

# Procedure

## General Principles of Warnings

1. The warning system is to be linked to the stages system. (See 5 Key Working Procedure) \*1 The Stages System will indicate the expectations and outcomes of the delivery and execution of the Action Plan. The stages system should be seen as a firm guide in order to accommodate different levels of progression and achievement and not as 'set in stone'. A service user may begin to fulfil certain areas of a higher stage before reaching that stage and vice-versa.
2. Warnings can be given for breaking House rules or not meeting the expected outcomes as seen in the table at appendix 1 of the key working procedure \*1. I.e.
  - use of substances: alcohol/drugs etc
  - None payment of rent
  - Jeopardising the safety of the local neighbourhood, other service users and staff
  - Wilfully not doing assigned jobs.
  - Failing deliberately to let staff know, within reason, where they are going, what they are doing, and when they will return.

This list is not exhaustive but to be used as a guide as written in the licence agreement.

As a staff team we need to be working with the service user to change that behaviour, and help them become able to live within the framework towards their independence.

3. When a service user breaks the rules he is deemed to have ignored his responsibilities and therefore has affected his rights within the service. A warning will be given to the service user :-
  - a. Written Warning – to be recorded on the Management Console, the service user is to be given a copy of the warning, and the dangers of approaching the 28 day notice of Termination is to be pointed out.
  - b. 28 days' notice of termination of licence agreement– to be recorded on the Management Console, the service user is to be given a copy of the warning, and the dangers of approaching the 7 day termination and eviction notice is to be pointed out.
  - c. 7-day notice of termination of licence agreement– If there is no indication of a willingness to take any notice the service user is to be told, in writing, that any further infringement will result in an automatic 'Eviction notice'. This as in all cases is to be recorded on the Management Console.

\*1 with the exception of EDA's

4. Automatic eviction can take place at any stage where the service user's emissions are deemed to put other service users, staff, visitors or neighbours in danger.
5. Consequential action
  - a. A restriction/ safeguarding period (see Key working Procedure Stages System). Then an expected term of 28 days to meet their responsibilities will begin, during which there is an expectation that the service user does not err again. *\*I*
  - b. If the service user repeats this behaviour beyond a second written warning, the decision needs to be made by at least two staff members, as to whether the service user is given an Eviction Notice (28 days). This can be overturned by the service user taking up his responsibilities at any time during this period and working towards his action plan along the path of the stages system *\*I*.
  - c. If the service user chooses not to comply, then an emergency action/re-location plan seeking alternative accommodation should be set up and implemented. A positive move on should be enabled as soon as possible with the full involvement of the service user.
6. Each of the above is to be clearly recorded, and discussed by the key worker and staff team.
7. All staff should make it their business to be up to date on what is happening with each service user, and contribute their observations and opinions on the service user's progress.

Please remember that each case will be dealt with individually, and each step of this process needs to be decided by staff, the more the better. There are no absolutes.

We exist to house and help people to become independent, not to evict them. BUT, the service users need to show a willingness to pick up the help on offer – WE ARE NOT RESPONSIBLE FOR THEM DECIDING NOT TO DO SO.

WE NEED TO MAKE IT CLEAR TO EACH SERVICE USER THAT THEY ARE HERE TO USE THE PROGRAMME ON OFFER (That's what our services are geared to!!) AND THE BED THEY HAVE IS ATTACHED TO THAT PROGRAMME.

IF THEY DO NOT ACTIVELY PARTICIPATE IN THE PROGRAMME; THEY ARE NOT ENGAGING WITH THEIR REASON FOR BEING IN SUPPORTED ACCOMMODATION, AND THEREFORE MISUSING THE ALLOCATED BED.

*\*I* with the exception of EDA's