

FIRE PROCEDURE AT THE NIGHT SHELTER.

IF YOU HEAR THE ALARM ALWAYS ASSUME THERE IS A FIRE.

FOLLOW THE FIRE EXIT SIGNS AND LEAVE THE BUILDING AS QUICKLY AS POSSIBLE.

DO NOT DELAY BY PICKING UP ANY BELONGINGS IT COULD COST YOU YOUR LIFE.

MAKE YOUR WAY ACROSS BUTT ROAD TO THE GRASSY PATCH IN FRONT OF WELLINGTON HOUSE WHICH IS THE ASSEMBLY POINT.

REPORT YOURSELF TO A MEMBER OF STAFF AT THAT ASSEMBLY POINT.

ACT QUICKLY BUT DO NOT PANIC

Sanctions If Rules Are Broken

Although staff try to be fair and to ensure that warnings and bans are only given on the basis of evidence, it is inevitable that an element of judgement comes into play. Please be reassured that we all try to be as fair as we can be. All staff decisions can be appealed to the Manager.

If a verbal warning has already been given or the resident is someone who is well acquainted with our rules, a written formal warning will be given.

After the written formal warning there are an additional three stages before someone is banned for minor rule breaking. There is a final warning, a day-to-day warning which means that we watch the resident's behaviour daily and then a night's exclusion. This is to give the resident a taste of what it would be like to be excluded/banned from the Shelter entirely. A night's exclusion runs from 7.15pm -7.15am.

If the rule broken is a major offence such as drinking alcohol or taking drugs or being violent on the Night Shelter premises then an immediate ban will be issued.

If the police are called out because a resident has refused to leave the premises then the ban is automatically 18 months due to having to call the emergency services.

Bans are always referred to forthcoming staff meetings for discussion about the nature and length of the ban. Resident's wishing to appeal their bans are welcome to attend the meeting at a give time.

Services And Facilities At Colchester Night Shelter

You are expected to respect each other, all members of staff and members of the public living in the neighbourhood as valuable human beings without regards to race, religion, gender, politics or sexual orientation. This includes respect for the house rules. If you need help finding a religious or cultural organisation ask staff. We will also try to help you make a contribution to the community and develop your own skills to reach your full potential.

OPENING:

The Shelter opens at 7.15 pm 7 days a week. It is important that you do not arrive before this time to avoid crowding in the narrow street and pavement. The Shelter closes at 9 am every day. On Saturdays the Shelter opens at 5pm and on Sundays it re-opens at 12.30pm subject to resident's room cleaning as per the rota. Bank Holidays especially at Christmas and Easter some day time opening will be attempted but cannot be guaranteed. The Night Shelter closes at 11 pm EVERY NIGHT.

LENGTH OF STAY:

You are allowed to stay at the Night Shelter for a normal maximum of 28 nights. Extensions can be granted in consultation with the Manager who comes between 8.30 and 9 am Mondays to Fridays. If you have had you 28 nights (or more) you can return to the Shelter only after 12 weeks.

House Rules

MEALS, WASHING AND LAUNDRY & TELEPHONES:

An evening meal will be served at around 8.30 pm every night. Breakfast is made available between 7.30 and 8.45 am every day.

Toothbrush, toothpaste, soap, STs where appropriate and razors will be provided together with a fresh set of linen and towels. You can use the Night Shelter landline to make calls except long personal ones.

ACCESS TO ROOMS:

Residents have access to the Residents' Kitchen, lounges, laundry, bath and shower rooms and toilets as well as their own bed rooms. Residents must not visit each others bedrooms.

SERVICE PAYMENTS AND RENT:

For the services you receive such as your breakfast and evening meal, water rates, access to phones and laundry etc. you will be expected to pay £3.00 per night. Failing to do this will lead to your being excluded. If you are finding it difficult to pay please talk to a manager to arrange a payment arrangement

If you are on benefits the rent will be charged in direct payment to the Night Shelter via the Housing Benefit system. If you work you will be expected to pay £24.25 every night.

IF YOU HAVE ANY DIFFICULTIES WITH YOUR RENT OR SERVICE CHARGES YOU MUST DISCUSS THEM IMMEDIATELY WITH A MEMBER OF STAFF. ALL EXCEPTIONAL EXTENSIONS OF NON-PAYMENT MUST BE SANCTIONED BY THE MANAGER OR DEPUTY.

All residents must bath or shower on admission.

No alcohol, drugs, drug paraphernalia, other substances used for intoxicating purposes or weapons (including replica) are allowed. Medication, syringes and bottles/cans of alcohol MUST be handed to staff on admission and it can be given back when residents leave the building. If you present under the influence of drugs or there is any suspected use of drugs on presentation at the door then you will be excluded for the night. Breath Tests can be done randomly throughout the evening and in the morning even if you have already been breathalysed at the beginning of the evening, and any reading over 0.00 will lead to an immediate exclusion/ban.

Smoking is not allowed anywhere in the building There is a covered area in the back yard where residents & staff can smoke. Candles and incense must not be used anywhere. Residents cannot use any of their own electrical equipment unless it has been PAT certified. Please ask for advice from a member of staff.

No violence of any nature will be tolerated.

No excessive noise will be allowed.

The person in charge must be told if you are suffering from any contagious or serious illness, if you are receiving medical treatment or taking prescribed medication.

The person in charge has the right to insist on a baggage search or carry out a room search. Rooms are checked briefly on a daily basis but a suspicion of a breach will lead to further investigation.

The person in charge has the right to refuse entry and the right to ask residents to leave the premises.
RESIDENTS MUST NEVER LET OTHERS INTO THE BUILDING.

Residents must go to bed at 11 pm every night. Opening times must be complied with (Shelter closes 11 pm every night).

Except where people have been admitted as a couple sexual intimacy is not permitted and residents must not visit each others bedrooms. Visitors may not enter any bedroom.

No Night Shelter property may be removed; this includes bed linen, towels, crockery and cutlery.

Residents must help with cleaning by washing up their own plates/cups/cutlery and helping with the hoovering at the weekends. Cups/plates etc. must be brought down from bedrooms daily. Warnings will be given for failure to do this and an accumulation of the same warnings will lead to an escalation to a nights exclusion.

No pets are allowed.

The Shelter takes no responsibility for loss or damage to personal property. DO NOT leave valuables unattended. We can lock them up for you

What is harassment and abuse?

Physical harassment and abuse includes all forms of unwanted contact be it sexual or aggressive. Physical abuse can be grounded on racial and gender prejudice.

Verbal harassment and abuse includes unwelcome comments or threats as well as ridicule or persistent attention demanding.

Financial pressure is when people want to get things or money from you and you feel you have to give it away even though you do not want to.

What can I do?

Seek support and advice from a member of staff who will be able to refer you to specialist help if needed. Or they may be able to help you deal with the situation and make it stop.

If you do not receive the support you need or if you feel you are not taken seriously enough you can contact the Manager or write to the Management Committee and state your case