

CLIENTS

HAND BOOK

This Is your information booklet for your time here at London Housing Trust.

It contains everything that you will need to know during your time here. So please keep this safe.

WELCOME TO CLIFF HOUSE !

CLIFF HOUSE IS MANAGED BY LONDON HOUSING TRUST which is a Registered Social Landlord Regulated by the Homes and Community Agency. We provide supported accommodation for single men and women with support needs.

Your Contact details here :	Cliff House London HousingTrust 4 Cliff Terrace London, SE8 4DZ
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The office telephone no. is :	020 7884 2570
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Public Telephone	There is no public telephone in the building. If you need to make a phone call, the nearest payphone is – Turn left out of Cliff Terrace , onto the main road and walk for a minute, on it is on the left.
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Staff

The Project Manager	Miss Sandraneika Young
The Project Workers	Aisha Wright and Cherise Gallagher
Duty Times	Staff are on duty from 9 am until 5 pm., Monday to Friday. If staff do not want to be disturbed, or are out of the office, then the door will be shut in which case come back later.
Sleeping In Staff	There is no member of staff on duty outside of these hours. Staff can be contacted in emergencies ONLY. If there is an emergency and you do need a member of staff then telephone Dr Stephen Dellar on 07956 626 666 and a manager will then be alerted.
Locking Up	There is no locking up policy

How Cliff Terrace Works

Residents committee	There is a residents committee which consists of 3 elected members of the resident group, they are elected to assist you with your stay at Western Lodge. They can also help you with complaints or other issues that make you uncomfortable here. The names of these persons can be found on the notice boards around the project.
If you break the rules	Take careful note of the house rules. A breach of rules will be responded to. The severity of the breach will determine whether a warning or an eviction notice is given. Remember that under no circumstances are you allowed to bring alcohol or drugs onto the premises let alone use or consume it here. Violence, including intimidation, using drugs or consuming alcohol here will all result in immediate eviction.
Disciplinary Procedure	There is a formal disciplinary procedure that will be carried out in the event of rules being broken.
Diversity	We aim to provide a service that values your race, religion, culture, background, and experiences that meets your individual needs. You may think that we have not taken account of something that is important to you. If this is so, please tell us. As we work with such a diverse group of people we cannot guarantee to meet every request, but please give us the opportunity to try.

Religion	As an equal opportunity project we would like to support you in your religious observations, therefore if you are new to the area and need help to make contact with local places of worship please ask any of the staff who will be happy to help.
Paying for you stay.	Your residency here is paid for by a combination of Housing Benefit donations both private and corporate and your service charge.
Housing Benefit.	Housing Benefit pays for part of your stay whilst you are a resident here. Upon arrival you will be helped to fill in a housing benefit form. This then sent to Housing Benefit in the borough straight away. Unless you are admitted in an evening in which case it needs to be taken down first thing the following morning. You will need to take one copy of your Licence Agreement with you, and 2 forms of ID. When you take your new form down there you will be given a blue receipt which you will bring back to us that same day, and we will file. Staff need to see this receipt the day that you arrive as that is the only proof that you have handed your housing benefit form in. Approximately every 3 months your housing benefit will fall due for renewal. This means that you will have to fill in a new housing benefit form every 3 months approximately. Your key-worker will help you fill this in and provide you with the necessary accompanying letter saying when you moved in. You have to take this form down there yourself, you cannot put it in the post, as you have to hand it in with your ID.
Service Charge	Your service charge is £15.60 a week. This covers the cost of heating, lighting and hot water and needs to be paid in advance.
Night Time Access	The premises are available to you 24 hours a day entry by your key
Assessments	You will first take part in an assessment of your needs and a risk assessment to see how London Housing Trust can best support you. This will take approximately 4-6 weeks and will end with a review. This will be aided using the outcome star.
Reviews	Reviews are held on a regular basis in order to assess that your needs are met. Review should be held approximately every 4-6 months; however this can be flexible depending on outside commitments to day programs or educational programs. If there are major concerns about you reviews may be more frequently. Additional review can be called by you if you feel your needs are not being met (within London Housing Trust Criteria) this can be done by making a request to any member of staff or the Project Manager. Emergency reviews can be called by staff, or other professionals if the client is presenting challenging behaviour and is at risk of losing his accommodation provided by London Housing Trust, or is at risk of harm to self or others.
Key-working	You will be told which member of staff is going to be your key-worker after your assessment. You must keep appointments with that person. They will work with you on things like accommodation, money-management, life-skills, or settling into the local area and also make other agency referrals where necessary. This will be aided by the use of the outcome star.
Confidentiality	Hostel staff will respect the personal nature of things you tell us or what has been written about you. However what you tell one member of staff may be shared with the staff team. What is confidential is so to the staff team, not just one member of staff.
Visitors	Visitors are welcome between the hours of 9am and 9pm. This includes your family, friends or other professionals. They should enter and leave by the front door, and you should sign them into the Visitors book. Visitor's are only allowed in communal areas for safety reasons.

House Meetings	Your Licence Agreement requires that you attend every House Meetings. Your attendance is not a matter for dispute. In extenuating circumstances please see a member of staff with reason for absence BEFORE the meeting. These meetings are very important as they are your chance to make your voice heard and to make suggestions where necessary.
Health and Medicines	Staff will help you register with a doctor when you arrive. If we are concerned about your health we may ask you to see a doctor. Please make staff aware if you are taking prescription medications. Under no circumstances are staff allowed to issue you with medications, so do not expect them to.
Room Checks/Searches	At random if staff have a reason to believe there is a breach of house rules or someone is at risk. This will be done by 2 members of staff at a time, where ever possible. Rooms are also checked to ensure a certain level of cleanliness is being reached in your room. Normally it is expected that you would be there, but in an extreme situation it would be done in your absence.
Bedrooms	Food cannot ever be kept / stored / or eaten in rooms. Residents are responsible for the cleanliness of their rooms. If you need cleaning products with which to clean your room, come and ask the staff. There is a vacuum cleaner available for residents' use.
Smoking	Smoking is not allowed in the Main House
Room, Fridge and Cupboard Keys	You will be given keys with which to look room, when you hand in a deposit (refundable) of £3. If you loose your keys during your stay you will need to pay for the replacements at the going rate.
Staying Away	Please remember that under the terms and conditions of your licence agreement you are only allowed to stay away for 3 days MAXIMUM and you must inform staff, before you go away, if you are going to do this.
Fire Evacuation Procedure.	There are notices explaining what to do in the event of a fire on the back of doors in all bedrooms and communal rooms including loos and showers. If you see a fire sign missing, please inform a member of staff immediately. If the alarm sounds at any other time, you must leave the building immediately.
Complaints Procedure.	There is a procedure for formal complaints. You will have received details about this when you were admitted. If you loose the information on this staff will reissue this to you, if you come and tell them. <u>In summary</u> , if you have a complaint against another resident that you cannot sort out yourself, please first go to your key-worker with your complaint. If you feel that this is unsatisfactory then you should go to the Project Manager. The problem will be investigated and you will be informed of the outcome. If you wish to make a complaint about a member of staff then inform your key-worker, or another member of staff if it's about your key-worker. If you are unhappy about the way things are being handled then you should go to the Project Manager.
Client Disciplinary Procedure.	There is a disciplinary procedure that is followed in the event of your behaviour being unsatisfactory or out of order, or a complaint being made against you that is felt to be justified. The information about this is in the Client Disciplinary Procedure document that you will be given when you arrive.
Abuse	Whilst at your London Housing Trust Accommodation you have a right to be protected from all kinds of abuse, this means physical, sexual, psychological, emotional, financial, material, intentional, unintentional, neglect or acts of omission. It refers to possible abuse from members of staff or from other residents here. Western Lodge has a working Protection From Abuse Policy, that you will be given when you arrive. Please see a member of staff or the residents committee if at any time there are any aspects of the policy or anything to do with abuse that you are not sure about.

Protection from Abuse. And Protection from Abuse Committee.	London Housing Trust has a Protection From Abuse Policy in existence, which protects all staff and residents from abuse whilst they are in the project. You are entitle to see this policy at any time. Under the terms of this policy there is a Protection from Abuse Committee that meets once a year to review the existing policy, which a resident will be elected to join at a house meeting. However the co-operation of all residents in such matters would be appreciated.
Boundaries and Good practice	It is important to adhere to Boundaries and Good Practice to ensure a healthy and professional relationship with our clients. Blurring boundaries can lead to problems with inter-client relationships, staff-client relations and staff team dynamics. The repercussions of a blurred boundary can extend beyond the immediate situation or the persons directly involved. For a copy of the policy please ask the residents committee or ask in the office.
Health and Safety.	Your Health and Safety is of paramount importance to us whilst you are here. It is the responsibility of here staff and residents alike. Please report any concerns (e.g. light bulbs that need replacing, or loose flooring) immediately to a member of staff who will deal with the situation in the appropriate way.
Health and Safety Committee.	2 Residents will be elected at a house meeting to join the Health and Safety Committee. Meetings will happen on average once a month. Resident involvement in these committees is paramount.
Health and Safety	The full Health and Safety policy is available to all staff and residents in the office.
Client Resource File	This is kept in the office and contains information regarding activities, places of worship and support services in the area. Please feel free to borrow this when ever you wish.

Food

Self-Catering	London Housing Trust does not provide any meals at all. Nor does London Housing Trust provide any tea, coffee or milk. If you have problems cooking for yourself, staff are happy to assist.
Food in Rooms	Please remember that under no circumstances can food be kept or consumed in rooms.
Fridges, Cookers and Microwaves.	Please respect that you have access to such facilities and look after them. This means cleaning the fridge regularly, and removing items from it before they go off. It also means looking after the microwave and cookers and cleaning them after use. Please do not ever put metal objects in the microwave.

Facilities

Washing	You are expected to do your own washing, which you have to pay for. In special circumstances <u>only</u> arrangements can be made with staff, so please ask rather than simply not doing your washing. It is expected that you will wash your sheets every 2 weeks at least please. Bring the old ones to the office on a Saturday or Sunday morning. If staff see no evidence of you washing your sheets etc. then you can expect to be chased up. The washing machines are available for use 24 hours a day.
Post	Once this has been sorted, a list of those receiving post that day will be put on the residents' notice board. Then you can come and collect it from the office. On collecting your post you will need to sign for it in the post book to say that you have received it.
Communal Rooms	You have access to the communal rooms all night. Please respect that you have all night access to the TV room and it didn't used to be like that. If you are the

	last person to leave the room at night, then please turn the light and the TV off. Similarly, the basement area is now left open at night, and you have access to the dining room where there is a tea point. Please do not leave mess behind you when using the dining room at night: Always clean up after yourself.
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Public Transport

	Information about the local public transport can be seen on the project notice board.
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Public Services

Other Information about

- Shops
- Benefit Agencies
- Housing Benefit
- Doctors
- Dentists
- Hospitals

Can be seen on the project notice board.