure that they can be brought in from the street. Usually, practice dictates that the trigger for severe weather provision will be a weather forecast predicting three consecutive nights, or more, of a minimum temperature of zero degrees Celsius or lower.’

The Isle of Wight Council has discharged this obligation since 2011, in partnership with the Victorious Life Church, by providing the Night Shelter at Downside Community and Learning Centre. The Night Shelter is run by Andy and Ruth who undertake all the management and organisational duties involved.

Initially the Night Shelter was opened only when the temperature dropped below the statutory trigger point, but for the winter of 2013-14 the facility was opened on a continuous basis between 9th December 2013 and 6th April 2014. For the winter period 2014-15 a similar opening period is planned and the Night Shelter opened its doors on 1st December.

2.2 Evidence of need

The Night Shelter at Downside Community and Learning Centre is the only provision of its kind offering overnight emergency accommodation to homeless people on the Isle of Wight.

The data collected by the Isle of Wight Council Safe and Secure Homes team shows that for the winter period 2013-14, when the facility was opened on a continuous basis for the first time, 69 different individuals in total used the Night Shelter. Fifty eight were male, 11 were female and 47 were known to Housing Services. The maximum number of people attending on any one night was 20.

These figures are much higher than the numbers attending in previous years and far in excess of the number of rough sleepers counted in the annual survey undertaken by the Isle of Wight Council Safe and Secure Homes team.
This indicates that the number of homeless people may have been underestimated in the past and that there was a considerable unmet need.

The feasibility of moving Barton Primary School to the Downside Community and Learning site is currently being assessed by Hampshire County Council on behalf of the Isle of Wight Council. If this move is viable it would mean that the Downside Community and Learning Centre site would cease to provide the Night Shelter facility, probably from the winter period of 2015-16 onwards.

2.3 Planned Night Shelter provision in the new premises

It is intended that the current provision at Downside Community and Learning Centre, being run by Andy and Ruth, will be moved to the new premises. The facility will then be open to provide emergency overnight accommodation for adults (over 18 years of age) on a permanent basis – 365 days a year.

The premises will provide overnight dormitory-style sleeping accommodation. The experience gained from running the Night Shelter at Downside Community and Learning Centre has indicated that typical numbers sleeping overnight are usually less that ten but in the very cold weather numbers increase and the maximum number present on any one night was 15. At this stage it is thought that the likely demand for places in the new facility will be similar. The sleeping area has been designed in such a way that larger numbers could be catered for and the accommodation has been planned to provide considerably more places if required to meet an emergency situation.

Clients will be provided with a bed, evening meal, breakfast, showering and washing facilities, toiletries and clothes washing facilities in a safe and comfortable environment. They will be able to use a common room a TV and have computer access. The male and female clients will have completely separate sleeping arrangements.

2.4 Client group

The night shelter facility will be designed to meet the needs of both male and female homeless people over the age of eighteen. This will include both long-term rough sleepers and those experiencing homelessness for the first time. The reasons for people becoming homeless are many and varied but Andy and Ruth know from experience the most common causes are:

- Problems with alcohol, drugs and substance abuse
- Mental health issues
- Long-term ill health
- Relationship breakdown
- Victims of abuse or abusive relationships
- Post-traumatic stress disorder suffered by ex-forces personnel

2.5 Entry to Night Shelter and House Rules

Prior to entry an initial interview questionnaire will be completed and evidence of identity will be required. This will help to ensure that another organisation
does not already have a statutory obligation or duty of care for that individual, for example, where someone is not yet 18.

As the last resort for homeless people, the Night Shelter does not want to turn people away, but people who are known sex offenders or arsonists will not be admitted. This will be covered during the initial interview prior to admission.

A clear set of Night Shelter ‘house rules’ has been developed by taking into account the experience Andy and Ruth have gained from running the Night Shelter at Downside and the advice from the visit to the Winchester Churches Night Shelter.

The rules have been strengthened during the consultation process to take account of requests made by the Police and Environmental Health. The rules will now deter clients from engaging in anti-social behaviour in the local area and from making excessive noise. The times clients are allowed to arrive and leave have been adjusted so that there is not a clash with the main times that students arrive or leave the Island Innovation VI Form Campus, in Upper St. James Street. All clients are required to sign a copy of the rules.

The Night Shelter ‘house rules’ are as follows:

- Clients with a history of arson or sex offending will not be admitted
- Admission will be between 6pm and 10pm during the winter and from 7pm to 10pm at all other times
- Exceptionally admissions may be made between 10pm and 11pm at the request of certain agencies including the Police, hospital services, and Operation Serenity.
- Clients must not arrive before opening time
- Clients must leave the premises between 9.30am – 10.00am unless prior agreement has been obtained from the Night Shelter staff
- Clients must not congregate outside the premises at any time (including before opening time or when leaving)
- The decision to admit will rest solely with the Night Shelter staff who will take account of all the relevant circumstances. For instance potential clients who threaten violence or who are heavily under the influence of alcohol or drugs will not be admitted.
- If a client leaves the premises they will not be readmitted, unless an arrangement has previously been made with Night Shelter staff.
- No drinking, drug taking, substance misuse or smoking will be allowed inside the premises (a smoking area is provided in the gated courtyard)
- No weapons of any description will be allowed on the premises
- A system of sanctions will be in place to discourage disruptive, abusive, disrespectful, violent or excessively noisy behaviour (This refers to behaviour whilst in the Night Shelter and also in the local area)
- If informed by the Police that a client has been involved in anti-social behaviour on the Isle of Wight this will put the client’s accommodation at risk.
• Males and females will be required to sleep in separate accommodation with no exception being made for couples.
• Night Shelter clients will have no access to the Halfway House accommodation units
• Clients will be required to disclose whether they have any infectious or transmissible medical condition.
• Clients from the mainland will only be allowed to stay for a limited period, to be decided by the Night Shelter staff
• Clients who do not abide by the house rules will be ejected

2.6 Help and support

Night Shelter clients will also be provided with support or assisted to contact relevant agencies to help with any issues or problems they may have.

The recent experience at Downside Community and Learning Centre during the winter of 2013-14, when the Night Shelter was provided for a continuous period, showed that this provided a period of stability for clients and the chance to begin to tackle their problems by making links with the relevant agencies. The same situation is likely to be repeated in the new premises, and as the Night Shelter will be open on a permanent basis it provides even more opportunities to provide the help and support that clients require.

2.7 Meeting local needs

The priority is to meet the needs of local homeless people or those returning to the Island who have family connections. Experience to date is that the number of people from the mainland coming to the Night Shelter has been very small but screening will take place to ensure that the service is not being misused, for instance, for ‘night shelter tourism’ (i.e. homeless people trying to move to the Island or coming to the Island for a holiday/break).

2.8 Management and operation of the Night Shelter

Andy and Ruth have managed the current Night Shelter at Downside Community and Learning Centre since 2011. They have worked with the client group for a much longer period and understand the challenges that the clients present. They are also very familiar with safeguarding, segregation and security issues which are a very high priority at Downside where the premises are open to the public in the evenings.

This experience has proved to be extremely useful in planning how the newly planned facility will operate. Discussions with stakeholders have also taken place and advice from the Police, Environmental Health and the Planning Officer has been incorporated to ensure that the design and management of the premises will ensure that, as far as is possible, a safe and secure environment is created for both the clients using the Shelter and the local community in the surrounding area.
There is only one open entrance into the building which leads straight into a secure reception area. This means that clients are in a controlled space and have no access to the building until they have been interviewed, assessed and have signed up to the house rules.

The design of the building incorporates CCTV both internally and externally and the use of intercom, key pads and lockable doors. This ensures that clients are only able to access the desired areas within the building and that the necessary segregation can be achieved between the Night Shelter and the Halfway House accommodation and the male and female sleeping quarters which are located in different parts of the building.

External lighting and CCTV cameras are positioned at strategic points on the exterior of the building both as an additional security measure and to deter clients congregating in front of the building. The advantage of having a gated courtyard is that clients are able to smoke without needing to leave the premises and go outside to the street.

The Night Shelter rules play a key role in the management of the site as they specify the times clients are allowed to arrive and leave. They prohibit clients from congregating in front of the building. They state that sanctions can be applied to deal with undesirable behaviour and that clients' accommodation can be put at risk if the Police indicate there has been involvement in anti-social behaviour. They make it clear that the authority rests with the Night Shelter staff at all times and clients are required to agree to and to sign up to the rules.

At the outset the following staff will be required
- Manager
- Assistant manager
- Two full-time support staff

Andy and Ruth will have the key managerial role and will be responsible as the level of services, particularly around the Life Skills programme expands, the number of staff will be increased as required.

There will always be three staff members on duty overnight. Other staff arrive at 7am for breakfast duties and administration staff will arrive at 8am.

Volunteers will have an important role to play. Currently 25 volunteers, who are mainly members of the Victorious Life Church, are available to help with the running of the Night Shelter. This number will increase once the new premises are open as we have many other offers to help, particularly from other Church members who are very keen to help homeless people. It will be a big advantage, to the running of the proposed Night Shelter, that Andy and Ruth already have a trained group of volunteers available who understand how a Night Shelter operates and who share Andy and Ruth's management ethos.
3. HALFWAY HOUSE ACCOMMODATION

3.1 Existing provision and evidence of need

There is no provision for transitional accommodation for homeless females on the Isle of Wight, an issue recently raised at the Isle of Wight Homelessness Event on 19th September 2014.

For males, a number of units of this type of accommodation are currently provided by the Salvation Army at Fellowship House at Ryde with some other beds available at a small number of Christian hostels. This accommodation is only available through a referral process and our understanding is that it is usually fully occupied with a waiting list, an indication of unmet need.

3.2 Planned halfway house provision in the new premises

Thirteen halfway house accommodation units will be provided in the new premises. Eight will be for men, 4 will be for women and a further unit has been specifically designed for clients with disabilities and has wheelchair access. The units are single rooms with en suite toilet facilities. Clients who are allocated halfway house accommodation will be required to take part in the Life Skills Programme which will provide a bespoke package of support and training. This will help to improve self-confidence and motivation and increase their chances of finding their own accommodation and gaining employment.

The method of allocating these accommodation units will be quite different from the referral-based approach used by other establishments providing this type of accommodation.

Halfway house units will be allocated by the centre manager. They will only be allocated to regular Night Shelter users who the staff have got to know over a period of time. This will help to ensure that only the most suitable clients are chosen. Other organisations will not be able to refer a client for accommodation but if required they would be able to supply information in support of a client’s application.

Male and female units will be segregated and are in different parts of the premises.

Halfway house units will only be allocated for a maximum period of six months after which time the occupant would need to vacate the accommodation. This is to ensure that the units don’t become a substitute for permanent accommodation. A key part of Life Skills Programme, is the wide-ranging support provided to help clients find their own accommodation and to provide them with the necessary skills to live independently.
3.3 Halfway House accommodation ‘house rules’

Clients will be required to sign up to a new set of rules before they enter the Halfway House Accommodation. This incorporates the relevant Night Shelter Rules and some additional rules specifically relating to the Halfway House accommodation.

Additional Halfway House ‘house rules’

- All clients in Halfway House accommodation will be entered into the Life Skills Programme.
- Admission will be between 6pm and 10pm
- Clients are only allowed to occupy their accommodation from 6.00pm to 9.30am unless they are required to stay in the building to attend appointments with different services and agencies or to take part in activities related to the training programme.
- Clients will be required to make a contribution of £1 per day. This is to help teach budgeting skills
- No visitors will be allowed in the rooms (including night shelter clients)
- No drinking, drug taking, substance misuse or smoking will be allowed in the Halfway House accommodation (an external smoking area is provided)
- Loud music or the making of excessive noise will not be permitted
- Rooms must be kept clean and tidy at all times (rooms will be spot-checked)
- There will be a system of sanctions in place if the rules are broken.
- Any sanctions imposed will be at the discretion of the Night Shelter staff and if a serious breach of the rules occurs may result in a client being ejected, refused admission or losing their place in the Halfway House accommodation.

Privileges

- Personal privacy and en suite facilities
- Ability to personalise their room
- Can play music
- Provided with breakfast and evening meal

3.4 The Life Skills Programme

This programme has been set up specifically to help the clients in the halfway house accommodation. The broad aim is to help clients to address their problems and to improve their lifestyle choices which, hopefully, will lead to clients finding their own accommodation and employment opportunities.

The first step will be the completion of a Support Plan, for each client, with a mutually agreed set of aims and objectives. Each client’s plan will be personal to them to reflect their individual circumstances but the sort of areas that the programme will cover are as follows:
• Resettlement and household skills – managing finances, budgeting and bill paying, home economics, cooking, diet, cleaning, personal hygiene, claiming benefits, tenancy rights and responsibilities, and finding accommodation
• Employment skills – CVs, job search, interview techniques, IT skills, internet use, volunteering, form filling, work experience and job placements
• Learning skills - literacy and numeracy
• Personal issues - covering health issues, mental health issues, substance abuse and addiction, confidence building and social and interpersonal skills

Andy and Ruth’s experience of running the Night Shelter has enabled them to build up an extensive network of contacts with a range of support agencies and organisations that will play an integral part in the delivery of the Life Skills Programme.

The clients Support Plan will be monitored at regular intervals.

4. SUITABILITY OF THE PREMISES IDENTIFIED

The premises are in Newport a central location for the Island which is well served by the existing transport network. Newport is the current location for the majority of the local services and agencies. The exiting Night Shelter is located in Newport which was at the request of the Isle of Wight Council.

In terms of the location within Newport itself:
• This is the most suitable building, in terms of the accommodation it can provide, that has come on the market in recent years
• It has a gated access and courtyard which means that clients can be kept within the premises and will not mill around the entrance.
• A smoking area can be provided in the courtyard of the premises themselves which means that clients will not need to leave the premises to smoke
• Although in the centre of Newport the building is tucked away in a side street
• There is not a large population of residents in the area.
• This area is already closely watched by the police and community service officers
• The building is in close proximity to other relevant services and agencies and will provide a focal point for the agencies and services – service providers and agencies will be more likely to know where their clients are, or where they can be contacted, which means that there is less chance of clients slipping through the net.
• The building is large enough to accommodate a future increase in the number of homeless people and it could also be used to provide accommodation in emergency situations.
5. BENEFITS

It is expected that the provision of a permanent Night Shelter and halfway house accommodation will result in a range of benefits being achieved.

The homeless clients will benefit in the following ways:

- They will have the opportunity to access emergency Night Shelter accommodation every day of the year and be provided with shelter, sleeping accommodation, bed and breakfast, washing facilities and clothing all in a safe environment.
- This will provide increased stability, access to a wide range of advice from services and agencies and the opportunity to start to address their problems.
- As the relevant agencies will know where the clients are, addressing their problems is likely to be a more efficient process.
- Clients in the halfway house will take part in the Life Skills Programme which will provide an organised way of tackling their problems and provide a realistic chance of helping them to move on into their own accommodation and employment.
- Having an address where they can be contact will improve employment prospects.

Provides the opportunity to manage the situation of homeless people congregating in some areas of Newport in the following ways:

- It will improve the situation in the evening and night as accommodation will be provided – from 6pm in the winter (7pm for the rest of the year) until 9.30am the following morning and the homeless people will not therefore be wandering around on the streets.
- The concerted effort to help clients address their problems and the Life Skills Programme will provide a range of interventions which will reduce clients’ opportunities for ‘hanging around’ during the day. These initiatives will include attendance at meetings, groups and courses and will include opportunities for engaging in voluntary work, work experience and work placements.
- Andy and Ruth have extensive experience of working with this client group and already have excellent contacts with the Police and Community Safety Officers. They will liaise closely with the various authorities who are currently working in the area and this will enable better management of the situation through improved coordination. This includes Operation Serenity the Police initiative that is able to provide assistance for homeless people suffering form mental health conditions.
- The building will be well lit and provided with a large numbers of CCTV cameras both internally and externally. They will be positioned to cover the back and sides of the buildings, the enclosed courtyard area where smoking will be permitted and the area of the pavement and street in front and to the sides of the premises. This will deter clients from congregating in front of the building and from engaging in nuisance behaviour. It will also provide reassurance to the local community.
- The house rules have been designed with this issue in mind and specifically state that:
  - If informed by the Police that a client has been involved in anti-social behaviour on the Isle of Wight this will put the client’s accommodation at risk.
  - Clients must not congregate outside the premises at any time (including before opening time or when leaving)
- Clients will not be allowed in to the Night Shelter if they are drunk or under the influence of drugs etc. The possibility of missing out on an evening meal a good night’s sleep and a hearty breakfast may be enough to motivate some clients to reduce their levels of alcohol consumption and substance abuse.
- Andy and Ruth’s have a great deal of experience and they will do what they can to avoid having to refuse entry or to eject an individual. Sometimes this is necessary. On most occasions the person concerned leaves the area and will go to one of their known rough sleeping places. If they remain and start to cause a nuisance the Police are called. Andy and Ruth have built up a very good working relationship with the Police who respond rapidly and quickly move the person on. This procedure has worked well at the Downside and Community Learning Centre and there is no indication that it will not work equally well in a town centre location where the Police and Operation Serenity have even more experience of dealing with this kind of issue.

Wider society is likely to experience the following benefits
- The problem of homelessness being tackled in a systematic way
- A reduction in crime, anti social behaviour and squatting.
- Less hospital visits by homeless people
- A reduction in the time that the Police, Community Support Officers and a range of other agencies and services, spend on dealing with the problems and situations created by homeless people.

6. GENERAL INFORMATION

6.1 Policies and risk assessments

The Victorious Life Church have set up the full range of policies required for an organisation of this type including, equal opportunities, safeguarding and health and safety, which are available on request.

It is recognised that there will be a need to develop risk assessments for the new premises including, fire risk assessment, health and safety risk assessments and risk assessments related to the nature of the clientele. Andy and Ruth are familiar with this requirement having already set up a risk assessment for the Night Shelter at the Downside and Community Learning Centre.
6.2 Running costs

Preliminary work has started to identify the approximate running costs (see Appendix 1). Andy and Ruth will be able to call on a large body of volunteers connected with the Island Churches. The volunteers are able to offer a wide range of skills and discounted services which will reduce the running costs considerably in many areas. Running costs will be further reduced as administration and accountancy requirements will be supported through the Victorious Life Church’s existing systems.

6.3 Funding

Work has also begun to identify sources of income and funding. A fact-finding visit was made to the Winchester Churches Night Shelter which provided information that funding for this type of business can be expected to be generated in the following ratio - a third from income, a third from donations and a third from grants.

Several lines of enquiry are being pursued to identify potential:

- Grant providers
- Sponsors
- Sources of donations
- Sources of income - including working with Isle of Wight Council departments to establish the entitlement of Night Shelter and Halfway House clients to housing benefit.

The responsibility for running the Night Shelter in a sustainable way will rest entirely with the Victorious Life Church and there is no requirement for the Isle of Wight Council to underwrite operations although any contribution the Council might wish to make would be very gratefully received.

6.4 Building alterations

Oversight of the building alterations will be carried out by Andy Davis as he is a registered builder. In turn he will report to the Leaders Committee of the Victorious Life Church who will have overall responsibility for the project.

6.5 Consultation

Extensive discussions have been held with officers of the Isle of Wight Council including Mark Howell the Head of Adult Social Care and Community Wellbeing and the Safe and Secure Homes team. This has been very helpful in identifying the need for a Night Shelter and the location requirements to meet the needs of homeless people in a way that has the minimum impact on the surrounding neighbours and neighbourhood.

Mark Howell has shared the draft proposal with Councillor Stubbings and received a positive response. Positive support for the initiative in principle has also been received from the Strategic Housing Partnership and other Isle of Wight Council portfolio holders.
The Isle of Wight Council Community Service Officer for the Newport area has had discussions with the Police which have been generally positive.

A meeting has been held with the ward Councillor Julie Jones-Evans who is also a member of the Newport Parish Council and support for the proposal was expressed

Steve Smith the Chair if the Newport Business Association (NBA) (and manager of McDonalds) welcomes the provision of the Night Shelter and he is seeking the views of the members of the NBA.

An open public meeting was held on 9th December 2014 at the Island Innovation VI Form Campus to provide the opportunity for local residents and business owners to come and view the plans and to raise any issues that they may have. Only one resident turned up and after all the aspects of the plans and proposal were explained she said she was happy with the proposal.

This meeting was publicised by hand-delivering a flyer to the houses, flats and businesses in St. James Street and Orchard Street. When delivering to businesses the person in charge was contacted and the proposal was explained in detail. All the responses were positive.

The flyer also gave a phone number and email and invited residents to make contact if they had any concerns. To date no phone calls or emails have been received.

### 6.6 Letters of support

Letters of support have been received from the following organisations and individuals

- Carol MacFarlane, Island Innovation VI Form Campus
- Val Bell, Commissioning for Housing Needs, Isle of Wight Council
- Brian Hurley, Health Improvement Manager, Public Health
- John Norledge, Downside Community and Learning Centre.
- Mick Halliday, Community Support Officer, Isle of Wight Council

And are expected from

- The Newport Churches together
- The Island Recovery Centre

### 7. TIMESCALE

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Planning application submission</td>
<td>December 2014</td>
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<tr>
<td>Planning decision</td>
<td>February 2015</td>
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<tr>
<td>Purchase of building - completed</td>
<td>June 2015</td>
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<tr>
<td>Building alterations - completed</td>
<td>November 2015</td>
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<tr>
<td>Night shelter facility open</td>
<td>December 2015</td>
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## NIGHT SHELTER RISK ASSESSMENT – Downside Community & Learning Centre

**WORK AREA/WORK ACTIVITY COVERED BY ASSESSMENT:** Emergency overnight accommodation for homeless people

**ASSESSORS NAME:** Andy and Ruth Davis  
**PERSONNEL INVOLVED:** Victorious Life Church and IWC PNP staff

**NON EMPLOYEES AFFECTED:** All clients  
**DATE OF REASSESSMENT:** 6.10.14

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<tr>
<th>ITEM No.</th>
<th>HAZARDS IDENTIFIED</th>
<th>RISKS IDENTIFIED</th>
<th>EXISTING PRECAUTIONS</th>
<th>REMEDIAL ACTION</th>
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|          | Clients who are in an excluded category try to gain access to the shelter | Arsonists – may try to start a fire  
Paedophiles – may target vulnerable clients | All clients are interviewed by a member of staff prior to being admitted  
Clients sign a copy of the house rules on entrance which declare they area not arsonists or paedophiles | |
|          | Clients may try to bring banned substances (e.g. alcohol, drugs) and associated paraphernalia (needles etc) onto the premises | Clients may misuse substances on the premises  
Clients may share or give banned substances to other clients | All clients are interviewed by a member of staff prior to being admitted  
All clients sign a copy of the house rules which forbid substance abuse on the premises  
The Night Shelter staff are trained to be vigilant and to look for any signs of substance misuse occurring  
Clients are encouraged to alert staff to other clients who may be misusing substances  
Clients found to be misusing substances on the premises will be ejected.  
Links to drug and alcohol agencies | |
<p>|          | Clients may be under the influence of alcohol, drugs or other | Clients may be disruptive, aggressive, threatening, abusive or violent towards staff or other | All clients are interviewed by a member of staff prior to admission. Clients who are heavily under the influence are not | |</p>
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<td>substances</td>
<td>clients.</td>
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<td>Links to Op Serenity and the Police</td>
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<td></td>
<td>Clients may have an infectious e.g. disease</td>
<td>They may infect staff or other clients</td>
<td>All clients are interviewed by a member of staff prior to being admitted, with their physical condition assessed. Medical advice sought Links to health care professionals</td>
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<td></td>
<td>Clients may have a violent, aggressive or disruptive nature</td>
<td>Clients may attack, abuse or intimidate other clients or staff members</td>
<td>All clients are interviewed by a member of staff prior to being admitted and their current temperament is assessed. All clients are required to sign a copy of the house rules which stipulates that a system of sanctions is in place which could result in them being ejected. Details of incidents recorded in log book Feedback to DCLC staff Links to the Police</td>
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<td></td>
<td>Clients may be suffering from a mental health issue</td>
<td>Possibility of manipulative, disruptive, aggressive, threatening or violent behaviour towards others Clients may be picked on or abused verbally of physically Possibility of self-harm or suicide</td>
<td>All clients are interviewed by a member of staff prior to being admitted, and their current temperament and state of mind is assessed. All clients are monitored by the staff for signs of mental instability. Links to health care professionals</td>
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<td>Health issue</td>
<td>Client may require urgent medical treatment Death of client</td>
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<td>Clients may be carrying weapons</td>
<td>Possibility of clients attacking other clients, members of staff or damaging the building</td>
<td>No weapons allowed on the premises All clients are required to sign a copy of the house rules which stipulates that a system of sanctions is in place which</td>
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<td></td>
<td>Clients may try to smoke on the premises</td>
<td>Fire Passive smoking</td>
<td>All clients are required to sign a copy of the house rules which states that smoking is not allowed on the premises. Staff keep a look-out for any signs of smoking on the premises. Clients are encouraged to alert staff to other clients who may be smoking on the premises.</td>
<td>could result in them being ejected. Staff to keep a look out for suspicious behaviour, which may relate to the concealment of a weapon.</td>
</tr>
<tr>
<td></td>
<td>Working Alone</td>
<td>Assistance not available to staff injured or taken ill at work Incidents and situations which require the attendance of more than one member of staff may not be dealt with effectively</td>
<td>The Night Shelter will not open unless there is the prescribed number of staff/volunteers present.</td>
<td>Minimum staff requirement is two people and there is a stand-by system to ensure that a volunteer can be called in at short notice.</td>
</tr>
<tr>
<td></td>
<td>Staff/volunteer taken ill</td>
<td>Sufficient staff may not be present to run the Night Shelter</td>
<td>All staff have Mobile phones. All staff have contact numbers for DCLC on call staff.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fire</td>
<td>Inaction/Confusion in the event of a fire Fatality – Smoke / fume inhalation Head / limb injuries</td>
<td>All Fire appliances and smoke detectors are regularly maintained and serviced (PNP responsibility). Fire alarm is tested weekly (PNP responsibility). Each emergency fire exit is unlocked.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Slips trips floors - showers</td>
<td>Head injury Sprains/strains Broken bones</td>
<td>There is a no smoking policy for the site and for the Night Shelter.</td>
<td>Signage for working area Equipment is kept in designated storage spaces.</td>
</tr>
<tr>
<td>ITEM No.</td>
<td>HAZARDS IDENTIFIED</td>
<td>RISKS IDENTIFIED</td>
<td>EXISTING PRECAUTIONS</td>
<td>REMEDIAL ACTION</td>
</tr>
<tr>
<td>----------</td>
<td>-------------------------------------</td>
<td>---------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td>Fatality</td>
<td>Grazes/bruises</td>
<td>Signage for wet surfaces</td>
<td>Any accident to be reported and logged in the accident book</td>
</tr>
<tr>
<td></td>
<td>Sexual activity</td>
<td>Clients may try to engage in</td>
<td>Male and female sleeping areas are segregated</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>sexual activity</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Storage of Equipment/Stationery</td>
<td>Injury from falling objects.</td>
<td>Equipment and stationery to be stored in designated storage space.</td>
<td>Any accident to be reported and logged in the accident book</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Overloading of shelving.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tripping hazard from items</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>stored in walkways.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Food Handling</td>
<td>Food poisoning</td>
<td>Kitchen to be tidied at the end of each day</td>
<td>Staff to have up to date Food &amp; Hygiene Certification</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Diarrhea &amp; Vomiting</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Manual Handling</td>
<td>Injury to limbs</td>
<td>Use of sack truck to move heavy objects</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sprains/strains</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Offensive waste</td>
<td>Infection</td>
<td>Sanitary bins provided in appropriate toilets (PNP responsibility)</td>
<td>Hygiene company contract in place to remove fortnightly (PNP responsibility)</td>
</tr>
<tr>
<td></td>
<td>General Waste</td>
<td>Vermin infestation</td>
<td>Waste disposed of in designated bins</td>
<td>Provided two large self contained wheelie bins. (PNP responsibility)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Disease</td>
<td></td>
<td>Wheelie bins emptied once a week</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Odour</td>
<td></td>
<td>Internal waste bins to be emptied at the end of each day and disposed of in</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Insect infestation</td>
<td></td>
<td>wheelie bin (PNP responsibility)</td>
</tr>
</tbody>
</table>
Welcome to the Isle of Wight Night Shelter. We hope to make your stay with us as comfortable as we can. We will provide you with a bed, breakfast, an evening meal and facilities to shower and wash your clothes. If requested, we will also try and help you with any problems that you may have. To enable us to run a centre of this type successfully it is necessary to have a clear set of rules which all clients are required to sign up to.

- Clients with a history of arson or sex offending will not be admitted
- Admission will be between 6pm and 10pm during the winter and from 7pm to 10pm at all other times
- Exceptionally admissions may be made between 10pm and 11pm at the request of certain agencies including the Police, hospital services, and Operation Serenity.
- Clients must not arrive before opening time
- Clients must leave the premises between 9.30am – 10.00am
- Clients must not congregate outside the premises at any time (including before opening time or when leaving)
- The decision to admit will rest solely with the Night Shelter staff who will take account of all the relevant circumstances. For instance potential clients who threaten violence or who are heavily under the influence of alcohol or drugs will not be admitted.
- If a client leaves the premises they will not be readmitted, unless an arrangement has previously been made with Night Shelter staff.
- No drinking, drug taking, substance misuse or smoking will be allowed on the premises (an external smoking area is provided)
- No weapons of any description will be allowed on the premises
- A system of sanctions will be in place to discourage disruptive, abusive, disrespectful, violent or excessively noisy behaviour (This refers to behaviour whilst in the Night Shelter and also in the local area)
- If informed by the Police that a client has been involved in anti-social behaviour on the Isle of Wight this will put the client's accommodation at risk.
- Males and females will be required to sleep in separate accommodation with no exception being made for couples.
- Night Shelter clients will have no access to the Halfway House accommodation units
- Clients will be required to disclose whether they have any infectious or transmissible medical condition.
- Clients from the mainland will only be allowed to stay for a limited period, to be decided by the Night Shelter staff
- Clients who do not abide by the house rules will be ejected

Clients name .......................... Date of Birth ..............
Clients signature ..........................
Evidence of identity provided ..........................
Welcome to the Halfway House. You have shown through your attitude and behaviour whilst at the Night Shelter, that you are now ready to progress onto the Life Skills Programme which concentrates on helping you to improve your personal situation. To mark this important step, you will now be provided with your own private accommodation with en suite facilities. You will be able to personalise the room and to play music.

Clients must still abide by the relevant Night Shelter rules. In addition there are some extra rules which all Halfway House clients are required to sign up to.

Night Shelter Rules

- Clients with a history of arson or sex offending will not be admitted
- Clients must not arrive before opening time
- Clients must leave the premises between 9.30am – 10.00am
- Clients must not congregate outside the premises at any time (including before opening time or when leaving)
- The decision to admit will rest solely with the Night Shelter staff who will take account of all the relevant circumstances. For instance potential clients who threaten violence or who are heavily under the influence of alcohol or drugs will not be admitted.
- If a client leaves the premises they will not be readmitted, unless an arrangement has previously been made with Night Shelter staff.
- No drinking, drug taking, substance misuse or smoking will be allowed on the premises (inside the premises (a smoking area is provided in the gated courtyard))
- No weapons of any description will be allowed on the premises
- A system of sanctions will be in place to discourage disruptive, abusive, disrespectful, violent or excessively noisy behaviour (This refers to behaviour whilst in the Night Shelter and also in the local area)
If informed by the Police that a client has been involved in anti-social behaviour on the Isle of Wight this will put the client’s accommodation at risk.

Males and females will be required to sleep in separate accommodation with no exception being made for couples.

Clients will be required to disclose whether they have any infectious or transmissible medical condition.

Clients who do not abide by the house rules will be ejected.

Additional Halfway House rules

- All clients in Halfway House accommodation will be entered into the Life Skills Programme.
- Admission will be between 6pm and 10pm
- Clients are only allowed to occupy their accommodation from 6.00pm to 9.30am unless they are required to stay in the building to attend appointments with different services and agencies or to take part in activities related to the training programme.
- Clients will be required to make a contribution of £1 per day. This is to help teach budgeting skills
- No visitors will be allowed in the rooms (including night shelter clients)
- No drinking, drug taking, substance misuse or smoking will be allowed in the Halfway House accommodation (an external smoking area is provided)
- Loud music or the making of excessive noise will not be permitted
- Rooms must be kept clean and tidy at all times (rooms will be spot-checked)
- There will be a system of sanctions in place if the rules are broken.
- Any sanctions imposed will be at the discretion of the Night Shelter staff and if a serious breach of the rules occurs may result in a client being ejected, refused admission or losing their place in the Halfway House accommodation.

Clients name …………………………..  Date of Birth …………..
Clients signature  ………………….
Evidence of identity provided ………………………..