



Homelessness has no place

WELCOME TO DEPAUL

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If you require this welcome pack in a different language or format, please speak to any member of staff who will assist you. It may also be translated for free via Google Translate. We are available to read through this pack with you if you wish. Please ask any member of staff.

WELCOME FROM DEPAUL UK'S CHIEF EXECUTIVE



Welcome to Depaul UK. I know this may be a strange and difficult time for you, but please be assured we are here to help you all the way.

At Depaul UK we think that when you have a safe, supportive place to live, it can set the foundation to build your future. You can expect the staff and the people who volunteer with Depaul UK to be there for you, helping when you need it and ensuring the place you are staying is safe. You will have your own named Progression Coach who will be based either where you live, or locally to it. They are here if you want to talk about any challenges you face and they will help you set a plan for moving forward.

We will only improve the quality of our services if you give us feedback – comments, complaints and suggestions are all really welcome. I hope you find this welcome pack useful, and if you think that anything is missing, please do let us know.

Best wishes,

A handwritten signature in black ink, which appears to read 'Alexia Murphy'. The signature is fluid and cursive.

Alexia Murphy
Chief Executive

The Depaul Way

Welcome.

We are glad you are here.

Here in this place you can take steps towards a better future.

You will lead the way.

We will ask, listen and help.

We will work and walk with you.

Welcome!

Depaul UK is part of Depaul International, a group of charities working to support homeless and marginalised people around the world.

The entire Depaul International Group has developed a philosophy of care that shows how we put our values into action with homeless people.

OUR VISION, MISSION AND VALUES

Depaul's Vision

Our Vision is of a society in which everyone has a place to call home and a stake in their community.

Depaul's Mission

Our Mission is to end homelessness and change the lives of those affected by it.

Depaul's Values

- We celebrate the potential in people
- We put our words into action
- We take a wider role in civil society
- We believe in rights and responsibilities.

OUR SERVICES

Depaul UK offers supported accommodation, learning and development opportunities and a variety of information, outreach and resettlement services to young people who are homeless or at risk of homelessness.

Our services are available to anyone who is assessed as needing them and who meets criteria set by the Local Authorities we work with.

We believe in potential, not problems, and we encourage young people to see past their current situation and work towards a successful future.

Some examples of our services include:

- Supported Accommodation
- Resettlement and Move-On
- Housing Advice
- Family Mediation
- Nightstop
- Volunteering Opportunities
- Help with Education, Employment and Training

Depaul UK also offers a range of opportunities and additional support to everyone accessing our services. You can benefit from programmes like Steps to Success, which provides support into Education, Employment and Training, and take part in Client Involvement initiatives to develop your skills and help us improve the organisation, as well as a variety of local activities.

To find out more about any of our services please visit www.depaulcharity.org.uk or ask any member of staff.

SUPPORT AND ACCOMMODATION



Depaul UK offers Supported Accommodation in the North East, North West, London and South East England.

Our staff are fully trained to provide you with the right level of support to meet your needs.

We work with other agencies to help you to be more independent, confident and to find longer term housing.

Your Progression Coach

You will have a named Progression Coach who will work with you. They will listen to you and support you while you live in Depaul UK accommodation.

Your Progression Coach will also help you to find education, employment or training and assist you to get access to health services, such as registering with a local doctor, dentist and optician.

They will refer you on to specialist support services if you need them - such as family mediation, money/debt advice, legal services, counselling and therapeutic services and drug/alcohol/substance misuse services.

Meetings with your Progression Coach usually last for around an hour. How often you meet depends on the type of accommodation that you live in and your support needs.

Your Progression Coach will agree to meet you at a time that is mutually convenient, in a place that is safe and private.

You can request a meeting with your Progression Coach at any time by contacting your local office or by contacting them directly.

Your Support Plan

Your Progression Coach will meet with you regularly and we expect you to take part in developing your own Needs and Risk Assessment and individual Support Plan.

You and your Progression Coach will jointly review your Needs and Risk Assessment and Support Plan on a regular basis to see how you are progressing towards your goals and aspirations.

You will be asked to sign your Support Plan to make sure that you understand it and be offered a copy.

You can nominate a person (e.g. a family member) to support you when dealing with any issues relating to your accommodation. You should discuss this with your Progression Coach and make your request in writing, ensuring the name of the nominated person and what information we can share with them is included. A copy of your request will be held on your client file.

PRIVACY AND CONFIDENTIALITY

Depaul UK collects and uses your personal information. We also collect other information you tell us and information passed on to us by other people and organisations involved in your support.

We are committed to protecting your privacy. Any information you give us will be handled respectfully and in line with Data Protection law.

The Data Protection Act 2018 is the law in the UK. It sets out how organisations, businesses or the government must treat your personal information.

What information do we collect?

We collect your personal information.

We also collect other information you tell us and information passed on to us by other people and organisations involved in your support.

We record any incidents that happen during the time you are living in one of our accommodation services or accessing support from us.

Personal information

This is the information that can be used to identify you and includes:

- Name
- Address
- Date of birth
- Contact details
- Photographs, videos or audio recordings

Special category data

This is also called sensitive personal information and includes:

- Race
- Ethnic origin
- Political views
- Religion
- Trade union membership
- Gender
- Health
- Sexual orientation
- Criminal convictions and background.

How do we get your information?

We collect your personal information from you when you apply to access a Depaul UK support or housing service, or contact us for information and advice.

This could be when you tell us information on the phone, go onto our website, correspond with us by email or letter, complete a form or tell us information in person.

We also collect your information from third parties where it is relevant to your relationship with us.

Examples of Third parties

- Local authorities, social services and other support providers - if you have asked to be re-housed or agreed to be referred to us.
- Local authorities, health and social care providers and other support providers - for information about any specific health, care or support needs you may have.
- Home Office, local authorities - for information about your immigration status, where relevant.

How do we use your information?

We use your information in the following ways:

To assess your application and manage your tenancy or licence

agreement – we use your personal information to deliver housing and support services to you. This is necessary to perform a contract and you can't access accommodation without providing the information.

To safely deliver support services to you and in order to meet your assessed needs – we use your personal information and sensitive information about your health, finances, criminal history and any additional needs you may have. We do this to ensure that we can make any changes necessary to our accommodation or services, to protect vulnerable individuals and to contact you about issues relating to your tenancy or licence agreement. This is necessary to perform a contract, to fulfil our legal and regulatory obligations and in our legitimate interests.

To promote community safety and safeguard people – we use your personal information and sensitive information about you, such as information about anti-social behaviour, criminal activity and complaints. We do this because it is in our legitimate interests and to fulfil our legal obligations in respect of safeguarding.

Depaul UK also use your data for statistical reports and monitoring purposes to see how our services are performing. Statistics will not include any information that could be used to identify you.

Storing your information

We store your information on our client database, on our computer system and in paper files.

Our servers are secure and our network is protected and routinely monitored.

Where we hold paper records they are held securely in a locked cabinet with restricted access.

Sharing your information

Information that you tell us is held on your personal file and can be seen by the staff team of the accommodation and support service that you access.

We may share your information with other Depaul UK services to make sure that you are getting all of the services that are available to you.

Sometimes we work in partnership with other organisations to deliver our services and have information sharing agreements with them that set clear rules about how they must look after your information.

Who we share your information with

- Local authorities
- Social services
- Health services
- Police and law enforcement agencies
- The Department for Work and Pensions
- Homes England regulator
- Other regulators
- Utility companies
- Partner organisations
- Contractors and service providers e.g. repairs and maintenance contractors.

Other reasons we will share your information

- If there is a risk of harm to you or other people for safeguarding purposes
- For the purpose of reducing crime, disorder or Anti-Social Behaviour
- If we are required to do so by law

Your Rights

You have the following rights:

- To be told how we use your information.
- To ask to see or for a copy of the information we hold on you.
- To ask us to correct data about you that you think is wrong.
- To ask us to delete information when you think it is no longer needed.
- To ask us to stop processing your information temporarily or to use it only in certain ways.
- To ask us to let you take a copy of your information in a portable format to another organisation.
- To let us know that you don't want your information processed.

Please contact us if you would like to exercise these rights

Complaints

If you are not satisfied with the way that we have dealt with your personal data, please let us know and we will try and resolve your concerns. If you are not satisfied with the outcome, you can make a formal complaint through our Complaints procedure.

If you are still not happy with our response, you have the right to complain directly to the Information Commissioners' Office <https://ico.org.uk> Wyclife House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Telephone: 0303 123 1113.

<https://uk.depaulcharity.org/complaints-comments-and-compliments/>

Data protection enquiries

For further information about our privacy practices please contact our Data Protection Lead by:

Writing to Depaul UK,
Sherborne House, 34 Decima
Street, London, SE1 4QQ.

Emailing [dataprotection@
depaulcharity.org.uk](mailto:dataprotection@depaulcharity.org.uk)

Calling 0207 939 1220

Our full Privacy Notice can be found on our website: [www.
depaulcharity.org.uk](http://www.depaulcharity.org.uk) or you can ask any member of staff for a printed copy at any time.

HEALTH AND SAFETY



Depaul UK is committed to working with you to provide safe and secure accommodation.

Health and Safety is everyone's responsibility. Some of your responsibilities are to:

- Keep your home and communal areas clean, tidy and free from damage
- Tell us if you notice something that isn't working properly, may be dangerous or is damaged, by reporting repairs
- Give us feedback by completing one of our satisfaction surveys, questionnaires and attending residents' meetings
- Follow health and safety instructions and advice
- Check your own living space and ask a member of staff about getting involved with their health and safety checks

We carry out regular checks and maintenance of all Depaul UK accommodation and appliances provided by us. At times, we will need to access your accommodation to do this and will give you notice unless it is an emergency.

If you have any questions or concerns about your accommodation, please speak to any member of staff. If you would like more information about Health and Safety, please refer to your Occupancy Agreement and ask for a copy of our full policy.

OUR HELPFUL HEALTH AND SAFETY DO'S AND DON'TS



Do

- **Know your fire escape plan** Make sure you read the fire procedures found in your accommodation and know what to do and how to get out if there is a fire.
- **Report all repairs and maintenance issues** If you notice a fault or that any fire safety equipment, electrical equipment or gas appliances are not working properly or damaged, report it immediately to a member of staff.
- **Take care when cooking** Most house fires start in the kitchen. Be extra careful when using hot oil. Always clean grill pans after use as the fat left in them can cause kitchen fires.
- **Keep fire doors shut** Doors are a weak point for fire to spread. Never prop them open.
- **Keep electrical supply cables and flexes away from wet areas**, or from where they will be damaged by being walked over or knocked.
- **Switch off all equipment when not required**, unless continuous operation is necessary.



Don't

- **Overload electrical sockets** Always switch off and unplug electrical items when they are not in use.
- **Attempt electrical repairs or other electrical work** This must only be done by an approved electrician.
- **It is against the law to smoke in any of our communal areas**
- **Leave anything on the hob unattended** or keep flammable items such as tea towels or papers near to the hob
- **Store or use flammable substances** Items like petrol and gas canisters are considered dangerous and not permitted in Depaul UK accommodation. Candles are also not allowed to be used.
- **Dry or air clothes on or near heaters or cookers.**
- **Block escape routes** with items such as bikes or rubbish.
- **Touch electrical equipment** with wet hands or take any electrical equipment into wet areas such as bathrooms and kitchens.
- **Tamper with or cover a gas appliance or fire safety equipment** or block air vents or grills, air bricks and outside flues.

Fire Safety

Fire safety equipment is provided to help keep you and other safe. If you notice a fault with any fire safety signage or equipment, report it immediately.

To keep you safe, we will:

- Test and carry out maintenance of fire alarms, fire safety and electrical equipment
- Carry out fire drills
- Remove and dispose of dangerous items or obstructions in communal areas or fire escape routes

Electrical Goods

Staff may ask to check your electrical items to make sure that they are in a safe condition.

Electrical appliances provided by us will be checked regularly and be tested annually by an approved person.

Gas Safety

Faulty gas boilers and other gas appliances can cause gas leaks, fires, explosions and carbon monoxide poisoning. To reduce these risks we will:

- Check gas boilers and other gas appliances regularly and, every 12 months, arrange a check by an approved Gas Safe engineer
- Make sure gas boilers and gas appliances are repaired when they need to be
- Display a valid Gas Safety Certificate for your home - as required by law

Please give our contractors access to your home to check gas appliances.

If you suspect a leak, turn off the supply and immediately call the **National Gas Emergency Service on 0800 111 999**.

If in any doubt, evacuate the building and inform the police as well as the National Gas Emergency Service or your gas supplier before alerting Depaul UK staff.

Do not turn a gas supply back on until a leak has been dealt with by a competent person.

What to do in an emergency

In case of an emergency, call **999** immediately.

An emergency could be a Fire, Serious Injury or Ill Health, or a Violent or Serious Incident where you or others are at risk of harm.

If it's not an emergency, but requires urgent attention, call:

- Police: **101**
- Medical: **111**

Contact Depaul UK staff to alert them of your emergency as soon as it is safe to do so.

Out of Office Hours

You may have to deal with an emergency that happens outside of usual office hours. If staff are not on the premises you will be provided with a number to contact a member of Depaul UK staff outside of office hours.

An emergency is any problem which:

- Could lead to an injury or death of any person in the property
- Could put health at risk
- Could cause serious damage to property or belongings

For example:

- Fire alarm system not working
- No lights in the property
- Burst pipes

If this happens, telephone the out-of-hours contact number which can be found in the Local Guide in this pack.

- Give as much detail as you can
- Give the number you are calling from
- Say where you will be, and
- Say who else is in the property

If the emergency is:

A GAS LEAK: call the National Gas Emergency Service on **0800 111 999**

An ELECTRIC FAILURE to the whole street or building, call **105**

NO WATER supply to the building, call your local Water Supplier on the number found in this pack

Insurance

You are responsible for arranging contents insurance to cover the contents of your home such as your belongings, furniture provided by you and personal valuables.

Contents insurance is needed to protect against theft, fire, vandalism, burst pipes and other household risks.

If you would like help to arrange contents insurance, please ask any member of staff.

Depaul UK does not accept any liability for the loss, theft or damage to your personal belongings or equipment.



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VISITORS



Your support networks are important and we understand that you may want your friends or family members to visit you at your home.

If visitors are welcome to visit your accommodation, there will be certain rules that apply, your Progression Coach will advise you when and how your visitors can be signed in.

Visitors who you bring to your accommodation are your responsibility.

If your visitor causes any nuisance or harassment to anyone, he or she will be asked to leave and we will take prompt action.

However we want you to enjoy visits from family and friends, and we will do all we can to welcome them.

Visitors need to be over the age of 16 and may be requested to provide identification when they visit you.

If you live with other people and there are staff onsite your visitors should report to the office and will be asked to sign in and out for safety purposes.

For more information about visitors please refer to the Local Guide in this pack, your occupancy agreement or ask any member of staff.

COMPLAINTS, COMMENTS AND COMPLIMENTS

At Depaul UK, we want to ensure that all of our customers have a fair, consistent and accessible way of making Complaints, Comments and Compliments.

We recognise and value all of your feedback and believe that it helps us to improve our services.

We have procedures in place that can be used by any resident, service user, neighbour or member of the public.

Make a complaint if: you are dissatisfied with one of our services and want us to put something right.

Make a comment if: you have an idea, suggestion or observation about one of our services.

Make a compliment if: we got something right.

Please take some time to discuss any concerns you may have with any member of staff. We will look into the matters you raise and try to resolve them before starting the formal process. We want the opportunity to put things right for you and as soon as possible.

If you make a Complaint, Comment or Compliment we will listen, take it seriously and treat it confidentially.

We fully investigate any complaint you make to us and will write to you with an outcome. We will also let you know what we have done as a result of your complaint, and check if you are satisfied.

For further information or to make a Complaint, Comment or Compliment, please see our Complaints, Comments or Compliments Leaflet or speak to any member of staff.



Protecting the people we work with from abuse is an important issue for everyone at Depaul UK.

Our experienced staff are fully trained to recognise and respond to suspected abuse.

We have clear guidelines about the way we work, who works for us and how we support people who we feel may be at risk.

If you feel that something is not right or that a young person, child or vulnerable adult is at risk, you can raise your concerns to us at any time.

Our procedures are open and we promise to be quick to respond.

What is Safeguarding?

Safeguarding is protecting people from harm or abuse. This could be about you, someone you know or a stranger.

You can get help and report abuse to any member of staff at Depaul UK, or you can directly contact any of our Designated Safeguarding Officers.

Designated Safeguarding Officers

Organisational

Designated Safeguarding Lead

Becky Elton
becky.elton@depaulcharity.org.uk
07855 209 600

Designated Safeguarding Trustee

Katy Porter
safeguarding.trustee@depaulcharity.org.uk
020 7600 7451

Accommodation Services

North of England

Simone Newman
simone.newman@depaulcharity.org.uk
07789 981 256

London and South of England

Cliff Dymond
cliff.dymond@depaulcharity.org.uk
07977 223 828

Programme and Prevention Services

National

Laura Munt
laura.munt@depaulcharity.org.uk
07977 640 800

What is Abuse?

Abuse is if someone hurts, exploits, threatens or neglects you or someone else.

There are many types of abuse, including:

- Physical: shaking, hitting or bullying
- Emotional: shouting, humiliating or threatening
- Financial: stealing money, pressuring someone to hand over money when they don't want to
- Neglect: failure to meet basic needs, for example not providing food or adequate clothing
- Sexual: unwanted sexual contact including sexual conversations or comments, or feeling pressured or coerced to do something sexual that you are not comfortable with, such as touching, kissing or more
- Discriminatory: name calling or treating someone less favourably because of their race or ethnicity, gender, disability, age, sexual orientation, gender reassignment, religion or belief
- Domestic Abuse: Controlling, bullying, threatening or violent behaviour between people who are or have been, intimate partners or family members
- Female Genital Mutilation (FGM): partial or total removal of external female genitalia

for non-medical reasons, also known as female circumcision or cutting

- Radicalisation: grooming or targeting of vulnerable people to take part in, assist with or promote potential terrorist or extreme activities.
- Slavery and Human Trafficking: violence, coercion or deception used to force people to do things against their will, exploit them to work or restrict their freedom of movement. Human Trafficking is facilitating the travel of people with the intention of exploiting them and could be from one part of the UK to another, as well as internationally.

Abuse can happen anywhere and at any time:

- Where you live or in someone else's home
- At a school or at work
- At a day centre, college or training venue
- In hospital
- At a club, pub or party
- Online

Most people will not abuse you, but, potentially, anyone could.

Abuse could come from someone you know like a friend or family member, a professional like a doctor, social worker or Depaul UK staff member, or from a stranger.

Reporting Concerns

People who are being abused are often too scared to speak up.

You could tell a friend, a family member, a doctor, a nurse, a social worker, an aftercare worker, a probation officer, the police, or any member of staff at Depaul UK.

If you tell us about a Safeguarding concern, we will help and support you, we may make a record of what you have told us and ask you for more information.

We may have to share information you give us with other people if there is a risk of harm.

If you would prefer not to speak with us you can contact your Local Authority Safeguarding Team.

Call the Police if there is an immediate risk of harm on **999** or **101** if you think that a crime has already been committed.

Information, Help and Advice

NSPCC

If you are concerned about a child or need help or advice, call **0808 800 5000**

Childline

If you are 18 or under and need help or advice, call **0800 1111**

If you have any concerns about safeguarding or abuse, or would like a copy of our Safeguarding Policy please speak to any member of staff.

Professional Boundaries

All Depaul UK, staff must follow rules and work in a way that upholds values and principles set out in our Professional Boundaries Policy.

Why do we have professional boundaries?

- So you know how you can and can't expect staff to behave
- So you receive a consistent service from staff
- To protect you and staff from abuse and manipulation

What can you expect from our staff?

- To treat you fairly and with respect, not discriminate against you, speak to you in a disrespectful manner and never physically touch you in any way
- Not to discuss others, such as gossiping or sharing information with or about you relating to staff or other residents
- We will not collude with or ignore any illegal activity. This means we will act upon and report illegal activity to the police on every occasion

Please do not be offended that our staff will not give you or accept gifts or cash.

Our staff are also not able to have contact with you or socialise with you outside of their professional capacity. This means they can't give you or accept your personal contact details like mobile phone numbers or social media accounts or meet you socially or informally, including outside of work.

If you would like further information please ask any member of staff. If you feel that a Depaul UK employee or representative has breached our code of conduct please immediately report this to the manager of your local service, or contact your local Designated Safeguarding Officer.

ANTI-SOCIAL BEHAVIOUR

At Depaul UK, we believe that everyone has a right to safely enjoy their home, while respecting the needs and lifestyle choices of others.

Anti-Social Behaviour is conduct that causes harassment, alarm or distress. This conduct may include nuisance, annoyance, harassment or criminal activity. Types of behaviour may include:

- Hate-related incidents such as racist, homophobic and other discriminatory acts
- Illegal drug-taking, drug dealing or possession
- Verbal abuse
- Harassment
- Intimidation
- Violence or threats of violence
- Loud noise
- Criminal damage
- Graffiti

Where Anti-Social Behaviour is persistent or involves serious violent and criminal offences, we will take legal action against perpetrators. Legal action can include eviction,

either independently or with other agencies such as a Landlord or the Police.

Depaul UK will not tolerate any form of violence or verbal abuse towards its staff or residents and will take action against perpetrators where necessary.

Disputes

You may be able to resolve personal disputes with your neighbour by talking to them if it is safe to do so.

Often they may not be aware that their behaviour is causing a problem. If you speak to your neighbour remember to:

- Be calm and respectful
- Listen to what they have to say
- Focus on points you both agree on to find common ground
- Don't shout, be abusive or aggressive
- Walk away if they are unreasonable

If you have already spoken to your neighbour or it is not safe to do so, please speak with any member of staff.

Hate Crimes

Hate crimes are any crimes that are targeted at a person or property because of hostility or prejudice towards that person's:

- disability
- race or ethnicity
- religion or belief
- sexual orientation
- gender identity

Hate crime is a criminal offence and should be reported to the police.

Reporting Anti-Social Behaviour

In an emergency or if a crime has taken place this should be reported to the police immediately.

You can report Anti-Social Behaviour to any Depaul UK staff member.

We understand that some people may find it difficult to report Anti-Social Behaviour and we will still investigate anonymous reports to the best of our ability, although our investigation and the actions we take may be limited.

If you tell us about Anti-Social Behaviour we will ask you to provide as much information as possible about your problem. This may include:

- The date and time the incident happened
- A description of what happened

- Where it happened
- The name of the person or people involved and their address (if known)
- The name and address of anyone else who witnessed the incident
- An incident number if the police were called
- The details of any other agency that has been informed or has supporting information

What will we do?

If you report Anti-Social Behaviour to us, it will be dealt with sensitively and confidentially. We will contact you and agree what will happen next, being clear about what we can and can't do.

- We will write to you to confirm the details of your report and keep you informed of its progress
- Depending on the nature of the behaviour, we will use informal interventions and give perpetrators an opportunity to put it right

- We may involve other agencies such as the police, local authority or specialist support providers
- We will offer support to all parties involved
- In serious cases or where there is no improvement, we will seek to take legal action, including eviction

If you are concerned about or affected by Anti-Social Behaviour, please speak to any Depaul UK member of staff and ask for a copy of our Anti-Social Behaviour Policy for further information.

Weapons

The possession or carrying of weapons is not permitted in any Depaul UK premise.

Weapons are considered to be any item which can expel a projectile and/or other dangerous items including knives, explosives, bows and arrows, swords, or other items, which, in their use, are capable of inflicting serious injury. This includes imitation weapons, antique firearms, and ammunition.

Legal and illegal weapons pose a clear risk to people and property. Therefore they are not permitted in order to promote safe and secure spaces for all those who work with and for us; and the communities in which we operate.

Depaul UK monitors the possession and use of weapons. Any weapons found on Depaul UK premises will always be removed, reported to the police and disposed of.

We will seek to take legal action, including eviction, against those who perpetrate violence or participate in criminal behaviour.

If you are worried about or affected by gun and knife crime or other criminal behaviour, you will not be penalised by us for seeking help or advice and can speak to any member of staff.

Gun and knife crime or other criminal behaviour should be reported to the police.

Drugs

Drug use, possession and dealing is not allowed on Depaul UK premises and is in breach of Occupancy Agreements.

Any drugs found on Depaul UK premises will always be removed, reported to the police and disposed of appropriately.

We are obliged to share information regarding drug offences with the police and legal action may be taken against those who are involved in drug-related offences.

If you are having problems with drugs or are affected by drug related offences, you will not be penalised by seeking help or advice and we will work with you to get you the right support.



Information, Help and Advice

In an emergency or if a crime is in progress, always call the police on **999**.

If it's not an emergency but a crime has taken place or you have concerns, call the police non-emergency number **101**.

To report a crime or concerns anonymously, call Crimestoppers on **0800 555 111**.

Childline

If you are 18 or under and need help or advice, call **0800 1111**.

Victim Support

If you have been a victim or affected by crime, call **08 08 16 89 111**

Stop Hate UK

If you need advice about or want to report Hate Crime, call **0800 138 1625**

Talk to Frank (FRANK)

If you need confidential drugs advice and information, call **0300 123 6600**

YOUR OCCUPANCY AGREEMENT



When you accept an offer of accommodation from Depaul UK, you will be asked to sign an Occupancy Agreement. This is a contract between you, your Landlord and Depaul UK.

You will be given a copy of your Occupancy Agreement, which will be one of three types:

- Excluded Licence
- Non-Excluded Licence
- Assured Shorthold Tenancy

Where Depaul UK owns your accommodation, we will be your Landlord. In areas where we don't own the accommodation, Depaul UK will partner with another Landlord but will act on their behalf. In this case we are the Managing Agent.

Your Occupancy Agreement will name all parties involved and contain important legal information about your accommodation.

Your Progression Coach will go through your Occupancy Agreement with you to ensure that you understand it.

Rights and Responsibilities

Your Occupancy Agreement sets out your rights and responsibilities as a tenant, and your Landlord's and Depaul UK's responsibilities to you.

Your responsibilities will include:

- Paying Your Rent or Weekly Charge on time
- Ensuring that you and your visitors abide by the rules of the accommodation and do not cause a nuisance or annoyance to other people
- Keeping your home in good and clean condition

Please make sure that you understand your rights and responsibilities, including any rules that may apply to your accommodation.

Leaving Your Accommodation

If you want to leave your accommodation with us, your Occupancy Agreement will contain information about how to do this. You will usually be required to give a certain amount of time, known as a notice period.

Depaul UK will support you to move on into independent living in a planned way.

Eviction and Ending Residency

Your Occupancy Agreement will tell you the circumstances under which your Landlord or Depaul UK may seek to evict you or end your residency. Possible reasons may include:

- Non-payment of rent or weekly charges
- You have broken the rules, such as having caused a nuisance or violent behaviour
- You have used the property for illegal purposes, such as selling drugs.

If you are asked to leave, you must be given notice in a particular way, including certain information and warnings. This depends on the type of your Occupancy Agreement and its terms, and is governed by law.

In some circumstances your Landlord or Depaul UK may seek to evict you through the courts and start legal proceedings.

If you are served a notice, you may have the right to appeal and will be given details of our appeal process with any notice we may serve.

Serving a notice of eviction is last resort for Depaul UK. If this can not be avoided we will still offer to help you move on and get the help you need.

For further information about your Occupancy Agreement, please refer to your copy or ask any member of staff.

PAYING YOUR RENT OR WEEKLY CHARGE

It is important that you pay your Rent or Weekly Charge in full and on time.

Your Occupancy Agreement will tell you how much your Rent or Weekly Charge is and how often it is due.

How to Pay your Rent or Weekly Charge

- **Standing Order** – you can set up a standing order to make payments automatically. You may need to fill in a form with your bank
- **Bank Transfer** – you can make a bank transfer from your bank account
- **Cash** – you can pay in person with cash and will be given a receipt for your payments
- **Cheque** – you can pay in person by a cheque. The payment will be applied to your account once the cheque has cleared
- **Phone** – you can also pay using Depaul UK's automated phone payment system.

Please ask any member of staff for further details about any of the ways to make payment listed here.

Changes to Rent and Weekly Charges

We will review our Rents and Weekly Charges every year. The amounts we charge may need to increase.

We will write to you at least one month in advance to let you know of any changes to your Rent or Weekly Charge.

Housing Benefit

If you are on a low income or unemployed you may be entitled to Housing Benefit to help with your housing costs. Housing Benefit may pay some or all of your rent or weekly charges. Some housing costs cannot be paid by Housing Benefit such as your gas, electricity and upkeep of communal areas at your accommodation.

If you are working you may still be entitled to some Housing Benefit but the amount depends on how much you earn and this will need to be calculated.

You will be responsible for paying any amount of rent or weekly charge not paid by Housing Benefit.

Remember your entitlement to Housing Benefit may be linked to other benefits. If any other benefits that you claim are stopped, it is likely that your Housing Benefit will also stop and you will be responsible to pay the full amount of Rent or Weekly Charge due.

For more information of benefits and housing benefits please visit www.gov.uk

It is important that you tell your Housing Benefit office about any changes in your circumstances, such as starting or ending employment.

If you apply for Housing Benefit you will be expected to:

- Respond to any letters or requests for information about your claim
- Attend appointments you may have regarding other benefits
- Tell your Housing Benefit office about any changes in circumstances

Rent Arrears

If you are unable to pay your rent or weekly charge for any reason, it is important that you tell us straightaway so that we can help you.

Please don't ignore letters about your rent or weekly charge.

While we cannot make arrears go away, the sooner we know about any problems, the more help we can offer.

Ways we can help:

- **Budget Plan** – we can help you write a budget plan and look at any other debts that you may have
- **Repayment Agreements** – we can agree repayments with you over a set period of time
- **Direct Payments** – if you are in receipt of benefits we can help you to apply for payments to be paid directly to us from your benefits
- **Advice and Support** – we can help put you in touch with other agencies that specialise in debt, housing and benefits to make sure you are getting the best possible advice and support

If you ignore your arrears and do not keep up with your repayments, we may serve a notice on you to leave or seek to evict you through the courts, dependent upon your type of Occupancy Agreement.

If you have any questions about Paying Your Rent and Weekly Charge or would like a copy of our Rent Arrears Policy, please ask any member of staff.

REPAIRS AND MAINTENANCE

Keeping your property in good and safe condition is a responsibility shared by you and Depaul UK and, where applicable, your landlord.

Your Occupancy Agreement includes information about who is responsible for different types of repairs and maintenance.

Please refer to your Occupancy Agreement to make sure you know what you are responsible for.

If you or your visitors damage property or any fixtures or fittings, you may be recharged to repair the damage or replace broken goods.

Reporting Repairs

Inform a member of staff immediately if something in your home is not working or appears to be faulty. In some accommodation, you may have to report repairs directly to your Landlord. We can help you to do this.

Please provide as much information as possible when reporting a repair:

- Who you are and the address or location of the problem
- Where in the property the problem is

- What the problem is
- When you first noticed the problem

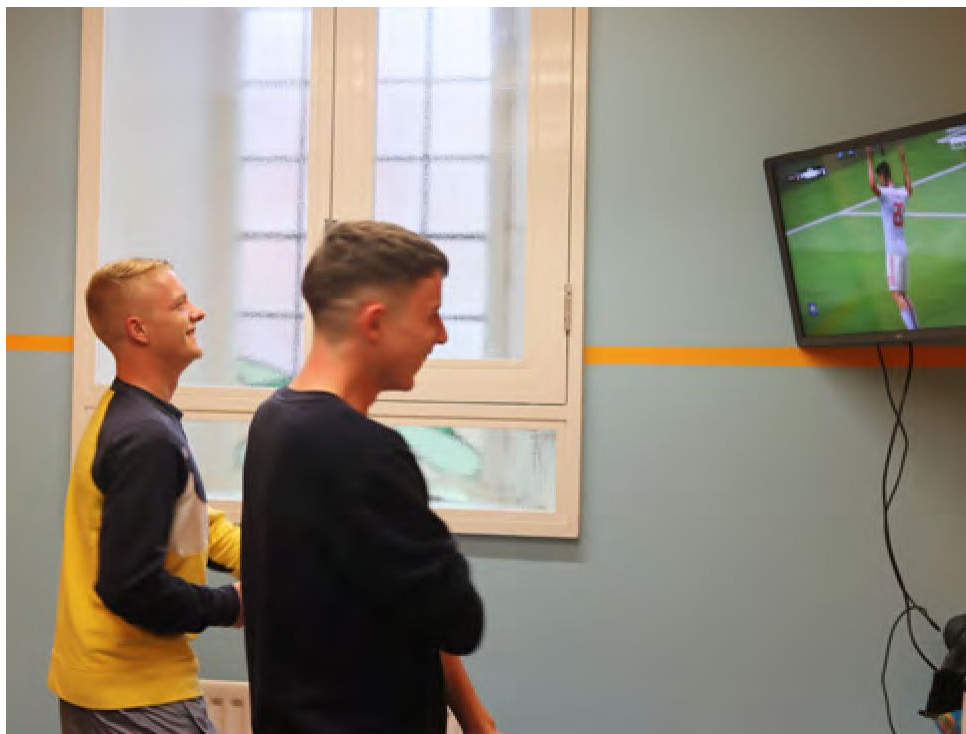
Repairs and maintenance will usually be carried out by a contractor approved by your Landlord or Depaul UK.

How long it takes to complete a repair will depend on the type of problem. This is usually set out in your Occupancy Agreement.

Approved contractors or agents will need to access your home to carry out repairs and maintenance. They should always have identification to let you know who they are and be able to tell you what they are there to do.

We will keep you informed about the progress of any repairs that you report.

If you are not happy with any completed repairs or maintenance, please let any member of staff know straightaway, or if you have an ongoing problem with your accommodation you can also make a complaint. Please see the Complaints, Comments and Compliments section of this pack.



Cleaning

Keeping your accommodation clean and tidy is your responsibility.

If you share part of your accommodation with other people, such as a kitchen or communal lounge, you are responsible for cleaning up after yourself.

Rubbish

Disposal of rubbish is your responsibility. Please empty any bins regularly and make sure that you know where you can dispose of your rubbish.

Littering or dumping of rubbish will be dealt with under Depaul UK's Anti-Social Behaviour Policy.

For more information about repairs and maintenance please refer to the Local Guide in this pack or ask any member of staff.

YOUR MOVE-ON AND RESETTLEMENT



Accommodation offered by Depaul UK is temporary. The length of time that you can stay with us depends on where you live. This can be anything from a couple of months to a maximum of, usually, two years.

Your Progression Coach will start talking with you about your move on and resettlement options very soon after you move in. This may seem odd but permanent and longer term housing is in high demand and it can take a long time to become available.

Where could I move on to?

Where you move on to and when it happens are determined by your individual circumstances and the options available in your local area.

Move on accommodation doesn't always mean you will have your own tenancy. It is about finding the right type of accommodation for you. Some examples of where you could move on to are:

- Friends or family
- Lower supported accommodation

- Higher supported accommodation
- Local authority or Housing Association accommodation
- Private rented accommodation.

What do I have to do?

You will be expected to work with your Progression Coach to create and agree a Move-On and Resettlement Plan as part of your overall support plan.

Your Move-On and Resettlement Plan will include actions for you to work towards. Examples of these are:

- Filling out application forms for rehousing
- Attending interviews with housing providers
- Attending Life Skills sessions

How can I improve my chances of moving on?

- Having a good rent record and paying your rent on time
- Engaging with your Support Plan and working with your Progression Coach – Move-on and resettlement is a two-way process and Depaul UK can't do it all for you
- Employment, Education, Training or Volunteering - some accommodation is only open to people engaged in these activities and some points-based allocations systems give you more points for them
- Being a good tenant – Paying your rent on time, abiding by rules of your accommodation. If we are required to provide a reference, we have a duty to be honest about whether you are ready to move on, and, in some areas, we are part of local housing panels

For more information about your move-on and resettlement options please ask your Progression Coach.



EQUALITY, DIVERSITY AND INCLUSION



Depaul UK aims to promote environments and communities which are respected, inclusive, celebrated and free from unlawful discrimination, harassment and bullying.

We believe that everyone should be treated fairly and are committed to ensuring that our services and opportunities are accessible for all.

We recognise that treating people fairly does not mean treating everyone the same. We believe no one should feel excluded or be discriminated against because of their:

- race and ethnicity
- gender
- disability
- age
- sexual orientation
- gender reassignment
- religion or belief
- marital or civil partnership status
- pregnancy and maternity.

These nine areas are called "protected characteristics" and are legally protected by the Equality Act 2010.

Depaul UK will not tolerate any form of discrimination and will take action against unlawful acts of discrimination.

If you feel that you have been treated unfairly or discriminated against, you can:

- Talk to any member of Depaul UK staff
- Make a formal complaint
- Speak to your parent, social worker, youth worker or any other profession
- Report it to the police

If you would like more information please ask for a copy of our full policy.



At Depaul UK we understand that you are the expert in your own situation. If you want to live independently, then it makes sense that you have the opportunity to take decisions and be responsible for them now. We will always give you the opportunity to be involved in decisions that affect you.

We want to make sure that the organisation benefits from your expertise by empowering you to have a role in every level of decision-making, from those that affect your own support plan to the plans and decisions Depaul UK makes.

Your Feedback Really Matters to Us

We want to provide the best possible services to you. We can only do this by listening to, and acting upon, the feedback you give us. We are committed to developing a number of opportunities for you to give us your feedback and views.

Depaul UK is also required to consult with you on decisions about the management of your home and the development of new services and involving you in decision-making.

How Can You Get Involved?

Some of the ways in which you can get involved include:

- Attending residents' or service meetings
- Becoming a Voice of Depaul member
- Completing one of our Satisfaction Surveys
- Speaking to your Progression Coach
- Attending one of our annual client conferences
- Making a Complaint, Comment or Compliment
- Running an activity for and with other young people
- Becoming a part of the recruitment and selection panel for staff or volunteer interviews
- Becoming a volunteer for our Get Volunteering Programme
- Working with your Progression Coach to actively contribute to your own support plan and risk assessment

To find out more about how you can get involved, please ask any member of staff.

USEFUL CONTACTS



In an Emergency

Fire, Police, Ambulance	999
In a non-emergency to report a crime – Police or you can call Crimestoppers anonymously	101 0800 555 111
In a non-emergency for medical advice – NHS	111

Information, Help and Advice

Childline If you are under 18, worried and want to talk to someone	0800 1111
NSPCC if you are worried about you or someone else	0808 800 5000
SAMARITANS If you want to talk to someone about anything	116 123
Missing People If you are missing, thinking of going missing or know someone who is	116 000
FRANK Friendly, confidential drugs advice	0300 123 6600
Victim Support If you have been affected by crime	0808 16 89 111
Switchboard LGBT+ helpline (10am – 10pm) A one-stop listening service for LGBT+ people	0300 330 0630

Depaul UK Registered Address:
Sherborne House
34 Decima Street
London
SE1 4QQ

0207 939 1220
depaul@depaulcharity.org.uk

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DEPAUL
Homelessness has no place