



Overnight Respite Handbook

for the

Enfield and Haringey Homeless Respite Service

Ethos, Rules and Volunteer Guide

2018 - 2019

www.allpeopleallplaces.org

<https://www.facebook.com/APAPbreakingthecycle>

All People All Places

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Chair: Fr. Tim Pike

Registered charity: number 1139885

Overnight Respite Dates for 2018-19

Haringey: Wednesday 5 December 2017 to Tuesday 19 March 2018

Enfield: Thursday 3 January to Wednesday 12 April 2019

1: All People All Places - ETHOS

All People All Places (“APAP” or the “Charity”) is a registered charity that provides services for people who suffer from homelessness and want to break the cycle of homelessness. We take people without recourse to public funding.

The Charity’s core aim is to provide a professional service with all year round casework and a day Centre open during weekdays. The key component of the service is the Pathway Plan for all service users to complete with APAP staff.

Our Vision

We are a registered charity that has been set up specifically to help those most vulnerable in society with a focus on people who are, or suffer from, issues of homelessness.

Our Mission

We operate a client focused model centered on self-help and empowerment which underpins everything we do. We welcome all people, from all places (subject to geographical based funding) working with those who we know we can help to change their lives.

Our Aim

Our aim is simple. We wish to give people who are homeless the tools and help they need to move from being on the margins of society to a valued community member.

Safeguarding Statement

All People All Places believes that safeguarding is the responsibility of everyone and is committed to safeguarding and promoting the welfare of all those who are vulnerable (children, young people and vulnerable adults). We expect all our staff, volunteers and those who use the APAP or overnight respite premises to share this commitment and we value the support of those who assist the Charity to achieve this.

We have three simple rules to protect our vulnerable guests and volunteers -

1. No access is given to guests at our overnight venues apart from those who are listed Charity users.
2. Volunteers must never be alone with a guest.
3. Volunteers must not request personal details from guests and are prohibited from sharing any personal details with guests. All contact with guests must take place through official Charity programmes,

(together the “Safeguarding Rules”).

Volunteers must agree to these rules and each venue must enforce them. In addition, each venue shall draft its own Safeguarding Statement to be observed by all volunteers at those venues.

Our Health and Safety policy set out in section 6 of this document together with our Safeguarding Rules forms the Safeguarding Policy.

Structure and Partnerships

APAP is a registered charity (No: 1139885) and a company limited by guarantee. The Charity currently operates in Haringey and Enfield and works with 17 churches and a synagogue to provide overnight respite.

The Charity maintains strong links with all local, regional and national networks such as Local Councils, London Street Rescue, Migrant Centres, regional and national charities (including the Salvation Army and the Red Cross). Referrals are welcome from local services such as Foodbanks and Citizen Advice Bureaus and faith based organisations.

The Charity’s operating model changes year to year as it adapts to the ever-changing landscape of homelessness and the level of funding available to the organisation.

The primary functions of the Charity are to:

- manage all referrals;
- uphold and enforce the Safeguarding Policy;
- manage the overnight respite programme; and
- provide referrals and/or casework for guests

APAP trustees and staff will liaise with the referral agencies and accept or reject referrals for all APAP services. We will coordinate our services this year and work

with each venue Coordinator to ensure the smooth daily running of the overnight respite programme.

The **Board of Trustees** (the “Board”) has overall responsibility for setting the strategy and direction of the organisation and to ensure the Charity’s ongoing compliance with relevant company and charity laws and regulations. The current Chair of the Board is Fr. Tim Pike.

Referral Process

The APAP respite service is **not** open access and potential guests must be referred from approved agencies. The Charity may accept self-referrals under exceptional circumstances – the Charity will not keep people on the streets because of bureaucracy. If one of an APAP venue makes a referral, the individual will be assessed to determine their suitability for the day centre and/or the Overnight Respite Programme. In all circumstances, the Charity will liaise with other agencies who can help the person.

The Charity operates a robust, email-based referral process. In addition, the Charity refers accepted guests to a range of agencies who can provide support for them such as benefits, housing, health and employment.

Risk assessments are carried out for each guest for the health and safety of all guests and volunteers. The Charity accepts guests with low-medium support needs. The majority of individuals who experience homelessness are medium support needs or high needs.

Coordinators, Shifts and Team Leaders at overnight venues.

Each venue (church or synagogue) has a named coordinator (“**Coordinator**”) who is responsible for ensuring that the Overnight Respite Programme runs smoothly and safely. Coordinators will nominate Shift Leaders for each shift and teams of volunteers who are responsible for ensuring all tasks within each shift are carried out. The Coordinator must ensure that:

- there are enough volunteers to cover the sessions by drawing up rotas for each shift and key jobs such as meal preparation;
- the necessary meals will be provided for each evening and breakfast shift on time;
- the venue is cleared after the session;
- they are the main contact between the venue and professional support at the core of APAP; and
- the Safeguarding Policy is observed by all volunteers and guests

- online reports are completed after each overnight respite takes place (for evening, overnight and morning making sure reports are fact based and focus on guest needs such as arrival/departure, meals/appetite, sleeping difficulties and any other concerns)

If a coordinator has a concern that may not fit the online daybook reporting then please contact Linda as soon as possible, ideally by email to linda.turton@allpeopleallplaces.org

There are three shifts per night/morning with the following guideline timings: -

Evening Shift usually 6.00pm to 9.30pm/10.00pm covering preparation of the overnight respite, ie making beds, preparation of a cooked meal, welcoming guests with a hot drink, eating together with volunteers, conversation, games, tv if available.

Overnight Shift 9.30pm/10.00pm to 6.30am. Usually 4 people who each take it in turn to stay awake for around 2 hours each during the night.

Morning Shift 6.00am/6.30am to 8.30am/9.00am to prepare breakfast, clear away bedding.

Shift Leaders: they are responsible persons on site for each shift. This may be the Coordinator, but is usually another volunteer appointed by the Coordinator. Shift Leaders are responsible for: -

- allotting tasks to volunteers:
- taking key decisions when other volunteers are unsure of the best course of action;
- supporting volunteers where necessary in responding to guests;
- briefing the new Shift Leader at handover; and
- filling in the online Daybook if the Coordinator requests it

2: GUIDELINES FOR VOLUNTEERS

The voluntary provision of the Overnight Respite Programme is to provide an evening meal, a bed and breakfast with kindness and respect within boundaries set by the Charity.

Volunteers are not there to solve guests' problems and volunteers should not attempt to do so. Volunteers are encouraged to 'model' how life should and can be, provide a stress free evening and listen to the guests. All of the APAP guests are provided with a Pathway Plan where guests set their goals and all support agencies are mapped and named.

Volunteers should refrain from attempting problem resolution or talking about personal issues with the guests. There is a risk that such interactions may cross boundaries and provide conflicting and confusing information for guests which may delay their progress and recovery.

Volunteers should avoid individual conversations with guests and we discourage lengthy conversations during the Overnight Respite Programme. Volunteers should inform their Shift Leader or Coordinator if they find themselves involved in an uncomfortable conversation with a guest. Under no circumstances should a volunteer feel obligated to do anything requested by a guest, nor should volunteers put themselves in a situation where a guest attempts to bind them to confidentiality.

What is required of Volunteers?

- Time (either a single session or multiple sessions dependent on availability and rota requirements)
- Willingness to follow the Safeguarding Policy and instructions from the Shift Leader and Coordinator
- Teamwork and respect for the Charity's principles and boundaries
- Judgement about when to call for help
- Basic knowledge of the venue, especially the location of fire exits. (as instructed by the Coordinator)

Volunteer Rules and Guidance

- Be reliable and arrive on time and observe boundaries and rules
- Make sure you know the venue layout, especially the emergency exits, and any areas that are out of bounds to guests
- Treat guests with respect, be friendly and make guests feel welcome, but do not get over-involved
- Work as a team and support your Shift Leader. Do not challenge their decisions in front of other volunteers or guests
- Never be alone with a guest – everyone should be in the designated communal spaces
- **Never** exchange personal details with guests e.g. address, workplace, phone numbers, family details
- Arrangements **must not** be made to meet with guests outside the venue

- When speaking to guests it is best not to make promises; people can feel very let down by a promise not kept. We need to build trust in order to be effective in finding appropriate help for guests. Broken promises can undermine this work. ('I will try...' not 'I will...')
- For your own safety and respect for guests, do not wear or bring valuables onsite
- There should be a minimum of three volunteers at each venue all times
- Wear appropriate and sensible clothing
- Do not give or lend money to guests
- Do not touch guests unexpectedly and bear in mind some guests do not like being touched at all
- No alcohol is allowed on the premises for guests or volunteers
- Do not intervene physically should there be a fight (this is very rare)
- Do not give any medication to guests, not even aspirin, plasters or paracetamol, etc.

Gifts

Guests should not be encouraged to give gifts. From time to time guests may wish to give gifts to staff or volunteers e.g. a box of chocolates. Small gifts may be accepted particularly if they can be shared.

3: RULES FOR GUESTS

- Guests must be at least 18 years of age and have been accepted via APAP's robust referral process
- Arrival is from 7.00pm for 7.30pm dinner but guests should be given leeway to arrive before 8.00pm. Some may arrive later by agreement but bear in mind, people's lives are difficult enough and turning someone away because of lateness will mean they are sleeping rough
- No alcohol or controlled drugs are allowed in or around the premises. Some guests may be on prescription medication which of course is allowed

- Zero tolerance to dealing or using illegal substances. Any contravention will result in immediate eviction
- No violent, threatening, racist, sexist, homophobic or other anti-social behaviour/language is tolerated. This is another zero tolerance rule and eviction will follow
- No offensive weapons
- In accordance with the law, there is no smoking inside the building. Provision will be made outside close to the premises but this may be on the basis of periodic controlled sessions
- Sadly we cannot accommodate pets although we can consider on a case by case basis if all venues agree
- Once inside the venue, there should be no 'coming and going' from the venue, except to use designated smoking areas as instructed by Coordinator/Shift Leader. If people insist on leaving after lights out, then they must clearly be reminded that return is not possible on that night

However if a guest is clearly stressed or struggling and wishes to step outside after lights out with a designated coordinator/shift leader/nominated responsible volunteer then this is a good idea.

4: GUIDELINE TIMETABLE OF SHIFTS : (subject to change at each venue): -

6.00pm -9.30pm/10.00pm Evening Shift

1. Open up.
2. Prepare and cook a hot meal (this might be ordered in or produced off site).
3. Set up tables and chairs, put up and make beds.
4. Check toilets for cleanliness, soap and towels. (Remove bleach and bathroom cleaners).
5. Check the security of premises regarding doors to be locked or opened,
6. **7.00pm:** Doors open. Coordinators/ Shift Leader will book guests in for the night. Note: if your venue wants to open up earlier due to inclement weather, it is up to the Coordinator/Shift Leaders.

7. **Around 7.15/20pm.** You may wish to get the whole team together for a briefing. This is a good time to introduce new volunteers. Check they have read the volunteers' guidelines and that everyone knows the fire drill. Coordinators/ Venue Coordinator will pass on any concerns from the previous night and any necessary information about new guests. Jobs to be allotted to volunteers.
8. Show new guests round.
9. Serve tea and coffee to guests when they enter and over the course of the evening.
10. **7.45pm (Enfield).** Guests should have arrived unless prior agreement has been gained from APAP.
11. Serve the meal. Volunteers eat with the guests but guests must be allowed their space if they want to sit on their own.
12. Wash and tidy up after the meal.
13. Organise social activities for the guests –e.g. chess, draughts, cards, jigsaws, dominoes, TV, Quiz Night etc.
14. Record any incidents for the email round to coordinators which has replaced the Daybook.
15. **9.30/45pm** Volunteers meet again for debrief and prepare for handover to overnight volunteers usually by 10.00pm.

9.30pm/10.00pm – 6.30am/7.00am Night Shift

1. Secure the building.
2. Make sure everyone is comfortable and settled in for the night.
3. **11.00pm:** Lights out and venue secured. We urge all volunteers to ensure quiet. It is perfectly fine to chat amongst yourselves but remember guests are probably exhausted and need to sleep and many may find it difficult to do so.
4. All guests should adhere to lights out and quiet.
5. There should be a volunteer awake, in case of need and most venues have a team of 4 people who stay awake for 2 hours each.
6. Record any incidents and pass to each shift leader and the coordinator as required. 6.30am hand over to Morning shift and make them aware of any concerns.

6.30am-8.30am Morning shift

1. Prepare drinks such as tea and coffee and make breakfast.
2. Wake up guests – usually from 7.00am but it is up to each venue.
3. Serve breakfast.
4. Clear beds and bedding away. Guests can be encouraged to clear up their own bedding or put in a storage bag if your venue uses them twice before washing. (It is advised that you must wear gloves when handling used bedding and shake bedding carefully.)
5. Ensure guests leave premises by the time you set, usually **8.30am**.
6. Wash and tidy up.
7. Ensure the Daybook has been completed and a record made of any incidents.
8. Clean the premises (inc toilets).
9. Take bedding away for laundering (or pass on to laundry volunteers).
10. Secure the building.

Finally ensure the evening update is emailed to the Coordinator email loop in your borough. There may be some confidential or personal issues that should be reported only to APAP via linda.turton@allpeopleallplaces.org.

5: GUIDELINES FOR VENUE COORDINATORS

Coordinators have the responsibility for managing the human and physical resources of the overnight respite. You will be called upon to make decisions as to the most appropriate course of action, and you may wish to make these in consultation with the Charity's staff who will be more familiar with the guests.

However, no list of policies and procedures can possibly cover every situation, and sometimes you will have to think on your feet.

Building: You must be familiar with building. In particular you must:

- Know where the fire exits and fire extinguishers are
- Know where the First aid box, telephone and list of emergency numbers are, and tell your volunteers where they are

- Make sure that fire exits are unlocked and not blocked
- Make volunteers and guests aware of the venue's Fire Instructions
- Know the evacuation procedures in the event of a fire
- Make sure that any areas where you do not want guests to go are secure
- Tell volunteers where guests can and cannot go
- Identify a safe area where volunteers can leave their belongings
- Make sure you ask guests on arrival their name (if not already known from previous visits) so that they identify themselves (rather than you give them the name on the list)

Volunteers

- Introduce volunteers to one another and ensure that everybody knows who is a volunteer. Ensure everyone has a name badge ideally
- "Buddy up" new volunteers with a more experienced volunteer
- Allocate jobs for the evening: e.g. serving tea, serving meals, putting out tables and beds, showing guests around

The Online Daybook

The record of each night/morning is extremely important as it is our only source of data for guests and volunteers. In addition, it allows us to manage the services and guests more comprehensively by understanding what happens during each evening, night and morning. Our new model of emailing is preferred by most if not all venues and it means we can all be informed of the following: -

- The means of communication between all coordinators at all the venues
- Information to help all coordinators plan for the evening by sharing essential information concerning guests e.g. arrival and departure timing, any eating/food issues, any incidents. Any other information might be more applicable privately to the charity rather than to all. If in doubt ask us
- Information by email should be purely factual and speculation should not be entered into when detailing incidents. Reporting the statements of others is permissible but it should be made clear that it is a statement and the source of the statement indicated

- A way to collect statistics on volunteers and guests which will be used to write a report at the end of each year that is then used for a number of purposes including service improvement and fundraising. Please list all volunteers and their roles keeping a record in your venue as a central source of information that we may request if needed
- The information we receive is our evidence of the service and arrangements at venues are being properly run, please ensure it is completed regularly and on time ideally the morning after guests have left before midday at the latest so the coordinator of that day can pick up the information in good time

Before you open

- You should have checked the information contained in the online Daybook/email and the list of guests for the last evening
- Go through that information and discuss incidents with your team leaders who can inform the volunteers of any incidents, problems or concerns
- If you anticipate a problem, discuss it and agree what you will do; everybody should know how you will deal with it before you open
- If you do not have enough volunteers and do not feel it is safe to open, delay your opening time if absolutely necessary. You must go outside and talk to the people who are waiting and explain what is happening. Contact APAP straight away because we may be able to get someone there quickly

Opening Up

- Ask each guest their name on arrival don't say 'you must be so and so. Welcome each guest as they arrive
- Offer guests a copy of the map of the following night's venue if they do not have one
- Some people turn up on the door who are not booked in. Do not let them into your venue as you will not know their background and may be putting other guests and your volunteers at risk, or that person at risk. We suggest you call Linda or designated APAP representative who may be able to get to you quickly. You may however provide a meal in a take away container if you so wish and have that facility
- Turning someone away: This is one of the hardest parts of volunteering at the venues, especially when we know that the likelihood is that the person will have to sleep on the streets when we turn them away. However, it is important that we keep to the agreed system so that everyone knows how things work and we know who the guests are

- Once things have settled down you will be keeping an eye on things but you should have plenty of opportunity to chat to guests and volunteers

Handover

If you are working in shifts with different leaders, make sure you talk to the person taking over about any incidents or problems.

6: HEALTH & SAFETY STATEMENT

Our policy is to provide and maintain, as far as is reasonably practicable, safe and healthy working conditions, equipment and systems of work for both volunteers taking part in and guests using the Enfield and Haringey Overnight Respite Programme, and to provide such information, training and supervision as is needed for this purpose.

Objectives

- To provide a working environment that is healthy and safe with satisfactory amenities
- To ensure that health & safety legislation, regulations and codes of practice are observed
- To provide and maintain safe premises and equipment including appropriate protective clothing
- To ensure that the use, handling, storage and transportation of food, articles and substances are safe
- To ensure that the systems of work are safe and to provide or locate appropriate training and advice for volunteers in these matters
- To promote effective communication between the venues, steering committee, Coordinators, volunteers and guests on safety matters in each venue
- To ensure that all volunteers and guests using the premises are safe and without risk to their health
- To review and revise this policy annually or as new legislation requires

7: FOOD HYGIENE & KITCHEN SAFETY – FOOD PREPARATION AND REHEATING GUIDELINES

These are general points for all volunteers to be aware of. Cooks and those storing, preparing and handling (including serving) any food should follow these guidelines or to the comprehensive Food Hygiene and Kitchen Safety guide which is available on request. A golden rule is to never leave food in the 'danger zone' i.e. between 5-60 Centigrade.

Preparation Food should be thoroughly cooked to a core temperature of at least 75°C and kept at that temperature for at least 2 minutes. If you are cooking a casserole the core temperature should be taken from the centre of a piece of meat.

Cooling Cool food rapidly before putting in the refrigerator. Food should not stand around for more than 90 minutes at which time deterioration will begin. Food can be cooled quickly by standing in cold or iced water.

Reheating The practice of reheating should be avoided. However, if this is unavoidable, the food should be heated until it has reached a core temperature of at least 75°C and held at that temperature for at least two minutes.

Microwaves If food is being cooked or heated in a microwave oven be especially careful to ensure that every part of the food is thoroughly heated. Microwaves often heat food unevenly, so you may need to stir and move the food around to ensure temperature consistency.

Serving Hot food must be served at a temperature of at least 63°C. (Information from *The Food Safety Handbook* by Graham Aston)

Having someone who has Level 2 Food Safety certificate is very desirable. It is a simple on line course which should not take more than a couple of hours at the very most.

8: FIRE INSTRUCTIONS

Volunteers need to be aware of the fire instructions for the venues they will be at. They must familiarize themselves with the procedure in case of fire. All venues must have fire instructions clearly displayed on the wall.

9: PROCEDURES FOR PREVENTION OF VIOLENCE

Mostly the overnight respite venues will be calm and welcoming and thankfully there have been no violent incidents either at the day Centre or overnight venues. With that in mind however, it is important to recognise that actual or potential

violence may be a problem in working with people who are homeless.

The Health and Safety Statement included in this booklet acknowledges the responsibility to provide direction and support to volunteers; in addition, all volunteers have an individual responsibility never to put themselves, their colleagues, guests or members of the public at unnecessary risk. These procedures should be viewed within the context of that shared responsibility.

Defining violence and aggression

Although these guidelines focus on the extreme end of violent behaviour, this does not mean to imply that only physical assault is of concern. Threats and verbal abuse, for example, are also recognised for the intimidating and undermining impact and, where appropriate, these guidelines should apply to all forms of aggressive behaviour.

General guidelines for managing violence and aggression

It is natural to be frightened of violence, and this needs to be taken into account in the expectations of oneself or others with actual or potential violence or threatening behaviour. We must also remember that people of all ages and of all situations experience anger, frustration and our guests are no exception. This is not unusual but recognising the potential for violence is vital in the early stages.

In responding to violence or potential violence, one's own safety and that of colleagues and the client group must be seen as the first consideration. Guidelines can never cover every eventuality. Volunteers must also draw on their experience, skills and common sense when faced with aggressive situations.

All volunteers should co-operate in taking a consistent approach to confronting guests about unacceptable behaviour and in banning or excluding clients from the building. As far as possible, one volunteer should not be identified as the instigator of a ban – these should be presented as team decisions, and all volunteers must actively support the decision even if they have a different opinion.

Managing a violent incident

- It is the responsibility of all volunteers to alert colleagues at the first sign of aggression and to act cooperatively to diffuse the situation
- One or two volunteers should talk to the individual(s) concerned, remaining calm, but firm, and trying to create opportunities for the guest(s) to back down without feeling humiliated. Where possible, the guest(s) should be taken aside
- Other volunteers should remain at a reasonable distance but pay attention in case the situation escalates. Volunteers who are not directly involved with the main protagonists should attempt to keep other guests calm, and

prevent them from becoming involved unless they are friends who can assist positively

- In particular, one volunteer should ensure that any vulnerable people are removed from the area and if possible, potential weapons such as plates, cutlery, etc. should be removed from the area
- Space should be created to ensure that people are not crowded into a confined area. All those present should be mindful of their own and others “escape routes” should it be necessary to get out of the way fast
- One worker should be in a position to telephone for police assistance should this become necessary. It may be useful to identify in advance which volunteer on your shift would have this responsibility should a situation arise
- If an incident escalates and the guest(s) cannot be calmed, then volunteers should be prepared to vacate the area. Personal safety must be put before the protection of property. The police should be summoned immediately

After an incident has occurred

If an incident does occur, it is likely to be very unsettling for everyone involved in the project whether volunteer or guest. Some things that can be done include: -

- Promote first aid where necessary
- Providing reassurance and helping everyone to calm down
- Recording details of the incident as quickly as possible to APAP. If another person has witnessed the incident, get them to write down their version of events as well
- Arranging for any volunteer that has been scared or hurt to leave the shift
- Arranging longer term support where necessary
- Discuss the incident and try and draw out constructive lessons for avoiding a similar incident in the future
- Consider providing other guests with brief details of what happened and how it was dealt with; this is to prevent rumours and provide reassurance that incidents are dealt with effectively

Remember body language is the key to making people feel comfortable, standing above or invading personal space could be seen as a threat. Volunteers should act safely and not put themselves or other volunteers or guests in any danger. If you feel intimidated at any time during the shift, inform the Venue Coordinator immediately. Please take directions at all

times from them, especially with regard to matters of personal safety.

10: DRUGS & ALCOHOL INFORMATION / PROCEDURES

Use of drugs and alcohol

- Drugs or Alcohol must not be consumed/used on the premises by any guest or volunteer
- Drinking alcohol whilst on shift is not allowed
- Volunteers should not be under the influence of alcohol or drugs when coming onto their shift
- Guests not to be admitted if inebriated or under the influence of drugs and alcohol and are behaving badly. If you suspect someone has had a drop too much alcohol but is calm and behaving well, we strongly suggest that you offer them a cup of coffee to sober up. Contact the APAP Lead if you are concerned

Action to be taken if policy is breached

- If guests are found drinking on the premises/ or if they are found to be drunk having gained entry the first port of call should be to help them sober up and be calm
- If there is bad behavior then the person could be asked to leave and this will be at the Venue Coordinator's discretion. It may be more disruptive to remove the person from the premises that night depending on what kind of state they are in at that time. Remember removing someone should not be taken lightly
- If guests are found taking drugs on the premises they will be asked to leave the scheme immediately and you have a right to ask them to leave your premises straight away and report to APAP at a time to be arranged
- Anyone found dealing drugs will be asked to leave the scheme immediately and may be reported to police
- Volunteers who suspect that someone is violating these policies must state this for the shift handover and let the coordinators and APAP contact know straight away. This way coordinators and volunteers on shift the following night can be aware. Volunteers should not police a venue, but should not be negligent either
- Any bans will be enforced by the Charity staff after consultation with the

Venue Coordinator

- We at APAP will run a three strike warning system for minor or repeat offences. We will not pass this on to coordinators as this is private to the guest but it is imperative that coordinators let APAP know of any incidents however minor they may seem. This first warning will usually be issued by APAP staff but could be by a venue coordinator in liaison with us if applicable e.g. drunk on arrival, hiding to avoid leaving in the morning
- Second warning will be a meeting in the APAP offices with the appointed member of APAP staff or trustee. Guests will be issued with a written warning informing them of their second warning and why this has been issued
- The third and final strike will result in the immediate banning of guest for a period of time that will range from 1 day to a permanent ban from the overnight respite and potentially all APAP services
- In the case of a serious breach of these rules All People All Places reserves the right to impose an immediate sanction such as permanent banning from the APAP services. This will occur if there is drug use on venue or APAP premises or there is violence or threats of violence to other guests, volunteers or staff/trustees

Communication

Guests will be advised of this policy on entering the APAP service and when they sign the Guest Agreement. If anyone is excluded from the service as a result of breaching the policy all Venue Coordinators should be informed.

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Finally, the rules and regulations are there for the benefit of guests and volunteers. All guests, volunteers, APAP trustees and staff must be afforded the utmost respect. All volunteers, whatever their contribution, make a huge difference to the lives of people who we aim to support.

Please note that at the point of signing up to help, volunteers MUST agree to abide by the rules, guidelines and boundaries particularly not exchanging personal details or meeting guests outside the overnight respite venue. It is vital guests are not invited to people's homes.

If you have any queries please email:

Linda Turton: linda.turton@allpeopleallplaces.org

Urgent Calls: 07970 577 898 – it is better to text first.