



Andrew Provan House Service User Handbook



Contact us

Field Lane Andrew Provan House
jowen@fieldlane.org.uk

Field Lane Central Office
16 Vine Hill
London EC1R 5EA
Tel: 020 7837 0412
Fax: 020 7278 4312
Email: info@fieldlane.org.uk

www.fieldlane.org.uk



WELCOME TO ANDREW PROVAN HOUSE A FIELD LANE FAMILIES' CENTRE

- How to get the support and services you need
- How the house is run and managed
- The paperwork that you will need to know about
- How to get further information



Field Lane is a Christian charity that is committed to provide innovative accommodation, care and support services for families who are homeless, older people and people with disabilities. Registered Charity No. 207493



INVESTOR IN PEOPLE

1. INTRODUCTION



2. ARRIVAL & SETTLING IN



3. SUPPORTING YOU



4. YOUR RIGHTS



5. NO SMACKING POLICY



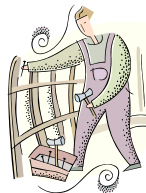
6. YOUR RESPONSIBILITIES



7. PAYING FOR YOUR ACCOMMODATION & SUPPORT



8. GETTING REPAIRS DONE



9. GETTING INVOLVED



10. LEAVING ANDREW PROVAN HOUSE



11. MAKING COMMENTS AND COMPLAINTS



If there is any information you can't find or you don't understand, please talk to a member of staff at Andrew Provan House. They will be happy to answer any of your questions.

1. INTRODUCTION

What is Field Lane Andrew Provan House?



Field Lane Andrew Provan House provides:

- high quality self-contained family units for families who are experiencing homelessness in the Royal Borough of Kensington and Chelsea area

Andrew Provan House is also a safe place where staff are available to support you in deciding what you want to do next.

We are responsible to a Board of Trustees. We employ trained and experienced staff to provide advice, support and information services for you.

What is Field Lane?

Field Lane is a Christian charity that is committed to providing innovative accommodation, care and support services for families who are homeless, older people and people with disabilities. We are committed to developing and providing services which respond to the changing needs of our service users.

For more information visit: www.fieldlane.org.uk





2. ARRIVAL & SETTLING IN

About the house

In our house, you will sign a license or a tenancy agreement that will enable you to have the use of a furnished unit and the shared use of the communal facilities including the:

- Families' Lounge
- Laundry Room
- Garden
- The use of a computer and internet
- Situated conveniently for shops, amenities and local transport

The furniture, fittings and equipment for your unit, provided by Field Lane, is listed in the unit inventory which is attached to your Tenancy / License Agreement. When you leave your unit, you must leave all the furniture, fittings and equipment in the unit. They are Field Lane's property and are needed for the next family who will live there.

When you first arrive:

Soon after you have arrived, a member of staff will meet with you and ask you to complete some paperwork. You will be asked to provide some basic information to help us assess your family's support needs. Any risks attached to you moving into the house will be identified and action taken to minimise risk. For example; you may be fleeing from a violent partner and we may need to take steps to prevent them from contact with you. ***You are encouraged to be actively involved in assessing what you think your needs are and what support can be provided for you.***

This information will be kept strictly confidential and will include:

- Your name(s)
- Your age(s)
- Your last previous address
- Whether you have been in Bed and Breakfast, Hostel or supported Housing before
- An emergency contact
- A risk assessment

Availability of staff

Field Lane staff are available 24 hours a day. Monday to Friday 8.00am until 10.00pm and 9.00am until 10pm Saturday and Sunday. There is always a member of staff sleeping on the premises every night. They are available through the night to deal with emergencies. Senior Management staff is on emergency call-out and are available to the staff team 24 hours a day.

- If you have a query or a problem outside of the normal working hours which can reasonably wait until the next working day, you should raise it then
- However, we are always ready to respond to an urgent situation and in such cases you should not hesitate to contact a member of the team

[See the leaflet on Emergency Callout](#)

3. SUPPORTING YOU

How we will support you:



At APH we will:

- Support you and work with you to help you feel in control of your own life and your own decisions.

We know that you may feel frightened and overwhelmed sometimes. But in our experience you can:

- Grow to feel happy and to have things to look forward to that you have decided for yourself.
- We have a lot of experience and information which we will use to help you find the right path for you.
- If we can't answer all your questions or provide you with all the help and support you need, then we know other agencies that can.

Your Key Worker

You will be assigned a Key Worker who will be one of the support team. This worker will talk to you and work on a support plan with you. The plan sets out what you want to achieve while you are here and how we can help you.

Your Key Worker will:

- Spend time with you privately to discuss a range of issues to find out what you want support with, what information you need and to offer advice as appropriate.

Support Plan Reviews

Your Key Worker will arrange to review and update your support plan with you on a regular basis according to your needs and how often you want to meet. It is important that you have the opportunity to contribute, and discuss what you want and talk about the support you need.

It is very important to us that your views are taken into account when reviewing your support plan. The support plan should be reviewed at least on a quarterly basis.



4. YOUR RIGHTS

Your right to confidentiality

We understand that confidentiality is important and we will always work to safeguard confidential information about you.

This means that:

- We will not share information about you or your children with anyone else unless we have your permission first. This is why we ask you to sign a disclosure form. (Data Protection)
- We will only ever break this rule if we are concerned for your safety and well-being and we need to get help or we believe your children are at risk. Field Lane staff has legal responsibilities and are bound in law to report any issues relating to abuse or violent or illegal activities.
- We will keep any information about you locked away and we will restrict access to that information to people with a need to know. This will include your Key Worker and other staff working with you at Andrew Provan House. We will always work strictly to our Confidentiality Policy and the requirements of the Data Protection Act 1998. If you would like to see a full copy of our policy, please ask one of the staff.

Your right to privacy

We want to give you as much privacy in your own unit as we can. We also need to make sure that you and all other residents of the House are safe at all times. Therefore we will not go into your Accommodation without permission unless this is absolutely necessary.

Your right to occupy

The House is a temporary, safe place for you to stay and it can be your home for up to twelve months while we work together to help you achieve independence. You decide what you want to do. We will work with the Local Authority to ensure that you are able to either:

- Move on to longer term temporary housing
- Get permanent housing
- Make alternative arrangements which seem appropriate to you.
- The local authority continue to have responsibility for your move on accommodation and Field Lane will give them two months notice when you are ready to move on.

Field Lane Andrew Provan House will do all it can to help you with this.

Your rights as a Tenant or Licensee

As long as you stay in the House you will have an Assured Short hold Tenancy. (License for young Adults 16-17 years old). This means that:

- You have signed a contract with Field Lane Andrew Provan House called an Assured Short hold Tenancy, or License Agreement for 16-17 year olds.

Your rights to protection from abuse

- During your stay at Andrew Provan House, you have a right to be protected from abuse
- Abuse can take many forms and you will find a list below explaining what we mean by abuse
- You will also find a leaflet on the notice board inside the front door giving you details of what to do if you feel that you are being or likely to be abused in any way

Field Lane have a Policy on Abuse ask any member of staff to see a copy.

Field Lane have a leaflet called Safeguarding What Does it Mean?



5. NO SMACKING POLICY



Field Lane recognizes that bringing up children is a difficult and sometimes stressful job. Whilst being committed to supporting parents in a non judgmental way, in the best interest of children, we operate a no smacking policy. Parents will be actively discouraged from smacking children. Staff will always try to support families under pressure and will work with you if you wish to learn about other forms of discipline.

6. YOUR RESPONSIBILITIES



Tenancy - Your Tenancy or License Agreement lists all the things you are responsible for while you are staying with us.

House Rules – You need to read, understand and agree to the rules.

Health, Safety and Fire Rules

- **You cannot keep or use any of the following things in the House:**
 - Weapons
 - Illegal drugs
 - Other illegal substances
 - Alternative methods of cooking or heating
 - Oil burning stoves, fan heaters, gas cylinders and paraffin heaters which are a serious fire risk.

Any breach of these rules is a breach of your tenancy or License agreement. In the event of anything illegal being found in your accommodation, the police will be informed immediately.

- **You must not interfere with the fire fighting or any other safety equipment at the House including fire doors.**

Insurance – you need to insure your own personal belongings

House Keys – Keep them safe! If you lose them you will pay for the new set.

Attend House Meetings – You need to attend the House Meetings, and if you have a valid reason not to attend to send your apologies.

Attend Training & Support Sessions - You need to attend the Training & Support Sessions.



7. PAYING FOR YOUR ACCOMMODATION & SUPPORT

What the charges are:

The actual amounts we charge you for your accommodation are set out in your Tenancy/ License Agreement. The charges are made up of the following things:

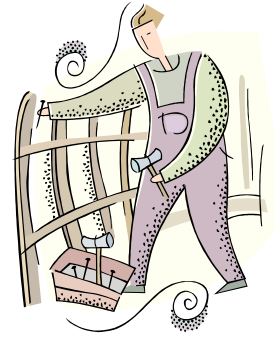
- **The core rent**
- **Council Tax**
- **Services**
- **Service charges**
- **Water Rates**
- **General and housing related support**

What if you get into arrears?

If you have any trouble paying your accommodation charges, TALK TO A WORKER STRAIGHT AWAY!

- The sooner you tell us, the sooner we can start to help you get things sorted out.
- We won't judge you but we will work with you to make sure things get back on track.
- **AND REMEMBER-** even if you are on housing benefit, you are still responsible for making sure your accommodation charges are paid. That means that you must make sure your housing benefit application has been accepted and is current. Staff will advise on this.

8. GETTING REPAIRS DONE



What will Field Lane Andrew Provan House repair?

- Baths, toilets (but not the toilet seat), sinks and wash basins
- Glazing
- The structure and exterior of the House. This means the roof, gutters, pipes, drains, walls, doors, window frames and floors
- Electrical wiring, gas pipes, fitted heaters, radiators and water heaters
- Communal areas and their electrical supplies
- Exterior painting

What are you responsible for?

You are responsible for repairing or getting repairs to:

- Anything that belongs to you
- Blocked waste pipes
- Replacement of lost keys
- Any damage caused by you, anyone in your household or your visitors

For more information about repairs see Section R at the back

9. GETTING INVOLVED

Helping to make decisions



Andrew Provan House is your home even though it is a temporary place to stay, we want you to be involved in decisions about how the House is run day-to-day.

- This is because we want you to have a say in how things are done and organized because it is your home.
- House meetings take place every month and these are an important way of having the time to discuss day-to-day issues which will affect everyone living in the House.
- The kinds of things we discuss and agree at the House Meetings are:
 - Organising events
 - Talks or training
 - Any common problems and try to find a solution
 - Open to suggestions about how to do things better or differently
- Sometimes we will have bigger decisions to make, like whether to redecorate rooms and what decorations to choose.
- At times we will conduct a confidential survey by asking how satisfied you are with the service we provide.
- If we buy new furniture or play equipment we will also ask for your opinions and advice first.

We also think it is important to involve the children in the house in making decisions which affect them.

10. LEAVING ANDREW PROVAN HOUSE



Giving notice that you are leaving

The majority of people leave APH to go into Temporary or Permanent accommodation.

However, if you break the rules there is a procedure to go through see Section BR at the back.

- Before deciding to end your tenancy or License, you are strongly advised to discuss the matter with the temporary accommodation team.
- By terminating your agreement with Field Lane, you must be careful that you do not inadvertently make yourself intentionally homeless.
- If you are thinking about ending your tenancy or license agreement, please seek advice from staff, Shelter advice line, CAB or the local authority temporary accommodation team.

11. MAKING COMMENTS AND COMPLAINTS



Will it make a difference?

We always want to know how you have found your stay with us. Your views and comments help us to understand:

- What we're doing well and should keep on doing
- What we could do better
- What we need to change or fix.

Your complaints and comments really do matter to us.

For further information on how to complain see:

Section C at the back

Field Lanes Complaint Policy

How to Complain Leaflet



Section R

How to report a repair or other health and safety issue

You can report a repair by doing any of the following things:

- Telling a member of staff at Field Lane Andrew Provan House
- Calling into the office at Andrew Provan House)
- Telephoning the office reception
- IF YOU NEED TO REPORT AN EMERGENCY REPAIR OUTSIDE OFFICE HOURS OR AT WEEKENDS, speak to a member staff on duty



How long will it take?

Field Lane Andrew Provan House has a priority system to make sure that the more serious the repair, the quicker it is put right.

They group repairs as follows:

Priority 1 – Emergency Repairs

- They will respond within 24 hours
- Includes anything which is a danger to health, a risk to safety or a risk to serious damage of buildings

Priority 2 – Urgent repairs

- They will respond within 2 working days

Priority 3 – Routine repairs

- They will respond within 7 working days
- Occasionally more serious repair work may need to be done. This can take some time as the building is old and is a listed building. Up to 3 different specialist contractors may require access to inspect the premises to see what work needs to be done. We may also require permission from Environmental Health Officers to carry out the work. All of this takes time and can be frustrating. We will undertake to deal with such matters as quickly as possible and to keep you informed in writing.

Giving the contractor access

Field Lane Andrew Provan House will agree a convenient time with you and us to come and do the repair. **IF YOU CANNOT KEEP A REPAIR APPOINTMENT, TELL A MEMBER OF STAFF.**

If the repair is an emergency and lives or property are at risk, Field Lane Andrew Provan House may need to enter your accommodation even if you are not there. If they must do this (for example, where a pipe has burst and is flooding your/other accommodation) a member of staff will be present.

Repair contractors used by Field Lane Andrew Provan House should always:

- Make an appointment before visiting you for a repair
- Introduce themselves and show their identity card and Field Lane Visitor badge to you
- **IF YOU FEEL UNSAFE OR THEY HAVE COME UNANNOUNCED, YOU DO NOT HAVE TO LET THEM IN**
- If you have any difficulties with a contractor or a repair job, tell a Worker

To Report any other health and safety or security issue:

As with reporting repairs, contact the office or tell any member of staff.

Some examples of health and safety issues are;

- Buggies blocking fire exits
- Broken furniture or equipment
- Unauthorised people in the building



Section BR

Breaking the rules – what happens?

Your Tenancy/ License Agreement and the House Rules set out your responsibilities in terms of your behaviour. Together these provide a set of rules that you need to follow for as long as you stay with us. If you do break the rules set out in your Tenancy/ License Agreement or in the House Rules, we will always try to deal with the situation in a way which reflects how serious the problem is.

If you break your Tenancy/ License Agreement or the House Rules through discussion with the Field Lane Andrew Provan House (your landlord), we will:

- Give you a verbal warning first – this means we will talk to you about what the problem is and try to find a way to help you put it right.
- Follow this with a written warning – this will happen if you have not fixed the problem we first talked to you about. Temporary Accommodation will also be advised.
- If there are any more problems we will give you a second written warning – this is really a final warning that we think the problem is serious and if you don't fix it you may have to leave the House. This may also happen in cases where you have accumulated many warnings for less serious things that you aren't putting right.
- If things don't get better we will give you a written notice giving you a time limit to leave the shelter. The time limit will be between 7 days and 28 days, depending on how serious the problem is.
- If you refuse to leave at the end of your notice period we will apply for a court order to gain possession of your accommodation.

Serious incidents

Some situations are so serious that we may ask you to leave immediately.

Such cases include incidents where you have:

- Been violent or threatening to any resident or staff
- Allowed or invited friends to rent your accommodation and accept monetary rewards

If you are involved in a serious incident, you will still receive a written notice telling you that you must leave the house and you will still have a right of appeal against this decision.

Your right of Appeal

You have a right to appeal against decisions made by Field Lane Andrew Provan House This means you can appeal against:

- a warning given to you by staff member
- a notice requiring you to leave the house

If you want to make an appeal you should tell this to the Manager within:

- one hour if you have been asked to leave the house immediately
- 24 hours if you have been asked to leave within 7 days.
- 48 hours if you have been asked to leave within 8-28 days.

The Manager will arrange for you to meet with an Appeals Panel set up by Field Lane Andrew Provan House.

The Appeals Panel will be held within 5 working days if your appeal is against a decision to evict you immediately from the House. In these cases, the Appeals Panel will meet after you have been evicted from the House.

In all other cases, the Appeals Panel will be convened within 7 days of the receipt of you appeal.

Appeals against Risk Assessment Score

During the assessment of your needs and support planning process, any potential risks associated with you living at Andrew Provan House will also be assessed. You will be invited to score your own assessment as well as staff conducting their assessment. If you do not agree with the score set by staff, ***you are entitled to appeal against their decision.***

Appeal procedure:

- Where there is disagreement, service users can appeal directly to the ***Centre Manager.*** This should be done within 4 working days of the initial interview.
- A mutually agreed date and time should be set for the Service User, staff from the original risk assessment interview and the Centre Manager to review the scores.
- Service Users must be informed that they may bring a friend or advocate with them to the interview
- The issue will be discussed with a view to reaching a mutually agreed outcome.
- In the event of continued disagreement, the Centre Manager reserves the right to endorse an appropriate score level.



Section C

How do I complain or make a comment?

There are several things you can do if you are not happy with any aspect of your stay with us. If you want to complain or make a comment you can:

- Speak to a Field Lane Andrew Provan House staff about your concern.
- If you don't want to do this for any reason, you can speak to the manager at Field Lane Foundation Andrew Provan House.

What happens next?

Once you have told a member of staff or manager about your concern he/she will:

- Ask you about your concern to find out whether it can be put right straightaway. If she can put it right straight away, this is what he/she will do.
- If she can't fix your concern straight away he/she will help you to put your complaint in writing. He/she can listen to your concerns and write them down. He/she will then read them back to you to check that he/she has written down what you meant. You can then sign your complaint.
- The worker or the manager will then take your complaint back to Field Lane Andrew Provan House and to try to find a solution which is good for everyone. If Field Lane Andrew Provan House has made a mistake, we will apologise and try to put right whatever went wrong.
- If your complaint is about a service from Field Lane Andrew Provan House, for example you have a complaint about a repair, a member of staff or the manager will take the matter up with Field Lane. They will try to fix the problem and if they have made a mistake they will apologise to you.

What if you're still not happy?

If you are still not happy after you have complained and we have tried to fix the problem, there are more things you can do:

- If your complaint is about services from Field Lane Andrew Provan House you can make a complaint to the Director of Operational Services. If this does not help to resolve your complaint, you can put your complaint in writing to the Chair of our Families Services Committee. Like before, we will make sure you have help and support to put your complaint in writing if you want this. The Families Services Committee will consider your complaint and make a decision about what to do.
- If you are still not happy once the Families Services Committee of Field Lane Andrew Provan House have tried to find a solution, you can make a complaint directly to the Royal Borough of Kensington and Chelsea we will assist you in doing this if you wish.
- If your complaint is about services from the Royal Borough of Kensington and Chelsea and you are still not satisfied once they have tried to resolve the problem, you must follow their complaints procedure through all of its stages. You can get more information about this by contacting them or speaking with a staff member.

Comments:

Remember, we also want to here from you about any positive comments or ideas you may have to improve our services. You can write in the comments and ideas book which is kept in the families lounge sideboard drawer, or talk to any of the staff.

For contact details or if you have any questions about the contents of this handbook, please talk to the Administrator at reception, your key worker or any member of staff

On behalf of the staff team at Andrew Provan House, I hope you enjoy your time with us and that we are able to support you through this period in temporary supported housing

If you have any comments or suggestions to make about the contents of this booklet, please tell a member of staff or write them in the ideas book

Declaration

I can confirm I have read, understood and will follow the courses of action described in the Andrew Provan House Service User Handbook

Name.....

Signature.....

Date.....