

Feedback to residents from the Open Day 10th March 2011

Who use our Service?

Between 2009/10, 1647 people sought assistance from HARP. Of these, 721 were homeless. The remaining 925 were living locally and came in for advice or a meal.

Unsupported Residents in York Road

Through our advice and meals services, we are hoping to attract some of the residents living in York Road. This will give us an opportunity to establish positive relationships with them and encourage them to get involved in our 'meaningful activity' programmes which aim to give people purpose and structure leading to more positive lifestyles. We do have a proven track record with this type of initiative and really do help turn people's lives around.

How many people will be visiting the Day Centre each day?

On average we have 47 people in the building each day Monday to Friday (Day Centre closed weekends). Of course having accommodation on site would reduce this by 14. We would be monitoring the impact of the move to the new site, but are not expecting a significant change.

Loitering/Queuing

The building will always be staffed, so there will be no loitering or queues outside the building. It was mentioned that people are waiting outside to enter the current night shelter. This should not happen and we are looking to address this. However, as the accommodation is within the Day Centre, this would not happen in the new Centre.

Landlords Charter

We are looking at ways we can work with other agencies and landlords to establish a joint protocol on this. If you can let us know any specific issues that you would like to be included, as they can be fed into the steering committee once it is established.

How we are regulated

HARP is a registered charity and is subject to regulation by the Charities Commission.

HARP is accredited by:-

Supporting People who are a Government Agency.

- Quality Assurance Framework Inspections (similar to CQC Standards below and all the property checks, policies and procedures and risk assessments)
- Services rated against QAF inspection report

Care Quality Commission (Recently applied for registration for the above schemes)

- Compliance with Essential Standards of Quality and Safety (Section 20 of the Health and Social Care Act) ie. Involvement and information, personalised care, treatment and support, safeguarding and safety, suitability of staffing, quality and Management, suitability of Management.

- Includes internal quality assurance inspections and unannounced visits by CQC Inspectors.
- Full reports would be published.

Environmental Health Department

- Gas Safety Certificates
- Electrical Certificates
- Fire Alarms and sensors
- Fire fighting equipment
- Inspections of premises
- Infection control
- Food hygiene/HACCP (Health Analysis and Critical Control Points)/'Scores on the doors' Award
- Furniture safety and compliant with fire regulations

Fire Officer Inspections

- Annual Inspections of sites. Reports would contain recommendations and requirements and possibly enforcements where necessary.
- Fire Risk assessment

Landlord Responsibility (Estuary and HARP)

- Dual responsibility with Estuary for certain Acorn properties with regards to H&S and maintenance. E.g. Annual boiler checks, energy efficiency checks, asbestos, Legionella tests. Portable Appliance Testing (PAT).
- Dealing with anti-social behaviour
- Following eviction procedures through breaches of tenancy agreement