

Liver Care and Housing Ltd

SERVICE USER COMMITMENTS - THIS DOCUMENT FORMS APPENDIX 1 TO YOUR LICENCE AGREEMENT

- As stated in clause 4.17 of the Licence Agreement, here is a list of commitments, which must be adhered to during the duration of your stay here. Generally, these are already in the Licence, and below is a clearer explanation of what you have already been told. However, for some points this is not the case. Breaches of these commitments could result in termination of your stay (refer to part 5 of the Licence Agreement).

SUPPORT SERVICES - AS STATED IN CLAUSE 4.21 OF THE LICENCE AGREEMENT

- You are obliged to co-operate with the Support Services programme. This entails meeting regularly, as arranged with your support worker, with the aim of progressing with agreed support plan goals.
- Your support worker will assist and give appropriate support to help you progress and achieve these goals.
- Failure to co-operate with the Support Services programme within the project will eventually result in termination of your Licence Agreement, as Non-Engagement.

HOUSE MEETINGS

- All service users are encouraged to attend planned resident meetings.

ILLEGAL DRUGS

- Any evidence or strong suspicion of using, handling or supplying illegal substances including but not limited to khat and psychoactive substances on Liver Care and Housing Ltd premises could result in immediate exclusion from the project.
- Incidents of illegal drug use WILL be reported to Merseyside Police.

ALCOHOL

- Alcohol is only permitted on site where there is an identified dependency and appropriate alcohol contract, or an agreement has been put in place.
- Anyone suspected of having or consuming alcohol in the project could face warnings and potential exclusion.
- All Liver Care and Housing Ltd staff reserve the right to refuse admission to any service user who returns to the project under the influence of alcohol and are causing any issues until such times they return sober.

SMOKING

- **Smoking is not permitted in bedrooms to comply with new smoke free legislation.**
- **There is a designated smoking area in the gardens of all the houses that can be accessed by service users at any time.**

ROOM CHECKS

- **Liver Care and Housing Ltd staff conduct daily welfare checks on service users to ensure their health and well-being.**
- **Housing management/staff will also complete monthly/quarterly health and safety checks. Whilst 24 hours' notice will usually be given of such checks, you are reminded that Liver Care and Housing Ltd staff have access to rooms at any time.**
- **It is your responsibility to ensure your room is kept to an acceptable standard of cleanliness which includes regular cleaning, washing of bedding and reporting any maintenance issues.**
- **Continued non-compliance could result in potential exclusion on the grounds of health and safety.**

CLEANING OF COMMUNAL AREAS

- **You are responsible for maintaining the cleanliness of communal areas, which you use. Support staff are not employed to clean up your mess, wash your dishes or take rubbish out.**
- **Failure to adhere to this could result in potential exclusion unless this is outlined in the support plan that support is required.**

ANTI-SOCIAL BEHAVIOUR, DISTURBANCE AND NUISANCE

- **Intimidation, bullying, threatening, aggressive or violent behaviour and attacks on any person within the project or local community could result in immediate exclusion.**
- **We do not tolerate any racial or cultural harassment **or any other form of discrimination** against any person within the service. All such incidents will be investigated and dealt with accordingly.**
- **Any service user suspected of causing other service users, local residents and local businesses, alarm and distress by creating any kind of disturbance, which brings the project into disrepute could result in potential exclusion from the project.**

NIGHT-TIME ACTIVITY

- **The Premises is monitored by CCTV recording 24 hours a day.**
- **Images of all service users entering or leaving the Premises after midnight is stored on the CCTV system.**
- **Frequent departures from the Premises will be monitored and any relevant findings reported to Merseyside Police.**

VISITORS

- **Visitors are not allowed on the Premises without an approved visitor request in place in keeping with our visitors' policy. This would be authorized by staff or management.**
- **Any service user allowing or encouraging unauthorised visitors will result in the visitor being escorted off the Premises and the service user involved facing potential exclusion from the project.**
- **It is the responsibility of the service user to ensure that any person visiting them at the service is respectful of local neighbours and staff.**
- **Any incidents that occur involving visitors of service users could result in police involvement and potential exclusion of the service user.**

SECURITY

- **Liver Care and Housing Ltd will do all we can to ensure the service is safe for you. You must also be responsible for the security of your personal belongings.**
- **Liver Care and Housing Ltd are not liable if anything was to happen to them.**
- **Always lock your bedroom door when you are not using it.**
- **Do not let strangers into the Premises. If there are people waiting at the front door to come in, when you are entering, do not let them in.**
- **Ask them to ring the doorbell for staff to attend to them.**
- **To prevent unauthorised visitors entering the Premises please ensure the front door is closed behind you when entering or leaving the Premises.**

FURNISHINGS

- **Any service user suspected of vandalising or damaging furniture, fixtures, fittings or the fabric of the building will face potential exclusion.**
- **You will be required to pay as damages, the reasonable costs and/or losses incurred due to any vandalism or damage to Liver Care and Housing Ltd property rectified by Liver Care and Housing Ltd and failure to resolve these issues could result in potential exclusion and/or further action.**

ABSENCE

- **Service users are required to stay at the Premises for a minimum of four nights per week.**
- **All service users wanting to stay out longer than three days must be agreed with the Manager.**
- **It is your responsibility to inform staff when you are staying out failure to do so could result in your Room being cleared and belongings stored according to Liver Care and Housing Ltd guidelines.**

STORAGE OF BELONGINGS

- **Liver Care and Housing Ltd are not responsible for belongings of service users who leave without giving notice. If you leave without telling us first, we will clear your Room and your belongings providing they are non hazardous will be stored according to guidelines below. All hazardous**

items (i.e. clothing or items contaminated with bodily fluids or blood) will be sent for incineration as per health and safety requirements.

- **Liver Care and Housing Ltd may dispose of or be entitled (but not obliged) to sell any personal belongings after taking reasonable steps to notify the service user and giving the service user reasonable time to collect them.**
- **If the authorities detain you, it is your responsibility to inform us within the first seven days of you being detained.**

KEYS

- **Upon admission you will be issued with a key allowing you access to your Room and shared areas.**
- **Keys should not be given to other service users within the Premises at any time.**
- **There will be a charge of £5 per key if lost and in need of replacement.**

FIRE WARNINGS

- **There is an interlinked fire alarm system:**

MAIN FIRE ALARM

- **There is a fire bell system that can be activated by smoke or heat detectors located in all rooms and shared spaces within the Premises.**

ACTIVATED ALARM

- **If the alarm sounds, service users must start evacuating the building as per fire procedure.**
- **The meeting point is opposite the front doors of the Premises outside on the street or through the back garden if required.**
- **Staff outside will conduct a roll call on the service users.**
- **A member of staff will investigate the area and if there is a fire the alarm will sound continuously.**
- **If it is a false alarm, the alarm will cease, and service users will be allowed back into the Premises.**
- **Any service user who fails to leave the Premises when the alarm sounds could result in being excluded.**
- **ALWAYS EVACUATE THE BUILDING IF THE ALARM SOUNDS CONTINUOUSLY**

SIGNED..... DATE:.....