



Falcon

Homeless & Community Support

**Kase Hotel Hinckley
Mitigation Factors**

Safety and Security to Manage Behaviour

To reduce the impact on local shops or businesses, we will not use the Regent Street entrance for the accommodation or the advice service instead we will make the Trinity Lane entrance the main and only entrance.

People that use our services have to follow guidance on acceptable behaviours

- A 'Residents Rights and Responsibilities'
- A 'Respect for Neighbours agreement'.

Where behaviour falls under the expected standard, we address the behaviour through support arrangements, bans and notice to quits.

We will:

- Work with the local police team,
- Work with the community safety teams ,
- Feed intel into police to safeguard individuals and the community,
- Have a zero tolerance to drugs and alcohol on site,
- Staff surveillance through monitoring the property with current CCTV and seeking to expand the CCTV coverage including the car park where funds allow,
- Complete preventative perimeter checks,
- Respond to any incidents involving our customers should they occur promptly.

We will build relationships with the community including businesses and neighbours to address anti-social behaviour should any arise.

As and when funding is available, we will seek to fence off the outside space at the rear of the property to provide an enclosed private area for residents and the advice/ community service users to use as a smoking area.

Our Harm Reduction workers work with members of the community to address their substance misuse issues and actively encourage engagement in substance misuse services such as Turning Point and accessing treatment. This includes issuing sharps boxes so any needles can be disposed of safely . We also train people in education, Naloxone and First Aid to share knowledge and save lives.



Staffing Levels

Housing Support which will be 15-18 bed spaces in supported accommodation staffed 24 hours a day, 365 days a year with a minimum of 2 staff members on site. For those that are homeless or at risk of homelessness. All residents receive an allocated Support Worker to help address underlying support needs and help them learn the independent living skills to successfully secure and manage permanent accommodation in the community.

Community Support for anyone in the community who needs additional guidance Monday – Friday 9am – 2pm with 2 staff on site. Areas of support include homeless prevention, housing advice, money management and budgeting, help with cost-of-living pressures, providing food to reduce food poverty, support with utilities, tenancy support, health initiatives, and reducing social isolation with positive activities. Food will be provided. We will endeavour to recruit volunteers in addition.

Recovery Support where our customers need this service, actively encouraging people to engage in harm reduction and treatment services for substance misuse. Connecting them to mutual aid meetings in the community such as alcoholics anonymous, narcotics anonymous etc. We will endeavour to use peer mentors.

