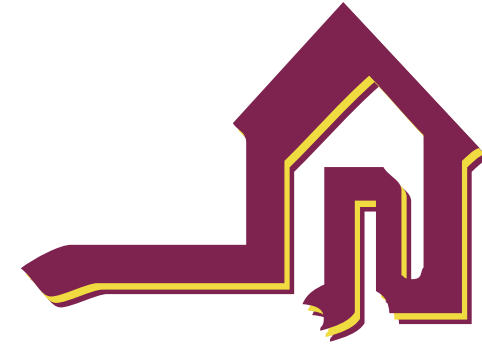


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Edward Street Hostel Ltd



Handbook for service users

No. 49 Thomas Street Flats

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introduction

Welcome to No 49

Welcome to No.49 Thomas Street, Portadown. We hope you soon settle into your new flat.

The purpose of this booklet is to inform you about the day to day running of the Project. We hope you will find this information useful. If you have any questions do not hesitate to ask a member of the staff.

Edward Street Hostel Ltd Staff

Adrian McParland	-	Chief Executive
Geoff Knox	-	Projects Manager
Helena	-	Senior Project Worker
Anita	-	Project Worker
Ellie	-	Project Worker
Mary	-	Project Worker
Robert	-	Project Worker
Kate	-	Project Worker
Catherine	-	Catering Assistant
Caoimhe	-	Administrator

Key 2 Resource Centre

Maura Fagan	-	Project Manager
Mark	-	Essential Skills Tutor Development Officer
Gillian	-	Catering Supervisor
Sarah	-	Project Worker
Jonny	-	Project Worker

purpose of project

The Project at No.49 Thomas Street, Portadown exists to provide accommodation, support and a resettlement plan to single homeless people.

management committee

All constitution and policy decisions are made by a Management Committee and are carried out by the Chief Executive, Project Managers and Staff. The Management Committee is made up of a body of professionals and lay people who work within the community and have a vast range of interests, skills and experience. For Management Structure see page ...

facilities

This purpose built supported housing project at No.49 Thomas Street is jointly managed by the Ulidia Housing Association and Edward Street Hostel Ltd.

It is a 3 storey building with a lift and has:

8 Self contained, fully furnished, 1 bedroom flats
1 flat for a disabled person
1 guest room
Communal area
Laundry
Parking area
Pay phone

This is not a direct access unit but a high level of support is given to service users who must have demonstrated a degree of coping and household management skills.

Keys – Each service user will be given a key which allows them into the building and their flat.

referrals/admission procedure

A copy of the Service users Handbook will be displayed on the service users notice boards in No.21, 32 Edward Street and No.49 Thomas Street. If you wish to be considered for move on to this project you should see your Support Worker who will discuss with you the referrals and admission process, eligibility criteria, assessment and decision making process and contract of residency etc.

A service users may not be ready to move at this time but may apply at a later date. If you are successful then an Induction Process will begin in the week prior to move in.

induction process

The Induction Process is as follows:

Stage 1

- Project Worker will show service user around the Project.
- Project Worker will show the service user the available flat
- Health & Safety Issues are discussed with the service user
- The service user makes a decision to take up residency in this Project
- Date set to access electricity supply
- Date set to move in

The contract of residency should be fully explained, signed and received by the resident and a copy will be kept on file.

NOTE: Before moving in the resident should have:

- Bedding
- Cooking utensils
- Crockery
- A food supply which will last until next pay day

induction process (cont.)

Stage 2

The resident should be shown how to operate electric supply, economy 7 heating system, hot water system.

the operation of electrical appliances

Health & Safety aspects of these operations should be reinforced.

costs

The costs are stated and itemised on the contract of residency, you will be expected to pay for your own electricity supply to your own flat and a service charge of £6 per week for communal electricity and insurance. You are expected to buy your own food and washing powder.

house rules and guidelines for occupation

In your contract of Residency are contained rules and guidelines, these have been devised for the smooth running of the Project and for your own safety. The service users should know these.

cleanliness of the project

Residents are expected to keep their own flats clean and tidy. In addition the communal area must be kept clean. The chore rota will be discussed at the monthly residents meeting and displayed on the Residents notice board.

needs assessment support planning and review

Each service user must sign up for and have an ongoing needs assessment carried out in order to identify their support needs, risks to tenancy maintenance, self and others.

A completed Needs Assessment will be the framework for the Support and Resettlement Plan and Review.

The needs Assessment and Support & Resettlement Plan will be carried out jointly with your Residential Support Worker and Key 2 Project Worker.

key 2 resource centre

In Key 2, Edward Street Hostel Ltd, non residential unit, at 26 Edward Street and the ground floor of No.49 Thomas Street, Portadown, a range of Programmes and support services are offered including essential and life skills. More information can be obtained from Key 2 and notice boards in all Projects.

security, health & safety

Health & Safety issues are important and are everyone's responsibility. Edward Street Hostel has an up to date Health and Safety Policy in accordance with relevant legislation. There is a 24hour emergency number 028 38 359596 whereby staff can be contacted. This number is displayed on the residents notice board.

security systems

For the protection of residents, each flat has an audio intercom system. Visitors can only gain access by the residents going to the front door and allowing them in.

In the interest of health & safety residents should only allow access to someone who has come to visit them and not other residents visitors.

fire alarm

On hearing the fire alarm you must exit the building by the nearest and safest emergency exits which are clearly visible and are shown to you on induction. You should assemble at the telephone box facing the project. Staff at No.21 Edward Street should be contacted and no resident should enter the building until staff instruct you that it is safe to do so.

fire drills

There is six fire drills per year, two of which are between 12 midnight and 8 am, orderly and prompt evacuation is expected.

passenger lift use

In the interest of Health and Safety the passenger lift is locked at 9.00pm and opened at 9.00am. All service users should familiar themselves with the Emergency Procedure for Releasing Passengers from the lift car.

Residents will be shown this procedure 3 times per year. This will take place directly after residents meetings. A health & safety check on the lift is carried out every 2 months.

health & safety checks

There are 2 Health & Safety house checks scheduled each day, at lift opening and closing times, (9.00am and 9.00pm). More may be implemented if necessary. Staff will only enter flats if they feel the Health & Safety Regulations or house rules are being infringed.

In April of each year the Health & Safety Officer conducts a Health & Safety Risk Assessment in order to identify potential hazards and will deal with them promptly in terms of their severity.

Annually, electrical equipment (including residents electrical items) are tested by an electrician who is registered to do this work.

medication

Service Users will be expected to store and manage their own medication, however there may be times (because of risk management) that medication will be stored and supervised by staff at No.21 Edward Street. An authorisation form must be signed to this effect.

protection from abuse/grievance procedure

Some people may be considered vulnerable due to age, life experience, mental and other disability or illness. Management and staff have the responsibility to protect such people.

A resident has the right to have any complaint listened to, investigated and acted upon. Complaints of a more personal nature should be discussed with the Duty Officer.

Complaints of a more serious nature can be taken to the Chief Executive and the Management Committee. This is explained more fully in the Residents Grievance Procedure which you should familiarise yourself with.

residents meetings

These are held on the last Thursday of each month and are in place to ensure that you receive a quality service as is your right. Grievance or complaints of a more general nature should be discussed at these meetings and acted upon.

Joint Management Meetings

Joint Management Meetings between ourselves and Ulidia Housing Association (landlord) are held every 3 months to discuss all aspects of service provision and delivery.

fair access, diversity & inclusion

This supported housing project is open to all residents regardless of age, sex, race, disability, political religious traditions or sexual orientation. Copies of the eligibility criteria are made available to all enquiries through support work and applications are prioritised.

Residents needing information about the availability of cultural or religious organisations should ask their support workers.

local information

Names and addresses of local agencies are as follows:

Social Security Agency, Jervis street, Portadown

Housing Executive, 41 Thomas Street, Portadown

Doctors & Social Work Offices, Health Centre, Tavanagh Ave, Portadown

Probation Office, 26 Main Street, Portadown

Citizens Advice Bureau, Edward Street, Portadown

PSNI, Edward Street, Portadown.

public transport

Portadown has an excellent public transport service to other large provisional towns.

Bus service from outside the Northern Bank, High Street, Portadown Train Service – Railway station is situated at the bottom of Woodhouse Street, just off High Street Portadown.

If you need any additional information do not hesitate to ask staff at No.21 & No 26 Edward Street, Portadown.

N.B. Each resident should ensure they have a copy of the following documents:

- Contract of residence agreed and signed
- Residence grievance procedure
- Emergency procedures for releasing passengers from lift car
- Procedure for accessing and terminating electricity supply

It is in your interest to read and understand them