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Providing resources which inspire, encourage and challenge homeless people to transform their lives

Good Neighbour Policy and Procedure

The Passage Day Centre and Montfort House

This policy and procedure applies to the services provided by The Passage at the Day Centre and second stage hostel at Montfort House.

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Organisation	The Passage
Consultation with tenants / service users	Yes
Consultation with staff	Yes
Consultation with local residents	Yes

The Passage Good Neighbour Policy and Procedure:

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1. Scope

What Passage management and staff do to create positive relations with neighbours and local stakeholders, and how The Passage supports clients to use our services responsibly and have respect for the local vicinity and wider area.

2 Purpose

The Passage has a responsibility in the local community. Therefore, The Passage will endeavour to ensure that:

- Good relations are created and maintained with Local Residents, Schools, Business, Community Groups and other stakeholders
- The Passage is seen as an asset
- Clients behave responsibly
- There is minimum disruption caused by our activities with clients to the local vicinity
- Anti social behaviour caused by clients is dealt with robustly, and support victims of such behaviour whether they are from the wider community or Passage clients
- The Passage participates fully in local neighbourhood forums
- There is minimum disruption caused by Passage operations in the vicinity surrounding St Vincent's Centre and manages responsibly our parts of the building, recognising that the building is in a conservation area.

3 Policy Statement

The Passage provides services to former and current rough sleepers by means of its provision of a Day Centre, and accommodation projects. This is an important and vital service for homeless people at the margins of our society, and The Passage provides resources to encourage inspire and challenge these homeless people to transform their lives. Those to whom The Passage provides services at its projects are frequently vulnerable and can present with complex needs.

Many Passage clients are extremely vulnerable and at risk, and are more likely to be the victim of anti social behaviour than to be the perpetrators. However, The Passage recognises that some of its service users and tenants present with behaviours which are anti-social and adversely affect local residents living in the vicinity of The Passage's projects. The Passage recognises the role it has to play in responsibly managing clients using Passage services and takes this responsibility seriously and will deal robustly with any clients causing anti social behaviour.

The local neighbourhood has a right to expect that they should not be subjected to anti social behaviour and the organisation reserves the right to deny services to individuals who are displaying anti social behaviour both in their projects and in the local vicinity, or wider area, and will work closely with the local community to identify and address any such behaviour. The Passage is committed to ensuring all our services are run in a professional manner, and that this is the public perception of the organisation.

4 Anti Social Behaviour

Examples of anti social behaviour in the Cathedral Conservation Area ('The Area') are listed in **Appendix 1**.

The Passage will deal robustly with any user or tenant displaying such behaviour (the list is not exhaustive) and where appropriate will alert the Police and assist them in their enquiries. The Passage reserves the right to bar clients from services/serve notice of eviction for displaying or encouraging others to display anti social behaviour in The Area. The Passage recognises it has a responsibility to address anti social behaviour by clients in The Area and will ensure steps are taken to both prevent and address anti social behaviour. In particular cases, The Passage may consider introducing formal Acceptable Behaviour Agreements for clients indulging in anti social behaviour in The Area.

5 Prevention of Anti Social Behaviour:

The passage will ensure all clients understand what is required and expected of them, (with regard to respecting the local community when using a Passage service), and also that clients understand the sanctions available to The Passage if this is not adhered to. The Passage will ensure this is made clear to all clients via a variety of methods, including:

- Posters displayed in all projects
- Upon entering a Passage Service for the first time, a written statement, detailing rights and responsibilities, will be given to every client
- One-to-one sessions
- Tenancy Agreements
- Discouraging loitering after exiting a service
- Robust daily management by staff of queue with regard to accessing the Day Centre
- Management cover in place whenever a service is in operation

6 Addressing actual Anti Social Behaviour:

Strategic Level:

- Soup Runs can lead to anti social behaviour. The passage will continue to actively contribute to the continuing debate on this area, involving WCC and the Soup Run Forum, to address this issue.
- The Passage (through its Streetlink Team) will link with other external agencies to identify existing 'hot spots' of street culture in The Area (including sharing Street Shift Notes with other providers, liaising with the Building Based Services (BBS) Co-ordinator and other BBS providers, and contributing to the regular Tactics and Targeting meeting with WCC, which focuses on individual rough sleepers and the progress being made to end their rough sleeping).

- The Passage is committed to working towards ending rough sleeping and will supervise an assertive and interventionist approach from the Streetlink Team that encourages those sleeping rough, and engaged in street culture, to engage with Passage Building Based Services, where their needs can be better addressed. The Passage will also work in partnership with other agencies in this respect, including the Police.
- The Passage will work closely with other providers of provision to homeless people in the local area, and develop joint strategies to combat and remove street culture from The Area, (i.e. sharing information re clients involved in anti social behaviour)

Local Level:

During Day Centre opening hours designated staff will be deputed to monitor the immediate area surrounding the Day Centre (Carlisle Place, King's Scholars Passage and Evelyn Mansions) at regular intervals during the day, and out-of-hours, the Streetlink Team will do the same.

Staff will:

- Collect 'dry litter' and contact the appropriate Westminster City Council service to deal immediately with any 'contaminated' debris.
- Where they encounter anyone sleeping rough or groups gathering in residents'/office doorways and an attempt to encourage them into the Day Centre fails, the Passage reserve the right to call the Police.
- Where they encounter begging, drinking, urinating/defecating or other anti-social behaviour (see list of examples in appendix 1) they will, if safe to do so, ask for this behaviour to stop and offer access to the Day Centre. If unsafe to do so, or if the request to desist has no effect, The Passage reserves the right to refuse services to clients and call the Police. With regard to Montfort House, the tenant will be taken through their tenancy agreement and challenged by examining possible sanctions (including eventual eviction in extreme cases) that are in place if such anti social behaviour does not stop. Where criminal activity is taking place (such as drug dealing, fighting or brandishing an offensive weapon) the Police must be called in the first instance.

A log will be kept and staff must report on serious incidents to management direct. The log will be inspected at the weekly Day Centre Managers meeting, and will also be reported on by the Services Director at the weekly Senior Management Tactics and Operations meeting, in order to monitor trends with a view to taking affirmative action on any persistent problem.

7 Passage Business operations and Good Housekeeping Measures

The Passage needs a regular supply of goods and services, in providing a quality service to homeless people on a day to day basis. Frequently these have to be delivered by a variety of trades vehicles (including HGVs). The Passage accepts responsibility for discouraging a 'casual' approach to parking and offloading in the vicinity from delivery vehicles and will therefore:

- Co-ordinate delivery times and limit deliveries to between 6.00am and 7.00pm weekdays only.
- Receive goods and ensure these are not left out by drivers on the pavement or in hoist (which will not be used before 7.00am).
- Commercial vehicles will be encouraged to park lawfully (in Ashley Place) and not cause obstruction in Carlisle Place.
- No food or perishables whatsoever are to be left out in the street or in the front basement area open to the air. Sightings of vermin are to be reported immediately to the appropriate service in Westminster City Council.
- Expect suppliers to abide by the London Lorry Control Scheme (sometimes referred to as the London Lorry Ban), in relation to vehicles over 18 tonnes operating between 9.00pm and 7.00am (Monday-Saturday), and from 1.00pm Saturday through to 7.00am Monday morning.

In furtherance of good housekeeping, The Passage undertakes to keep the basement areas visible from the street clear, clean and tidy.

8 Contacting The Passage and Complaints Procedure

The Passage Complaints Policy and Procedure is attached as **Appendix 2**.

Managers at the Passage are available to receive telephone calls, and calls in person, during the hours of 8.00 am to 6.00 pm Monday - Friday and between 8.30am and 1.00pm at weekends (see number listed in appendix 2). During the weekdays, in the first instance The Passage reception should be contacted, as the Receptionist will be able to direct the caller to the most suitable Manager on duty. However, it is also possible to contact Managers direct, including the Deputy Chief Executive, and relevant telephone numbers are listed in appendix 2.

For specific incidents needing urgent attention and in the event of The Passage being unable to respond quickly, then the Police must be called. Some complaints may be able to be dealt with immediately; however, some may require further investigation. In these cases it is very helpful to ensure that the attached complaints form is used, to ensure that all relevant information is recorded, enabling the person looking into the complaint to ensure nothing is missed.

9 Neighbourhood Liaison Meetings

The Passage will continue to develop its links with the community and actively respond to their concerns. Links have been established through:

Neighbourhood Liaison Meetings

The passage will organise regular neighbourhood liaison meetings which will be held at the Passage with the Director of Services, and to which all local residents in the immediate vicinity of St Vincent's Centre will be invited, (Carlisle Place, Kings Scholars Passage, Morpeth Terrace, Ambrosden Avenue, Ashley Place, Vauxhall Bridge Road, Alderney Street and Victoria Place). These meetings can consider aspects of service delivery which may impact specifically upon these neighbours. The services are any from the Day Centre, Weekend Service and Montfort House, as well as housekeeping and goods delivery issues, litter, incidents resulting in damage to private property etc.

Although representatives from Westminster City Council and the Police attend, The Passage recognises that this regular exercise does not constitute full public consultation and has therefore established a good relationship with the Cathedral Area Residents Group (CARG).

Cathedral Area Residents Group

The Passage meets regularly with CARG to discuss strategic issues of interest to the residential community in The Area. Meetings are quarterly, chaired by a Member of the Company Board, and attended by the Chief Executive and Deputy Chief Executive. The Company Board member reports back directly on issues to the Board. The Passage undertakes to provide full disclosure and negotiate in good faith with CARG on matters of strategic concern to the community.

The regular agenda will include a report from the Deputy Chief Executive detailing the operation of the Good Neighbour Policy (including a summary of all complaints made under the complaints procedure and their outcomes) with a view to discerning any trends in concerns and follow-up actions.

10 Supporting Passage clients experiencing anti social behaviour in the vicinity/area

The Passage recognises that there may be occasions when its tenants or service users are subject to abuse, intimidation or victimisation within the vicinity or wider area. The Passage has an expectation that its service users and tenants should be subject to the same rights as other members of the public, and any incidents which contradict this expectation will be regarded very seriously. Service users and tenants have the right to complain to The Passage about an incident or act of discrimination where they have been the victim. They also have the right to contact the Police.

If such an incident is reported by a service user or tenant to staff at The Passage and is deemed by the organisation to be serious, staff at The Passage may, in the first instance and if appropriate and practical, seek to mediate to agree a mutually acceptable conclusion. However, The Passage reserves the right to refer the matter to the local police, and in extreme cases, will contact the Police in the first instance.

Appendix 1

Examples of anti social behaviour

- Carrying offensive weapons
- Loitering in groups in The Area
- Shouting at passers-by in The Area, particularly women and older people, and other vulnerable groups.
- Street drinking and associating with street drinking in The Area
- Dropping litter/disturbing dustbins in The Area
- Damaging cars/bicycles and local property and trees, plants and shrubs on property in The Area
- Occupying/congregating in common parts (doorways etc) of private properties in The Area
- Occupying the grilles in Ashley Place
- Continuous shouting and noise (including loud music) in The Area
- Begging in The Area
- Urinating/defecating in public, especially King's Scholars Passage, Ashley Place and Morpeth Terrace and anywhere within the Cathedral campus and in site of the St Vincent de Paul Primary School
- Approaching/calling out to, or unsettling children on their way to and from and whilst in the playground of St Vincent de Paul Primary School
- Dealing in and/or purchasing illicit drugs in The Area
- Associating with dealers of proscribed substances in The Area

Appendix 2

The Passage Complaints Policy and Procedure

Policy statement

The Passage provides services to former and current rough sleepers by means of Day Centre and Hostel provision. We endeavour to maintain a standard of care and professional management of our resources without inconveniencing our neighbours. However, the Passage recognises that there may be occasions when local residents will want to raise an issue. This may be either as a result of a specific incident (involving a client for example) or a more general matter regards the management of our operation (such as noise or litter). We have devised the following simple procedure to respond to complaints.

Procedure

1. If you wish to make a complaint,(between the hours of 8.00am and 6.00pm), please contact The Passage at the earliest opportunity, either by telephone or in person. The Passage reception at should be contacted, as the receptionist will be able to direct the caller to the most suitable Manager on duty. However, it is also possible to contact Managers direct, including the Deputy Chief Executive, and relevant telephone numbers are listed below.
2. Outside these hours, please leave a message on the answer machine, with your name, contact number and nature of your complaint, and someone will contact you at the earliest opportunity upon opening. If the matter is urgent, please do not hesitate to also contact the Police (Belgravia Police Station 020 7730 1212), or indeed the emergency services on 999.
3. Some complaints may be able to be dealt with immediately; however, some may require further investigation. In these cases it is very helpful to ensure that the attached complaints form is used, to ensure that all relevant information is recorded, enabling the person looking into the complaint to ensure nothing is missed.
4. After completion of this form, The Passage guarantees that a response will be given within five working days. If the matter is complex to investigate or involves ascertaining information from another member staff or the Police this may take more than five working days. In which case you will be notified formally that this is the case and given a date when you can expect to receive a proper and complete response.
5. In the event that you are not satisfied with either the response or they way your complaint has been dealt with, then you are invited to contact either the Deputy Chief Executive, or in his absence, the Chief Executive. Either senior manager will arrange to see you and call for all relevant papers/to make enquiries and to be made aware of all actions taken. (S)he will give you a response within five working days.

6. In the event that you are not satisfied with this response, you may contact Fr. Vladimir Felzman, Chair of CPG (CARG/Passage Group).
7. The Passage will keep a record of all complaints made, both written and verbal, and will closely monitor these.

Useful Contact Numbers (Internal and external)

Internal:

During the hours of 8.00am-6.00pm:

- Passage Reception: 020 7592 1850 (8.00am - 4.30pm)
020 7592 1887 (4.30pm – 6.00pm)
- Streetlink Team Manager: 020 7592 1869
- Hospitality Manager: 020 7592 1863
- Director of Services: 020 7592 1862
- Deputy Chief Executive: 020 7592 1858
- Weekend Manager: 07807 747 318 (8.30am-1.00pm)

External:

- Belgravia Police Station on 020 7730 1212 or the emergency services on 999.
- Westminster Environmental Action Line on 020 7641 2000 or the main switchboard on 020 7641 2558.

Outside these hours:

Leave a message on the reception answer phone (020 7592 1850), and you will be contacted at the earliest opportunity when The Passage opens.

Passage Complaint Form

The Passage is committed to investigating any complaint made in a thorough and robust way, and recording the details on this form will help us investigate your complaint and respond quickly. The Passage will ensure that you receive feedback regarding your complaint within 5 working days from registering your complaint.

Name of person making the complaint:

Contact details:

Details of the complaint: (please give full details' of what happened, when it happened, etc). Please feel free to continue on an additional sheet of paper if required.

Signature:

The date when the form was handed in:

The name, post and contact details of who the form was handed to:

Please ensure that a copy of this form has been given to you, as well as a copy of The Passage's Complaints Policy and Procedure.