

**Management Plan:
20 Burlington St. Brighton BN2 1AU**

Revision C

Nov 2022

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Service Model

The service is needed by Brighton and Hove City Council (BHCC) to reduce homelessness in the city through a No Second Night Out Service (NSNO) model as set out by the Department for Levelling Up, Housing and Communities. This forms part of the Rapid Rehousing Pathway model and St Mungo's will be delivering the service in line with our vision to reduce the number of people sleeping rough. People are referred into the service by BHCC's contracted Outreach team, who will verify people sleeping rough on streets and bring them to the NSNO service.

NSNO provides robust triage assessment for individuals for a range of support and accommodation needs. These are completed by a skilled Assessment and Reconnection (A&R) worker who are based in the service 24/7. The A&R worker completes an in-depth assessment and where required works with partner agencies from the Adult Social Care Assessment Team, Substance Misuse Service, Mental Health Homeless Team, and the Homeless Health Care Hub to ensure a rapid assessment is carried out for the client's needs. The service work towards stabilising clients by ensuring they feel safe and that their basic needs are being met. Each client have an allocated A&R worker for case management who identifies an appropriate accommodation option for an individual (service offer) and make appropriate referrals. They work with Housing Options to ensure that the service is part of a pathway that includes assessments of local authority duties, and provision of a personalised housing plan, including facilitating reconnections to other local authority areas nationally and agencies internationally where required for people with no local connection to Brighton & Hove.

At NSNO people will be offered accommodation, the majority being self-contained units with en-suite bathrooms. The aim of the service will be to carry out assessment within 24 hours and deliver a service offer within 72 hours of moving into accommodation. The average stay for people in the service is estimated to be within 42 days.

The NSNO service will be delivered within the below policies and procedures:

- Recruitment procedures, including rehabilitation of offenders and Disclosure and Barring Service (DBS) clearance;
- Health and safety;
- Risk assessments;
- Serious incidents, including the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR);
- Grievance and disciplinary procedures;
- Supervision and training of staff;
- Support planning;
- Complaints;
- Confidentiality;
- Equalities and diversity (including LGBT interests);
- Service User involvement;
- Raising issues of concern;
- Safeguarding adults;
- Child protection;
- Multi-disciplinary working;

- Good neighbourhood relations;
- Non-engagement; and
- Civil contingencies.

This list is not exclusive or exhaustive

The service works closely with the local authority's community safety team and their community safety protocol for supported accommodation. See Appendix 1.

In addition, the service will also have its own wider strategy for managing relationships with neighbours and local communities. The detailed plans are laid out in the **Locality Management Procedure** and **NSNO Good Neighbours/Locality Plan** below.

We take a proactive and positive approach with our communities to build relationships:

- By setting up communication channels with the neighbours and local community and creating empathy towards people who face homelessness.
- We are committed to building positive relationships with our neighbours, address any concerns and proactively integrate our clients in their communities.
- We use the model of holistic approach to resolve and address challenges and integrate our service as a part of the community.

There are several ways to support our clients to engage in the local communities, such as:

- Identifying local housing and resident associations and supporting clients to attend community events and meetings.
- Work with other housing providers and support in attending annual resident engagement events
- Identifying and establishing links with the Safer Neighbourhood Team and inviting them to visit the service to talk to staff and clients about understanding roles in keeping the community safe.
- Supporting our residents to be part of community activities such as gardening groups, day centres and St Mungo's own local resources to aid their recovery and increase participation

Behaviour and Conduct

The client staying at NSNO will be given an excluded licence agreement. This will provide them with all the details of both their responsibilities, behaviour and rent payment and our responsibilities as well. See Appendix 2, this will also means that they will not be entitled to AST or tenancy protection as excluded occupiers.

Locality Management Procedure

The locality needs to be checked on a regular basis, as below, during the day. All staff are responsible for recording any issues that staff experience in the locality.

These locality checks of 20 Burlington St, Kemptown, Brighton BN2 1AU will be conducted at **09.30am, 1.30pm, 4.30 pm and 7.30pm**. Overnight locality checks will take place regularly consisting of staff patrolling the internal sites plus security undertaking external building and proximity checks. Staff will be responsive to noise or alerts from neighbours regarding locality issues 24/7, with a dedicated 24/7 **duty phone number 07763 869551**

Managing Locality

- Staff have access to the CCTV which is visible from reception and should be used to quickly identify any issues in the immediate area. Any issues identified via CCTV outside of locality checks should be responded to immediately.
- Patrols will be carried out by staff during 8am-8pm and Security staff between 8pm-8am. Staff will carry litter pickers and bags in order to dispose of any litter in the locality.
- It is the responsibility of the staff conducting the check to report back to relevant services if the individuals are known to those services.
- If a check cannot be carried out at the specified time for reasons beyond staff's control, the check must be carried out at the earliest convenience.
- Should a local resident or neighbour report a concern to staff (*contact details under Neighbourhood engagement section*), this must be acted on immediately and actions reported back to resident / neighbour after completion (in line with confidentiality P&P).
- If individuals found to be congregating are NSNO residents, staff will remind them of their obligations under house rules and request that they move on from the area or return to the project. Staff will remain until the group is dispersed, unless it is unsafe to do so.
- If staff identify individuals as causing repeated ASB in the locality of the service, they report this to Sussex Police and/ or the Community Safety Team for consideration of possible additional measures or enforcement to address this. It will be done by reporting all ASB to 101 or through Sussex police website. The Service Manager/Head will attend local community safety meetings and address those concerns in line with GDPR regulations and St Mungo's policies. Cases will also be discussed directly with the Police officer in-charge of the local ward and PCSOs.
- Staff will request that individuals who are not residents of the project move on from the area, cease drinking and take any litter with them and inform them that police will be called if behaviours continue.
- Should individuals, including contractors, other agencies or support staff be observed to be smoking in the front area of the project, staff will request they move to the allocated smoking area.
- Staff should encourage residents to remove any litter they have scattered. If lots of litter is left behind staff are asked to collect items of litter associated with residents and should they come across litter when leaving or returning to the building can collect as courtesy.
- Music at all times should not interfere with the peace and comfort of other residents in NSNO Brighton, local residents or other members of the community. Staff to ensure that all music is turned down further before 10pm to a reasonable level so as not to be heard outside. Staff will be proactive in tackling loud music or noise before it reaches the stage of disturbing neighbours at all times.
- If staff see residents causing Anti-Social Behaviour in the locality on the way to/from work, or elsewhere during lunch hour, they should call the relevant service reception so that staff on duty can take action.

- Staff will support enforcement action deemed necessary by Sussex Police or BHCC to address ASB in the locality through the provision of formal statements as necessary. St Mungo's NSNO Brighton will provide any supporting evidence that Sussex police or BHCC requires and support and encourage staff and or clients to provide any witness statement related to any specific enquiries by Sussex police or BHCC in line with GDPR regulations and St Mungo's policies.

Anti-social behaviour in the nearby local parks or other amenities

- St Mungo's NSNO Brighton service can directly manage the issues related to its clients, however gathering in parks and amenities and anti-social behaviours by 'others' in the neighbourhood is out of our control. However we work closely with safer Neighbourhood teams, PCSOs and Brighton's Community Safety team in the area to keep abreast of challenges that this may pose and feedback on any issues that may arise to the relevant agencies and where possible we will provide additional resources to help those agencies, in order for them to deal with those issues in a swift manner.
- Community engagement and positive impact is a priority, therefore as part of the plan St Mungo's Regional Head will attend engagement meetings and also other local resident's meetings with the community safety team to ensure a holistic approach is taken to resolve any historic and ongoing St Mungo's client related issues.

Safer Neighbourhood Team (Police) should not be called to disperse people unless there is a secondary reason such as anti-social behaviour, including drinking, noise pollution, verbal abuse, violence or other illegal activity.

Staff Safety

- No worker should approach individuals on their own (unless they are known to our service / do not pose as a risk) - always call for a colleague except security staff who must wear a body cam and have a radio where they can contact a staff member for immediate support or Mobile Support Unit. When you do approach anyone, be calm and firm but unthreatening. Keep your distance and stay safe.
- If there are people congregating in the area (two or more) the workers should request that they leave and to stop drinking and to take any litter with them.
- If it's dark, please use high visibility jacket. Please take a torch (can be a phone torch), a radio and your lone working device.
- Unless exceptional circumstances arise the Safer Neighbourhoods Team should not be called to disperse people.

Actions for Staff and Community

- Staff to respond immediately to any resident causing noise or nuisance, in person, to discuss the matter. Staff to remind residents of obligations under house rules.
- The team will discuss causes for concern and incidents during handovers and weekly team meetings to develop preventative strategies in relation to particular residents.
- In the event of incidents in the locality, resident files and incident reports to be updated accordingly.
- The team will take a personalised approach to supporting residents to manage behaviours to prevent disruption, and in the event of an incident of disruption
- Local residents / neighbours are advised to contact 101 or 999 directly in the event of a crime taking place, or having taken place.
- Should a local resident or neighbour suspect someone is injured or in need of medical assistance, please contact 999 directly.

Neighbourhood Engagement

- The NSNO Management team will send out quarterly invites to 'Neighbour meetings' and will send out minutes and actions within the following week to the members who have registered their contact details and have agreed to receive follow up communications.. In addition the NSNO management team will be part of ongoing resident meeting groups relevant to this area.
- If a neighbour would like to contact site management they may be provided with the email address: **nsnobrighton@mungos.org** ; this will reach all managers for the site so that the most relevant manager can respond. Alternatively the service can be contacted on our 24/7 duty number **07763 869551**.

St Mungo's NSNO Service Good Neighbours/Community Locality Plan

NSNO Brighton work with 'residents' on excluded license agreements and challenging behaviour is managed according to policy B17 – Responding to Challenging Behaviour (Accommodation Services)

Action	Who is responsible	Checked by	Frequency
<p>Harassment/abuse:</p> <p>Residents agree not to cause harassment to others when they move in, and to show consideration to others; this is part of the license agreement, and is discussed at sign-up when residents sign our 'community commitments' document.</p> <p>New residents that are referred to NSNO Brighton show a commitment around this prior to moving in, and also that any concerns relating to ASB are discussed as part of this assessment. This will then form the decision as to whether NSNO Brighton accept the new person being referred.</p> <p>Any form of harassment or abuse is taken seriously – Incidents are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW) Final Warning (FW) and Permanent Exclusion/Eviction (PE). NB depending on the severity of an incident or behaviour the most appropriate intervention will be utilised, i.e. permanent eviction would be actioned where there are serious safety risks, even if no earlier warning had been issued.</p> <p>In most cases, clients and residents are provided with food and other essentials, or have financial means to purchase food. Begging/shoplifting and harassment will be managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW), Final Warning (FW) and Permanent Exclusion (PE). However, the police should be involved as a first point of contact for any illegal activity outside of the St Mungo's site.</p> <p>All of the above is supported and underpinned by locality checks that are undertaken every 2 hours in which staff wearing hi-vis vests proactively identify and address anti-social behaviour,</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p>	<p>Booking in process and in response to incidents.</p> <p>In response to new clients being referred in</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>Every 2 hours daily</p>

Action	Who is responsible	Checked by	Frequency
<p>congregating, suspicious behaviour, noise and litter.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p>		<p>Regional Heads</p> <p>Regional Heads</p>	<p>Quarterly</p> <p>Quarterly</p>

Action	Who is responsible	Checked by	Frequency
<p>Noise nuisance:</p> <p>Residents agree not to cause nuisance or noise to disturb others when they move in, nor to allow their visitors to do so; this is part of the license agreement and community commitment document. These are discussed at sign-up. Breaches of this rule result in action by staff to address the problem through informal measures (reminders, awareness, use of headphones, etc.) and formal measures where required (warnings, exclusions, visitor bars or police involvement; potentially eviction).</p> <p>All staff monitor noise levels continuously to identify and promptly address noise issues, including from street activity. Gatherings at the front of the property are actively discouraged, especially where loud noise, foul language or alcohol use is involved; staff intervene to break up noisy groups, including when these involve unknown passers-by, where safe to do so. Day and night staff conduct hourly building checks to identify and promptly address noise issues. Police are called when needed.</p> <p>Window restrictors are checked during weekly room checks, and repairs reported as required; this helps to reduce external noise transfer. In cases where residents are causing noise, staff will ask them to close their windows to reduce the noise disturbance caused to the neighbourhood.</p> <p>Incidents are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), First Written Warning (FWW), Second Written Warning (SWW), Final Warning (FW) and Permanent Exclusion/Eviction (PE).</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p> <p>Management</p>	<p>Booking in process and in response to incidents.</p> <p>Hourly building checks</p> <p>Weekly room checks, and in response to incidents.</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>Every 2 hours daily</p>

Action	Who is responsible	Checked by	Frequency
All of the above is supported and underpinned by locality checks that are undertaken every 2 hours in which staff wearing hi-vis vests proactively identify and address anti-social behaviour, congregating, suspicious behaviour, noise and litter.			

Action	Who is responsible	Checked by	Frequency
<p>Use of substances including alcohol, and dealing of substances:</p> <p>Residents sign up to a licence agreement at booking in which includes an appended schedule of 'house rules', detailing obligations including around the use of alcohol and dealing of substances. Residents also sign an induction detailing the same obligations.</p> <p>Substance use is taken seriously – incidents relating to substance use that put others at risk are managed in accordance with policy: informal intervention, Acceptable Behaviour Commitment (ABC), Final Warning (FW) and Permanent Exclusion (PE)/eviction. Clients and residents are given opportunities to reflect on substance use in order to address issues of dependence which may be preventing them from securing and maintaining housing. Support is offered to all residents with substance use needs; such as referrals to drug and alcohol support agencies, substance use reduction, abstinence and harm minimization. This support will enable residents to achieve their goals around substance use reduction and abstinence.</p> <p>At all of the services onsite, drug dealing (including non-prescription substances, non-schedule controlled substances, and trade in prescription drugs) is strictly prohibited. Suspected or known occurrences are handled in accordance with policy, with police intervention if needed. Warning letters are sent to all clients/residents if dealing is suspected, to clarify the prohibition and warn of the involvement of the police. This work is undertaken in accordance with St Mungo's Drugs Policy. All sites have a drug dealing</p>	<p>All staff, residents and clients</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Managers</p> <p>Regional Heads</p>	<p>Booking in process and in response to incidents.</p> <p>In response to incidents.</p> <p>In response to incidents.</p> <p>4 times per day (see <i>locality management procedure</i>)</p> <p>Quarterly</p>

Action	Who is responsible	Checked by	Frequency
<p>log which keeps an up to date record of any concerns relating to drug dealing and actions taken.</p> <p>All of the above is supported and underpinned by locality checks that are undertaken four times per day in which staff wearing hi-vis vests proactively identify and address anti-social behaviour, congregating, suspicious behaviour, noise and litter.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p>			

Action	Who is responsible	Checked by	Frequency
<p>Staff conduct / responding to neighbour complaints:</p> <p>All staff are inducted and bound by the St Mungo's Code of Conduct (which includes provisions around appropriate tone of communication and professionalism) when they start work at the service.</p> <p>External complainants are asked for their names and contact details, and if they would like to be contacted by management to follow up, via phone or email. All complaints are recorded on our internal recording system.</p> <p>Where possible staff receiving a complaint will try to resolve the issue immediately, such as acting on a noise complaint, and then update the complainant with the outcome.</p> <p>Managers respond to neighbour complaints with an acknowledgement within five working days, as per St Mungo's complaints policy, and make further investigations where necessary. Management will offer to meet neighbours making complaints along with more senior management where necessary to resolve ongoing or more serious issues. Complaint responses are issued to</p>	<p>All staff</p> <p>All staff</p> <p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p>	<p>Management</p> <p>Management</p> <p>Management</p> <p>Management and Complaints Team</p> <p>Regional Head</p> <p>Regional Head</p>	<p>At staff induction and reviewed at regular supervisions</p> <p>In response to complaints</p> <p>In response to complaints</p> <p>In response to complaints</p> <p>As required</p> <p>All staff inductions and reviews at regular supervisions</p>

Action	Who is responsible	Checked by	Frequency
<p>complainants as per policy Complaints, Suggestions and Compliments.</p> <p>Email address of managers and site numbers are shared with the local community so that informal/formal complaints can be raised quickly and with ease.</p> <p>All staff's inductions include section on locality management (going over locality plan and locality procedure).</p>			

Action	Who is responsible	Checked by	Frequency
<p>Waste collection:</p> <p>Bulky household waste is disposed of via staff hiring a contractor to drive this to the tip, to avoid delays and reduce impact on our neighbours.</p> <p>Regular household waste is collected by the council. Staff will check this daily to ensure that rubbish bags are appropriately stored, with no build-up of waste. Staff will raise non-collection issues with the council when/if this occurs.</p> <p>Managers to engage with local quarterly ward panels.</p> <p>Managers to hold quarterly neighbourhood meetings to address any noise complaints.</p> <p>Daily locality checks entail staff picking litter around the locality.</p>	<p>All staff</p> <p>All staff</p> <p>Management</p> <p>Management</p> <p>All staff</p>	<p>Management</p> <p>Management</p> <p>Regional Head</p> <p>Regional Head</p> <p>Management</p>	<p>As required</p> <p>Daily checks</p> <p>Quarterly</p> <p>Quarterly</p> <p>4 times daily</p>

Action	Who is responsible	Checked by	Frequency
<p>Locality Checks/Litter Collection:</p> <p>Staff will be expected to complete locality checks in conjunction with litter collection on a daily basis. A shared log will determine frequency of checks, any site 'hot spots' and staff responsible for checks.</p>	<p>All staff</p> <p>All staff and residents</p>	<p>Management</p> <p>Management</p>	<p>Daily</p> <p>In response to incidents</p>

Action	Who is responsible	Checked by	Frequency
Residents are asked to dispose of litter properly and to be considerate neighbours. Any incidents of excessive littering will be addressed by letter to all clients.			

Implementing this plan:

- This locality plan details St Mungo’s NSNO Brighton Services’ approach and commitment to having a positive impact on the locality, community and neighbours. The Service manager will take responsibility for coordinating the management of the locality plan, along with working with the neighbours to ensure the plan is implemented appropriately and satisfactorily.
- Current staff will be made aware of this formalised plan through email distribution and discussion in team meetings and supervisions.
- New staff and temporary locum staff will be made aware of this through updating the induction pack to include reference to this plan.
- All Residents will be made aware of the **Community Commitment Document (Appendix 3)** at booking in and in addition during client involvement meetings as required
- Managers will review this plan quarterly by gathering feedback from neighbours and staff and reviewing incident reports. Additional actions to be undertaken, as required.

Appendix 1: Community Responsibility Protocol

Community Responsibility Protocol for supported accommodation providers in Brighton and Hove March 2020

INTRODUCTION

As a provider of Supported Housing in Brighton and Hove, we work proactively to build and maintain positive relationships with our local community.

We work with partners to prevent and resolve community safety concerns involving people who live in our services, and their visitors, in the neighbourhood.

This protocol is a stand-alone document relating to the project named above; however, it should be viewed in conjunction with our wider policy and procedures on 'Nuisance, Harassment and Anti-Social Behaviour.'

THE SERVICE

We ensure, as far as possible, that our service is a positive neighbour. We work in partnership with our neighbours and with the local community to address any unneighbourly behaviour by people living in our service, or visiting people who live in our service, and to address any tensions arising between members of the local community and our residents.

In some situations, we may be unable to prevent behaviour that may negatively impact on our neighbours; however, we will work pro-actively to address issues, whilst maintaining the safety of staff, service users and members of the public.

AIM OF THIS PROTOCOL

The aim of this protocol is to;

- Ensure a positive relationship between the project and the local community
- Prevent and reduce incidents of disruption and/or nuisance to our neighbours, in the area immediately outside the project.
- Prevent and reduce incidents of nuisance and/or discrimination whenever they occur.

We work to achieve this by:

- Engaging meaningfully with our neighbours to promote and enable, a positive relationship between staff, residents, and the local community.
- Supporting residents to address the issues that led to their homelessness, build on their strengths and develop skills to move on to settled housing.

This protocol sets out:

1. The actions we will take in order to actively foster positive relations with neighbours and the local community.
2. The steps we will take to prevent/minimise disruption to the local community.
3. The work we will undertake with residents, in partnership with other agencies, to proactively address any negative impact their behaviour may have on our neighbours and the local community.

PROCEDURE

We actively foster positive relations with neighbours and the local community by:

1. Where appropriate, holding events where the local community can find out more about our work and meet staff and residents.
2. Taking part in community events and meetings as responsible neighbours.
3. Making links with the Local Action Team in our area and attending local meetings as appropriate.
4. Providing our contact details to our neighbours and being responsive to communication from them.

We take the following steps in order to prevent and reduce disruption:

1. Ensure residents fully understand their responsibilities as a neighbour (this is included in induction information and forms part of our regular conversations with residents)
2. Monitor our project entrances and have regular patrols of the front, sides and rear of our service.
3. Ensure residents use their home thoughtfully and consider the needs of neighbours and the local community. Where residents or their guests cause disturbance by gathering outside the service we will, where safe to do so, remind them of their responsibilities as good neighbours and ask them to act considerately. Where necessary, staff will call the police to deal with disturbances.
4. Make sure we have strong links with the relevant Prevention Policing Team and Community Safety Team.
5. Work with neighbours and the local community to increase understanding and to address stigma and discrimination towards our residents.
6. Ensure the local community has a practical understanding of the noise and disruption caused by local premises (pubs, clubs, hotels etc) and their customers, which may often be completely unrelated to our service.

Where necessary we will work with residents, in partnership with other agencies to address any behaviour having a negative impact on our neighbours or on the local community, and we will work with the local community to address any behaviours having a negative impact on our residents by:

1. Recording incidents and information to teams or services in line with GDPR.
2. Contacting the Community Safety Team and/or local Police Prevention Team for information, advice and guidance on addressing anti-social behaviour (ASB), hate incidents, nuisance and annoyance.
3. Working with residents to address behaviour that is negatively affecting neighbours or the local community. We will develop the support plan keeping the client at the

centre and in a holistic approach with support from other relevant agencies. When needed we will make referrals to and liaise with specialist agencies, including arranging multi-agency case conferences and attending the monthly Street Community Partnership Meeting.

4. Using restorative practice and mediation to restore and rebuild positive community relations.
5. Proactively and constructively addressing any incidents of aggression and/or discrimination from the local community.
6. Supporting residents when they experience aggression and/or discrimination, including support to contact the police.

Useful contacts

To find out the local Prevention Police staff in your area and please contact brightonandhove@sussex.pnn.police.uk

To get advice and guidance from the BHCC Community Safety Team regarding ASB and hate incidents, building community relations and to make referrals please contact CommunitySafety.Casework@brighton-hove.gov.uk

Name:

Position: Service Manager

Signed:

Date:

Appendix 2: House Rules and Responsibilities

Schedule 1 - House Rules

Welcome to NSNO. You are asked to adhere to the following house rules to help maintain a respectful, peaceful and safe environment.

Responsibilities

1. You will need to make a claim for benefits within seven days of booking into No Second Night Out. Staff can help you to make a benefits claim. You will be required to call DWP to inform them of your change of address. If you haven't got an existing claim you will need to make a Universal Credit claim. If you are in receipt of benefits you will be expected to fund your own travel.
2. Staff will take your photo on arrival to No Second Night Out. This is for safety purposes and is used to ensure staff know who you are. We will not store your photo once you leave NSNO.
3. You are expected to engage in your reconnection plan and adhere to the terms of the induction script including the Single Service Offer.
4. No Second Night Out (NSNO) is short term interim accommodation. You are expected to take up the first offer of accommodation that you receive. Failure to do so could result in a Notice to Quit being issued in which case you will have 48 hours to leave NSNO.
5. You are responsible for maintaining an acceptable level of cleanliness, hygiene and safety in your room, communal areas of the building and in the locality.
6. Please consider others and keep noise to a moderate level. If you repeatedly cause a disturbance to others for any reason you will be in breach of your Licence Agreement and will be issued with a Notice to Quit.
7. No overnight visitors are allowed in the service. If you are not seen by staff for two nights, you may be putting your stay at the service at risk and service may report you missing in accordance to internal policy and procedure.

Conduct

8. We do not allow the display of pornographic material anywhere within the No Second Night Out.
9. No guests are allowed in rooms.
10. Overnight guests are not permitted.
11. Consumption of any illicit drugs is strictly prohibited within the NSNO premises. We do not condone drug use on site. Anyone suspected of illegal activities will risk exclusion and/or eviction. Anyone suspected of dealing will be issued with a Notice to Quit and the Police may be informed. Anyone using drugs is advised to speak to staff. We will help you to access appropriate support.
12. Violence, harassment, intimidation or personal abuse toward staff, clients or others in the locality will not be tolerated, and could lead to eviction. We ask that you respect others irrespective of their gender, race, sexual orientation, age, religion or any form of disability.

Health and Safety

13. Please be aware of the location of fire exits. If the alarm sounds you must leave the building as quickly as possible using the nearest exit. All fire alarms should be treated as an emergency; you

will be informed of any fire alarm tests. Candles and toasters are not permitted. The fire alarm is tested each week. Do not tamper with any firefighting equipment.

14. Please respect your environment and work with us to keep the project safe and clean. Sharps bins are available for disposal of sharp items.
15. You are required to allow staff to enter your room during room checks and at any other time that there is a cause for concern.
16. Any item that could be used as a weapon will be confiscated and handed over to the police as appropriate. If you have any dangerous items or weapons in your possession please hand them into staff immediately.

Access

17. Visitors are not allowed into No Second Night Out. Please arrange to meet people away from the premises. Unless consent is provided staff will not disclose your whereabouts.

The Building and the Locality

18. You are not allowed to consume alcohol in your room or anywhere else on site. This includes the in the street outside or garden. Failure to abide by this may result in you receiving a warning and could result in you being excluded.
19. Smoking is not permitted anywhere inside the building including your rooms.
20. This is a residential area, please be respectful when entering and exiting NSNO. Any anti-social behaviour will be not be tolerated.
21. Any theft or damage to property in or around No Second Night Out may result in eviction and/or prosecution.
22. Any electrical equipment brought into No Second Night Out must be PAT tested. Any residents with a TV are responsible for buying their own TV licence.

Personal Belongings

23. Please keep your possessions to a reasonable minimum. If you have a lot of items you should try and arrange for them to be stored elsewhere whilst staying here if possible. You will be expected to provide your own transport to move your items when you leave.
24. Once you have received an offer of accommodation you will be expected to take your belongings with you. If any belongings are left after 28 days after your departure they will be disposed of.

I understand the rules of the Staging Post and agree to abide by them.

Client's name:

Client's signature:

Date:

Staff member's name:

Staff member's signature:

Date:

ST MUNGO'S HOUSING SERVICE PROMISES TO USERS OF OUR SERVICES

Below are St Mungo's service promises to all that seek our support and assistance.

If you use any St Mungo's housing services, we promise that:

- 1.** Staff and volunteers will be competent, approachable, friendly and caring, and will have time to listen to you and treat you with respect and fairness.
- 2.** The services offered will be responsive to your current needs.
- 3.** The accommodation where you stay will be safe, quiet, clean, well decorated and maintained, with repairs carried out promptly.
- 4.** You will be given information on how the project works, how it can help you, and what is expected of you.
- 5.** You will have the opportunity to have a say in how the project runs. We will listen and take note of your views.
- 6.** We will treat all information about you confidentially, and will give you access to anything written about you, except third party information, and inform you who else may access it.
- 7.** You will have access to a simple to use complaints procedure, and procedure for appeals against warnings and evictions.
- 8.** We offer access to health care, and help with alcohol and drug problems
- 9.** We offer help to prepare for resettlement and will give you up-to-date information on finding housing
- 10.** We can help you to develop practical skills to maintain accommodation.
- 11.** We offer training in work skills and help preparing to find work.
- 12.** Where meals are provided, they will be appetising and nutritious.

**Appendix 3: Community Commitments & Good Neighbour
Statement**



**St Mungo's NSNO Brighton 20 Burlington St, Kemptown,
Brighton BN2 1AU
Community Commitments & Good Neighbour Statement**

*'Great opportunities to help others seldom come,
but small ones surround us every day'*

At St Mungo's we promote acceptance, support and understanding. We acknowledge that everyone here is on a journey and we all have a duty to respect that and do our absolute best to support each other.

Whilst at St. Mungo's we all pledge (staff, visitors and residents) to uphold respect for the community we exist in and our neighbours around us and to value and care for the neighbourhood around us.

This includes:

- Entering and leaving the site in a quiet and respectful way
- Using designated entrance and exits for the service, not taking short cuts through neighbouring gardens
- Using the local parks to relax in and not loitering in the local area, our neighbours' gardens or driveways
- Keeping the local area tidy by not littering
- Not drinking alcohol or using substances in the local area
- Ensuring that no loud music is being played inside, or outside in the gardens, that will cause disturbance to neighbours
- Reporting any Anti-Social Behaviour or suspicious behaviour to staff or the police
- Be mindful of your language, people may be offended by hearing offensive or aggressive language.

Signature:

I agree to the above and commit to being a good neighbour and respecting and valuing our local community to ensure we can all live happily in peace and harmony.

Signed _____

Date _____

