



**Policies at a
glance**



There are strict laws against where you can and can't smoke



You CAN smoke in your property but NOT in communal areas



Staff can find you support if you want to stop smoking

Policies at a glance

Smoking



Your first step with this policy is to talk to a member of staff



You will need to complete paperwork with this policy



A Manager will investigate your claim



You will receive a response within 5 working days

Policies at a glance

Compensation



Your first step with this policy is to talk to a member of staff



You can have a maximum of 3 people visiting at once



For a maximum of 2 hours



You are responsible for your visitors' actions at all times

Policies at a glance

Visitors Emergency Accommodation



You can have a maximum of 3 people visiting at once



You can have somebody sleep over a maximum of 2 nights per week



You are responsible for your visitors' actions at all times

Policies at a glance

Visitors Medium Term Projects



The Association has a responsibility to protect residents from abuse.



The Association has a duty to maintain appropriate levels of confidentiality.



You will need to complete paperwork with this policy

Policies at a glance

Safeguarding



Your first step with this policy is to talk to a member of staff



You will need to complete paperwork with this policy



You will receive a response within 5 working days



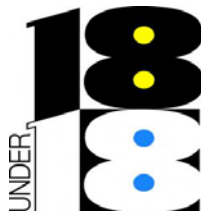
If you are still not happy there are further stages to take.



Our aim is to ensure your complaint is resolved

Policies at a glance

Complaints



This policy is relevant to all individuals under 19 years



The Association has a responsibility to protect residents from abuse.



The Association has a duty to maintain appropriate levels of confidentiality.



You will need to complete paperwork with this policy

Policies at a glance

Protection from abuse of children and young people



Your telephone interview will have outlined the areas we have offered to support you



The Outcome Star model will be used to help you develop as a person during your stay with the Association



You will be encouraged and supported to achieve your goals throughout your stay.

Policies at a glance

Needs Assessment and Support Planning



Your rent and service charge covers all aspects of your accommodation and communal areas



You are responsible for setting up your valid claims for benefits



Every year there will be a rent/ service charge review



Failure to ensure your rent is paid or paying your service charge may result in you losing your accommodation

Policies at a glance

Rent and Service Charge



The Association has a responsibility to protect residents from abuse.



The Association has a duty to maintain appropriate levels of confidentiality.



You will need to complete paperwork with this policy



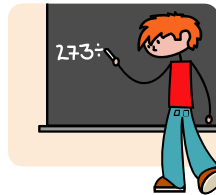
You will be supported through this period and put in contact with the right agencies that will help

Policies at a glance

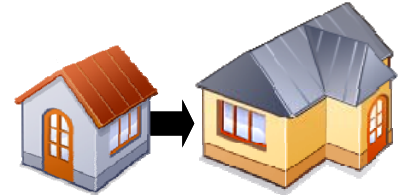
Domestic Abuse



The Outcome Star model will be used to help you develop as a person during your stay with the Association



We promote our internal Move On and Resettlement course for young people to attend



We also offer Inter Project Transfers

Policies at a glance

Move on and resettlement



This gives clear guidelines to positively assist young people to move forward in their lives



We also detail our intervention procedure



We also have a Placement Recovery Conference Procedure and Licence Termination request



Challenge us if you hear us talking about warnings

Policies at a glance

Behaviour and Lifestyles



You can expect respect and support from all staff



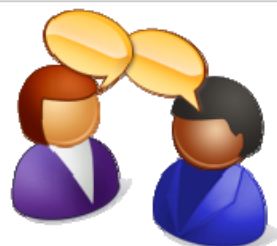
Staff are free anytime if you would like to chat

Policies at a glance

Staff code of conduct



Staff must not accept personal gifts from young people which exceed the sum of £10. All gifts must be declared to their Service Manager



Staff are not allowed to accept expensive gifts as it may be interpreted as a way of influencing a staff member's decision

Policies at a glance

Hospitality and gifts



0800 234 6007

Our Housing Solutions Team are here to help



Calls are free to young people applying for accommodation



A short telephone assessment will help us find out whether we can accommodate you and if so where



Please be honest as it is important that you are provided with the right type of accommodation

Policies at a glance

Referral, Assessment and Allocations



Staff on duty are responsible for the building they work in



The on-call manager can only be called for an emergency and by a staff member

Policies at a glance

Emergency and call out