

Licence Agreement Schedules

Schedule 1 Complaints Procedure

Stage 1. Please try to discuss your complaint with a member of staff, who will try to resolve the issue within 24hr; we hope that at this early stage we can resolve most issues.

Stage 2. If you feel that the complaint has not been dealt with to your satisfaction or the complaint in your opinion warrants a formal written complaint, Complaints forms are available at reception or ask a member of staff or visit our website.

Complaints are to be addressed to The Director for Peoples Services, who is based at Edinburgh House, University Quarter, Harding Road, Hanley, Stoke on Trent, Staffordshire, ST13AE. A written complaint will receive a formal written response within 5 working days.

Stage 3. If you are still not satisfied with your responses or if your complaint is of a serious nature you may complain in writing to the Chief Executive. You are entitled to a response within 7 working days. Only after you have exhausted this process and are not satisfied with the response to your complaint you should appeal as follows:

1. If any complaint has still not been resolved to your satisfaction or you feel the complains procedure has been misused by staff, you may write to the Chair Person of the Board of Directors of YMCA North Staffordshire Ltd within 3 days, who will respond within a maximum of 7 working days.
2. At any time during the complaints procedure you are entitled to engage a representative of your choosing or to engage an independent service such CAB, Advice House, Pall Mall, Hanley.

Should you feel that having exhausted the above procedure and your complaint still has not been dealt with to your satisfaction you may contact your regional office of Housing Ombudsman Service or if the complaint is in relation to support the local Supporting People Team who can be contacted on:

Accommodation Commissioning Team
City of Stoke-on-Trent
Civic Centre Glebe Street
Stoke-on-Trent ST4 1HH
Telephone: 01782 232123

YMCA

NORTH STAFFORDSHIRE

YMCA North Staffordshire Ltd is a member of Housing Ombudsman Service they can be contacted at:
Housing Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9GE

If you do not think that your complaint fits this procedure please talk to a member of staff who will explain the other policies in place to deal with complaints of a more serious nature.

Schedule 2 Ending the Licence Agreement

YMCA North Staffordshire Ltd may end your licence agreement for the following reasons:

- a) At your request
- b) If the accommodation no longer meets your needs
- c) If alternative appropriate accommodation is available
- d) If you are in breach of your licence agreement
- e) Bringing YMCA North Staffordshire Ltd into disrepute with unacceptable behavior within the local community

If YMCA North Staffordshire Ltd believe you have breached your licence agreement any member of staff may institute the following procedure:

Stage 1. You will receive a verbal warning about your behaviour or action and what you must do to rectify the situation. If you do not respond to this then the stage 2 will apply.

Stage 2. You will receive a written warning about your behaviour or actions and what you must do to rectify the situation. If you do not respond to this then stage 3 will apply.

Stage 3. You will receive a 7-day eviction notice to terminate your licence agreement. This notice will detail any conditions under which the notice may be revoked. At this stage you may appeal to the Chairperson of YMCA North Staffordshire Ltd.

In the case of serious disruptive or violent behaviour you may be in gross breach of the licence agreement, which may be brought to an immediate end. Such behaviour may include:

- a) Abuse towards or harassment of staff or other residents
- b) Violence towards staff or other residents
- c) Theft or criminal damage to YMCA North Staffordshire Ltd property

- d) Serious failure to observe fire and health and safety precautions thereby endangering others

This list is not exhaustive and further guidance is contained in Schedule 3.

The licensee can also obtain advice and information about his or her remedies at law from a local Citizens Advice Bureau, Law Centre or from a Solicitor and/or complain to the Association that owns the dwelling, which is the subject of this agreement.

Appeal to the Chair - Procedure

1. You may attend your appeal hearing by yourself or bring a friend or colleague with you who can act as your spokesperson or representative, or as your witness.
2. The Chairperson will invite a representative for YMCA North Staffordshire Ltd to outline the reasons for and the basis upon which you are asked to vacate your accommodation.
3. You will be invited to reply and to make any statement or bring any evidence you wish.
4. The Chairperson may ask you questions about the matters raised by you or by YMCA North Staffordshire Ltd.
5. The Chairperson will question YMCA North Staffordshire Ltd representative about any matters, which he/she thinks needs clarification or additional information.
6. You will be invited to ask about anything that may be unclear to you and to make any additional comment to ensure that you have put your case as fully as you wish.
7. The Chairperson may invite you and YMCA North Staffordshire Ltd representative to leave the room while he/she reviews the evidence and considers whether or not your appeal is granted.
8. The Chairperson will recall you and YMCA North Staffordshire Ltd representative to advise you whether or not your appeal is granted.

Debriefing

An appeal, like a complaint, offers us an opportunity to review our practice and to identify what lessons we may learn for our management of a particular resident or situation. To facilitate this process, the Chairperson will convene a debriefing meeting for all relevant staff as soon as possible after the appeal hearing.

Schedule 3 Aim of the Project

Mission Statement: YMCA North Staffordshire Ltd provides people the opportunities and the necessary support for them to develop in Body, Mind and Spirit.

YMCA

NORTH STAFFORDSHIRE

YMCA North Staffordshire Ltd provides direct access accommodation on a temporary basis to single people. We assess needs and resettle clients in alternative accommodation.

Services Provided:

- Advice and information on welfare and benefits entitlement.
- Advice and support to enable residents to address specific problems related to their homelessness.
- Resettlement support will be offered and staff will continue to work with clients where this is beneficial.
- Training Services.

Facilities:

You will be accommodated in a single en-suite room. You will also have use of a kitchen, dining room and activities room, sports facilities and a laundry. You will be provided with three meals a day. You will be expected to keep your room in a presentable condition. Information relating to meal times and when facilities are available in our customer handbook.

Client Group:

Single men and women aged 16 – 30 who are homeless or in need of a supportive environment. We regret that we are unable to accommodate couples in Edinburgh House, but accommodation is available in Grace Crescent or our community houses.

Guidance notes for Behaviour Management procedures:

Informal

Inappropriate language; swearing

Smoking in prohibited areas

Spitting

Litter

Noise

Drunk and disorderly

Accidental/incidental damage to the building or equipment

Taking food out of the canteen without permission

Verbal (formal)

Third party in incidents of nuisance, harassment, disruption or abusive behaviour

Minor incidents of health and safety (i.e. this might include propping open Fire doors)

Threatening behaviour- verbal, body language

Damage to the building or equipment

Written warning

1st party in incidents of nuisance, harassment, disruption or abusive behaviour

Class B/C drugs

Inappropriate use of prescription drugs

Customers whose visitors cause the health and safety and peaceful occupation of others to be compromised

Premeditated damage to the building or equipment

Serious incidents of health and safety i.e. this might include throwing items out of windows above ground floor.

Graffiti/vandalism

Non-victim violence (two parties) i.e. a domestic

Throwing items out of windows above ground floor

Final Written Warning (issued when 3 written warning have been agreed). At this stage another contract will be made governing your behaviour whilst you are living here. If you are unable to adhere to this there will be no option other than to terminate your licence.

Termination of licence

Gross breach (Licence schedule 2)

Class A drugs

All dealing of illegal or prescribed drugs

Weapons

Threats to the life/health of staff or customers

Throwing items out of windows above ground floor level

Acts of violence

Encouraging "banned persons" into the building

Theft of another customers belongings or YMCA property