Evolve
Housing
+ Support

Resident Guide

Introduction

We would like to welcome you to Evolve Housing + Support. We want to ensure you feel safe, supported and connected to the services and support you need while you stay with us.

This guide has been designed to provide you with the information you need while living with us. It is broken down to include the standards you should expect from us, what we expect from you while you live with us and how we will respond through our policies. It gives you important information on building safety, how to make a complaint and report something broken.

It is supported by a local guide that gives you information on the building you live in and what is around it.

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Welcome

Chief Executive

Dear Resident,

Welcome to your new home and to the Evolve Housing + Support community.

Moving into a new home is an important moment, and we understand that it can bring a mixture of excitement, hope, and sometimes uncertainty. Our aim at Evolve is to provide safe, supportive housing and a community where residents feel respected, valued, and able to settle in well.

This welcome booklet has been put together to help you find the information you may need as you get started. You will find practical guidance about your home, important contacts, and the support available to you. Please take some time to read through it and keep it handy for future reference.

If you have any questions, concerns, or need support as you settle in, please do get in touch with your service team. We would much rather you ask early than worry in silence.

We are pleased to welcome you, and we hope you will soon feel comfortable, supported, and at home with us.

With best wishes,

Bukky McGlynn
Chief Executive Officer

Resident welcome

We would like to welcome you to your new home!

Each of us has been staying at Evolve for a little while now and we would like to share our experiences with you.

Firstly, help is always on hand. You will be assigned your own key worker, who can support you with day-to-day support such as registering with a GP, looking for training and volunteering opportunities or setting a budget. There are also always staff around who you can ask for help 24/7, there is no judgement and they will always do their best to support you.

There is a great feeling of community in our services, which helps with isolation and feeling part of something. We run a weekly brunch club, which is a brilliant way of getting to know other residents, and if you would like to help with the cooking, you would be very welcome!

There are also lots of other ways to get involved at Evolve. From taking part in workshops run at your service, like arts and crafts or cooking to attending events like karaoke, BBQs or health and wellbeing focused activities. There are opportunities to take part in training through the Peer Pathway Programme and recruitment training, where you can put your new skills in to practice by sitting on interview panels and deciding who works at your service.

You can also have your say at monthly resident meetings at your service or attend the Your voice Mattes forum with residents from across Evolve. Here you will get to share your ideas, make suggestions for improvements and find out what is coming up at Evolve.

We hope that you will be very happy here!

Residents on the Peer Pathway Programme

Who we are

Our commitment

Evolve Housing + Support is dedicated to continuous improvement, transparency, and partnership with our residents, staff, and community. Together, we are building a future where everyone has the opportunity for a safe home and a new beginning.

Our mission

To end the cycle of homelessness by providing the support and opportunities people need to move on and live independently.

Our values

Compassion: Every person's story matters. We listen without judgment and show empathy to all.
Integrity: We build trust through honesty, accountability, and learning from our mistakes.
Persistence: We are here for the long term, determined to deliver positive outcomes and do not give up when supporting people through challenges.
Professionalism: We hold ourselves to high standards and are accountable for our actions.

Our vision

We are a charity and landlord providing safe homes and high quality- support to homeless and vulnerable people across London. We offer more than accommodation—we create spaces for growth, stability, and new beginnings.

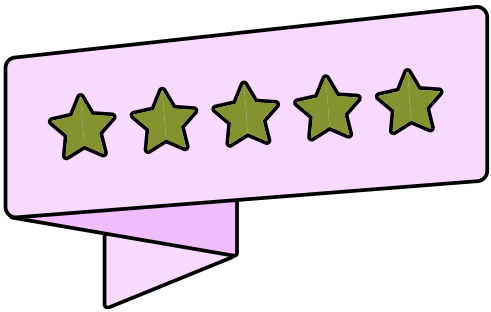
Our standards

We aim to provide a high standard of both support and accommodation to you while you stay with us. We monitor each service to ensure that every resident has a Support and Staying Safe plan created within the first week of you moving in.

We set ourselves high standards in everything we do, and this includes auditing our services and setting improvement plans where required.

We listen to your experiences and suggestions to help us improve our services. We do this through resident scrutiny groups, resident meetings and surveys. We value every opinion and use this information to develop services that respond to your needs.

We are regulated by the Regulator of Social Housing, the Charity Commission and are members of the National Housing Federation. We are required to measure and report to the regulators and publish our performance against standards on our website. You can see how we have been doing by visiting our website or asking us for more information.



Resident Charter

Purpose of this Charter: To outline minimum standards of what residents can expect in four key areas of support: aspirations, community, living and wellbeing.

Aspirations	**What you can expect** -Celebrate your diversity, and respect your privacy and dignity -Offer opportunities and experiences to help you upskill and access education and employability -Identify your motivations and work with you to provide a positive 'push' in achieving a better future
Community	**What you can expect** -Ensure our staff have qualities that are: inclusive, friendly, empathetic, helpful, informative, considerate, supportive, proactive, respectful, non-judgemental, diverse, and welcoming -Provide timely information around support and move on options and involve you in decision making and changes to services -Support to establish networks and communities outside of Evolve
Living	**What you can expect** -Ensure your safety if you live with us by providing spaces that are welcoming, inclusive, private and secure -Maintain high standards in all our buildings around accessibility, cleanliness and health and safety -Communicate clear standards and timescales on maintenance -Communicate policy expectations and changes and involve you in decision making
Wellbeing	**What you can expect** -Lead with person-centred support -Show a duty of care towards everyone, use the right language and show compassion -involve those who use our services at all stages in the design and running of services -Offer accessible, independence -focused and responsive informed services

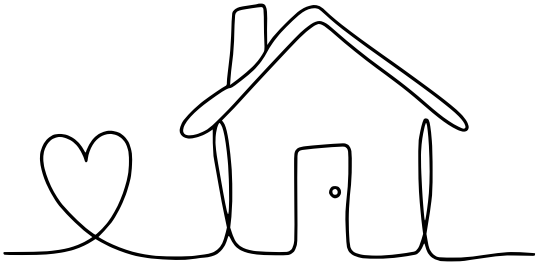
The standards are focused on four core areas:

Safety and Quality Standard – This area is focused on ensuring we provide a home that is safe, secure and well maintained. It ensures we provide homes that are free from hazards, have modern facilities and are comfortable to live in.

Transparency, Influence and Accountability Standard – This area is focused on ensuring we treat everyone with fairness and respect, provide opportunities to engage with us, provide a home that meets your needs and is open to you on how we are doing.

Neighbourhood and Community Standard – This area is focused on ensuring we work with you, our neighbours and statutory services like health, the local council and employment services to support you. It is also focused on providing spaces that are safe and well maintained.

Tenancy Standard – This area is focused on ensuring that we are open and honest with you about your rights while living with us and that our homes meet the requirements of local needs. It is focused on reducing evictions and providing transparency in how our policies are designed to support you.



Treating you with fairness and respect

We are committed to ensuring that every resident is treated with fairness and respect throughout your time living with us. This includes ensuring you know your rights as a resident of Evolve. Including your rights to complain, support and advocacy.

Your rights

Every resident that uses one of our services have rights that are protected by law. These rights are explained further in areas such as complaints, policies and data protection. As part of being a good landlord, we are regulated by several government and sector led organisations such as the Regulator of Social Housing, the Housing Ombudsman and the Information Commissioners Office (ICO)

We are regularly inspected by the Local authorities in where we work, conduct a yearly resident survey and have ways you can get involved to assess and take part in how we are doing.

You have the right to see the information we keep on you and you have the right to see how we are doing across Evolve. The Social Tenants Access to Information Requirements legislation means residents can request a range of information. We publish updates to our performance on Evolve's website (www.evolvehousing.org.uk) on a regular basis

Your stay with us

Engagement with support

Evolve is a place to achieve your goals and focus on independent living. When you agreed to move into one of our services, you agreed to work with us to ensure that we can support you.

It is important that you regularly meet with your support worker at Evolve to focus on what goals you have and what support you need, to help you move into your own independent accommodation.

When you moved in, we asked you to sign a licence agreement and some other forms that included data protection, and the house rules. We have these in place to ensure that you are supported and that everything we do is within the law. Along with this guide, you will receive a local version that provides details for Health and Safety in the building you live in and the local house rules.

Getting involved

There are lots of ways for residents to get involved and shape what happens in your services. This is your home, and your voice matters in the decisions we make.

- Interview Panels: Residents can take part in interview or shortlisting panels for new Evolve colleagues. We'll provide a short training session to get you ready to join. Your involvement helps ensure we recruit people who truly understand and support our residents.
- Resident Meetings: Monthly resident meetings are held in each service, with a team leader or manager present. They're a friendly space to share ideas, raise issues, and find out what's happening in your service. This is your chance to have a direct say in events, activities, and service improvements.
- Your Voice Matters: These meetings give you a space to share views, ask questions, and shape how our services work. It's also your chance to comment on new policies, complaint reports, and survey results so we can keep improving together.
- Complaints Forum: We listen to complaints and concerns and take action when things go wrong. We learn from feedback and use complaints to improve services.
- Leadership Group in Services: These groups meet monthly to talk about what's going well, what could improve, and how service budgets and procedures are managed.
- Women's Opportunities Network: Is a safe space where femineity is celebrated in all its forms. The group has been meeting regularly to ensure that women's voices are being heard within our services.
- Men's Network: Our goal is to create a positive, supportive space where men can share, learn, and look out for one another.

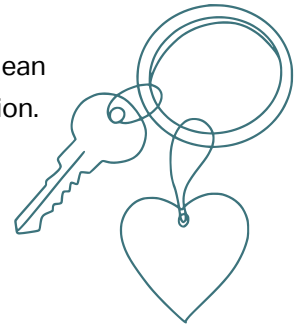
Moving on

Your support worker will talk to you when you move into one of our services about how we can help you move on into your own accommodation. While you stay with us, we want you to feel like it is your home, we do want you to move into your own accommodation as soon as possible.

Your support worker will work with you to develop a timeline and help you create a plan for all the areas you need support in to give you the confidence to live in your own accommodation.

We recognise that housing is hard to get, and Local Authorities have informed us that there is no longer a direct way to get social housing and that waiting lists can be up to 10 years. It is important that you think about what your future accommodation may look like for yourself and what areas you may want to live in when you move on from Evolve.

For some residents in Evolve, it will be expected that you only live with us for one year and during that time you will be responsible for working with us to find suitable accommodation. In most cases this will mean moving into private rental or shared accommodation.



Health and wellbeing

We understand that when you move into one of our services, you may have some physical or emotional wellbeing issues you want to work on while you stay with us. These may include helping with your anxieties or resilience to get and sustain long term education or employment or simply get mentally fit for the next stage of your life. We can support you to register with a GP and support you going to appointments.

Our support teams are trained in understanding and responding to any traumas in your life. They are there to listen to you and help you navigate any support you may need. They will support you to ensure you have a doctor and dentist and linked to any other service you may need.

We have an internal wellbeing team made up of specialised Psychological Wellbeing Therapists who are trained in a range of therapies to provide a short- or long-term therapeutic interventions. They use a range of methods to suit you, such as wellbeing walks, art, music, virtual reality and gaming, as well as talking therapies.

Please ask any member of staff if you would like to be referred to the wellbeing team or look out for them in services each week at the Drop-in's. They can support you in person, on the telephone or on-line video conferencing at a time that suits you.

If you are feeling that things are getting on top of you, please:

- Talk to your keyworker, friends, family, or any member of staff
- Get an appointment with your doctor
- Ask to see a Wellbeing Therapist
- Avoid isolating yourself from others

We have lots of resources to suit you and our services are focused on keeping you well.

Complaints, suggestions and feedback

At Evolve we encourage people to tell us what they think about the services we provide, and we have several opportunities for you to do so:

Complaints
There may be times when you wish to raise a complaint with us. We have a policy and procedure which outlines the organisation's approach to complaints, comments and suggestions and you are welcome to request a copy of this at any time. You can request a copy of the Complaints Policy at any time.

There are complaints leaflets printed in every service that shows you how to make a complaint and you can make a complaint by telling any member of staff at Evolve. You can also send a complaint to any of the following

› In person to any member of staff
› Post: Complaints, Evolve Housing + Support, 16-20 Kingston Road, South Wimbledon, London SW19 1JZ
› Telephone: 020 7101 9960
› Email: complaints@evolvehousing.org.uk

We will acknowledge your complaint within 3 working days and then chat to you to understand more. A formal response will be sent to you in writing within 10 working days. If you are not happy with your response, you can request to escalate the complaint to stage 2 which will be reviewed by a senior manager. This will be respond to within 20 working days.

We may not hear or accept your complaint if:

- The cause of the complaint occurred outside of the permitted timeframe of 1 year.
- Court proceedings in relation to the substance of the complaint have been initiated
- The complaint has already been considered under Evolve's Complaints Policy
- Requests for compensation or restitution which are being dealt with as part of an insurance claim.
- Complaints about rent increases or service charges or their reasonableness

You can contact the Housing Ombudsman Service at any stage of your complaint. The service was set up by law to help to resolve complaints about housing organisations. They may be able to offer advice and support. Their service is free, independent and impartial.

Suggestions and feedback

We encourage people to tell us what they think so we can improve the quality of the services we provide.

You can do this either by talking to any member of staff or by getting involved in a resident meeting, or wider resident involvement activities such as helping us design policy.

Housing management

Providing you with a safe and well maintained home

Everyone who provides a supported home for someone is required by law to ensure the home is of a good standard. This law is set by the government and is called the 'Safety and Quality Standard'. This ensures all social housing is safe, well maintained and comfortable. There are key areas we check to ensure we meet this standard. These include:

- Safety: The property must be free from hazards.
- State of Repair: Major components like the roof, kitchen, and bathroom should be in good condition and not need major repairs due to age or disrepair.
- Modern Facilities: A modern kitchen (less than 20 years old with adequate space and layout) and bathroom (less than 30 years old) are required.
- Thermal Comfort: The property should have efficient heating and adequate insulation to ensure a comfortable living environment.
- Accessibility: Adequate noise insulation and sufficient common entrance areas are also considered

Fire and building safety

We take our responsibilities regarding fire and building safety seriously. All of our services and buildings are kept to a high standard and are inspected regularly. They comply with all new legislation, and we are committed to improving all our services to a high standard.

When you move in, you will be shown where the fire exits are and what to do if the fire alarm goes off. We regularly test our systems and have fire drills in every building. If you hear the fire alarm go off, you need to leave the building, even if this is a drill. You may receive a warning if you do not.

If you have any mobility problems, please talk to us. We will develop a personal evacuation plan with you.

What we ask of you:

- Keep doorways and exits clear
- Stay in the kitchen when you cook
- Keep any hazards away from cooking areas
- Let us know if something is not working
- Evacuate the building when the fire alarm goes off

Our responsibilities

- Provide you with an induction, information about how to be fire safe and information on what to do if a fire occurs.
- Keep our buildings to a high standard, including checking our fire doors, lifts and communal areas on a regular basis and ensuring signage is visible and working.
- Ensure all our staff are trained in fire and building safety and take responsibility for reporting.
- Install fire boxes and ensure the fire brigade has access to information.
- Share our building floor plans and information about the design and materials of the External Wall Systems with the fire brigade and let them know any changes.
- Inform you of any works that are going on in your building around fire or building safety including how long they will last for.
- Show you where to evacuate in case of a fire or fire test.

Reporting repairs

We want all our residents to have a secure, safe and comfortable place to live.

As your landlord, we are responsible for repairing the fixtures, fittings, furniture and appliances that come as part of your room, flat or service. Where we are not the landlord, we will inform you who is responsible. We have an in-house maintenance team and also work with external contractors to make repairs within our services, when they are needed.

If something breaks or isn't working in your service, tell someone who works there. This maybe your keyworker, or any member of staff working. They will then record the details and arrange for a repair to be made, through our maintenance team.

You can call us on 020 7101 9960 or email us at facilities@evolvehousing.org.uk

If you live in a building or service that does not have a staff member on site, you can call the after hours number 020 3002 5588 if the issue happens after 5pm or over the weekend.

We will always try and give you at least 24 hours' notice for any appointment where we need access to your room for a repair, however there may be times when we are not able to, due to contractor availability. Sometimes a contractor may already be in the service for another repair and is able to fix or assess the problem with little notice.

In these cases, we will always call you first to check you are in and are happy for us to take a look. If you are out of the service, we will always try to contact you first to get your permission to enter your room.We will either contact you direct, or through the service where you live to let you know which day your repair appointment is booked for. If this isn't a convenient time, we will find a time that suits you. You do not have to be present for the appointment.

In an emergency, like a leak, we may need to access your room without letting you know first, or at a time that is not convenient for you. We will keep you informed throughout by your preferred way of keeping in touch.

Repairs wait times

How long will you wait for a repair?
So that we are able to deal with the most important and urgent repairs quickly, each repair job is categorised in terms of how serious it is.

Priority	Timeframe	Definition
Emergency	24 Hours	An issue that is immediately hazardous to the occupant or building. It cannot be left unattended overnight; emergency services may have to be called. Eg Collapsed ceiling, flood, fire, or electrical issue
Urgent	5 Working Days	Jobs that pose a H&S risk but do not put the tenant in danger. Eg leaks, blockages, fire safety, heating
Routine	20 Working Days	Jobs that could put the resident through some discomfort while left outstanding, but not in any danger. Eg furnishings, lighting, cosmetic damage, replacing domestic white goods

Please note

Sometimes works need to be carried out by external contractors or we need to order special parts in. This can cause a delay in the repair works, which may take longer than our time scales. We will always keep you updated throughout and aim to complete the repair as soon as possible.

If you are not happy with how we have handled your repair or communication about the repair, we would encourage you to make a complaint.

You can do this in person to any member of staff, or by sending an email to:
complaints@evolvehousing.org.uk
or call 020 7101 9960

Insurance

If equipment breaks or items are damaged as a result of a building issue, we will always ensure that we take responsibility for fixing things when are responsible.

We do not provide insurance for your belongings if they are damaged. Evolve accepts no liability for any of the Licensee's goods in the Premises or in the common parts. Our Remedies policy can be requested from any member of staff and contains further information on this.

We strongly advise you to take out your own contents insurance on any personal possessions you wish to insure

Paying your rent

It is important to understand that you are responsible for paying your rent with us on time. Failure to do so, may result in you losing your home.

Your support worker will have explained the fees and responsibilities with you when you moved in and what documents we need to ensure we can support you in paying your rent.

Most residents living with us will be eligible for Housing Benefit. This is a top up amount that the government will pay to cover the costs of running the service. You are responsible for ensuring we have the correct documents in place to get this allowance and for updating us with any information the Housing Benefit team provide you. If you do not provide this information or updates to us, you will be responsible for the full amount of both service charge and housing benefit due to Evolve.

Economic wellbeing

Many people miss out on benefits they could claim. Use one of these free and easy tools to check what you're eligible for:

- **Turn2Us Benefits Calculator**
- **Better Off Calculator**

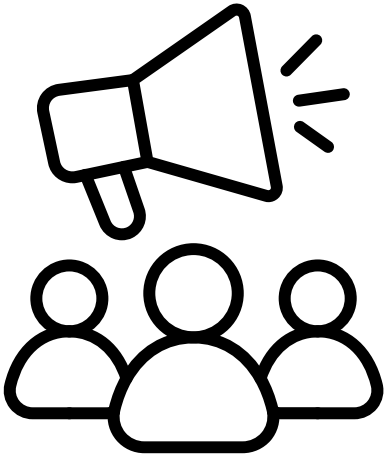
Creating a monthly budget helps you manage your spending and avoid debt. You can use the free MoneyHelper Budget Planner to get started. Throughout Evolve, we have trained rent and income advisors who can help you with budget setting and are there to help you if you are struggling to pay your rent. Ask your support worker for help or speak directly to our Rent and Income team.

Advocacy

An advocate is an independent person who helps you have your say and ensures your rights are respected. They listen to what matters to you, help you understand information or processes (like complaints or appeals), and can support you in meetings or speak on your behalf if you wish.

Advocates don't work for Evolve and won't tell you what to do—they're on your side, helping you share your views and make your own decisions.

If you're making a complaint about Evolve Housing + Support and would like independent support, you can request an advocate to guide you through the process.



Reporting hate crime

Everyone deserves to feel safe and respected. Evolve has a zero-tolerance approach to hate crime and hate incidents. We will support victims, take action against perpetrators, and work with partners to keep our communities inclusive.

What is a hate crime or hate incident?
A hate crime is a criminal offence (e.g., assault, threats, harassment, criminal damage, online abuse, hate mail, verbal slurs) motivated by hostility or prejudice based on:

- Race or ethnicity
- Religion or belief
- Sexual orientation
- Disability
- Transgender identity
- Gender (where gender-based hostility is suspected)
- Any other protected characteristic under the Equality Act 2010

A hate incident is non-criminal behaviour perceived to be motivated by the same kinds of hostility or prejudice.

Any criminal offence which is perceived, by the victim or any other person, to be motivated by hostility or prejudice towards someone based on a personal characteristic.

This applies to incidents in your home, communal areas, online, or anywhere connected to Evolve services.

Policies

We have written several policies for our work with you, and you are welcome to request the full version of any of these to read.

To help you settle in, we have written resident friendly versions that take away a lot of the jargon but cover all the important things you need to know.
There will be times when we update policies and procedures, so please check the local version. Any updated policies will always be on our website.

www.evolvehousing.org.uk

Support policy

We have an asset-based approach, and this means we focus on looking at what you can do instead of what you cannot do. We want to support you to achieve your goals, and we will do this by identifying your strengths and giving you the tools to thrive in independence.

While you are staying with us, you will be supported by a support worker. They will meet with you weekly to discuss any support you may require. They will be able to meet with you in the building and will be your main point of contact. They will provide you with a contact number to be able to help you if you need when they are not around and support you to create a staying safe plan and a focus on your goals and aspirations.

Our support plan is divided into four areas, and these include looking at the networks and people you may need to help support you.

Aspirations – This area looks at what you want to achieve in life. These may be education, employment or training skills you need.

Wellbeing – Our focus here is to make you safe and provide you with the supports you need to stay well, happy and safe.

Community – we want you to feel connected to the people and interests that matter to you. These may be family, friends, faith groups, sports or other interests. It may also be through volunteering or helping to improve your local community.

Living – We want you to move independence and live on your own when the time is right. You may need some help with budgeting, life skills or cooking and household management skills and this area is designed to support you in these.

Visitors policy

All residents are allowed visitors between 9am-9pm.

We ask that all your visitors are booked in properly and that they bring photo ID with them on their first visit.

We will take a picture of your guest, so they don't need to bring ID again. We do this to make sure everyone is safeguarded. We know this may seem a bit much, but we do this to keep everyone safe.

Please note, that you are fully responsible for your visitors when they are in the building. They must remain with you when in the building and if you go out, then they should leave with you and not remain unattended in the building.

We will also ask all visitors to sign in and out, to keep a record should there be a fire and we need to evacuate. If you wish to have someone under the age of 16 visit you, the parent or guardian must either be present or write / call and confirm this is approved. This is to safeguard any young person that comes into our buildings.

We allow overnight guests. You are allowed to have a guest stay overnight up to 3 times a week. We understand the importance of connecting with the people in your life as they maybe a support to you. We do not discriminate or seek to stop you having visitors or overnight guests, but restrictions on times and amounts of overnight guests will be based on service. Please talk to your support worker for more information on visitors.

Safeguarding policy

We will ensure that while you are using our services, we will do everything we can to keep you safe and make you feel secure where you live. This includes working with you to look at any areas that you may need support with. We call this approach 'Staying Safe' and we will complete this with you when you move in and review it throughout your stay.

There may be times when we notice that you are struggling either from not being able to look after yourself, your finances, or your home, or that others are causing you harm. We will always talk to you about any concerns we have in the first instance and how we will work with you on these.

We may need to involve others, such as the local authority, the police, social services and other support networks you may have. We will let you know we are doing this and seek to get your approval. If we believe that there is an immediate risk and you tell us you do not give us approval to involve others, we may make the decision to do this anyhow. Our policy for keeping you safe, allows us to do this.

Data protection policy

We want to make sure we are only keeping and recording the information we need to about you and that we follow the law in how we record and store your information.

We also want to ensure you know your rights when you move in and you will be asked to sign a form that gives us permission to speak to who you want us to speak to while you live with us. We will not speak to people you do not give us permission to speak to.
Under our support agreement with the Local Authority, we are allowed to keep case notes, referral information and documents that relate to your stay with us.

Your rights include being able to see at any time what information we keep on you. You can make a Subject Access request to any staff member, or you can email – dataprotection@evolvehousing.org.uk
We will provide you with a copy of all records we hold for you. We will only keep any information after you leave for a period of 6 years at which point, we will delete all information.

Behaviour management policy

We understand there maybe times when someone's behaviour may cause you concern. We want you to feel safe, secure and supported while you live with us and this ensures we address any behaviour that is negative. We will always listen to you and encourage you to talk to us about any concerns you have.

If you are responsible for the negative behaviour, we will act accordingly to make everyone safe. This may mean that we have to issue a warning or if the behaviour is serious, then we may need to exclude you form the service.

We will always work with you around any negative behaviour you may exhibit, however there are some things we do not tolerate, and these are included within your licence agreement. We do not tolerate any acts of violence towards other residents or colleagues. We do not allow any acts that are discriminatory, harassing or puts another person in danger, including hate crime.

We will work with you to help you address any issues you have and provide support to help. These may include asking you to complete an acceptable behaviour agreement to ensure the behaviour does not happen again.

Exclusion and eviction policy

Our exclusion and eviction policy is focused on keeping you, other residents and staff members safe. We do not tolerate any behaviour that puts others at risk. If you are suspected of doing anything that causes harm, or make threats towards anyone else, we may ask you to leave the service while we investigate further.

The exclusion from service is given when an incident occurs in the evenings, at weekends, or when the manager needs time to consider what has occurred. If you are given an exclusion notice, you will be asked to come back to the service to meet with the manager within 48 hours.

An eviction from the service is the last resort and only made by a senior manager in Evolve. we will inform the Local Authority Housing team and provide you with all the information you need. We will always consider any safeguarding going on for you and work with your services and people important to you.

Incidents policy

There may be times where you live that you experience anti-social behaviour or an incident where you live. All our staff working in services are trained to follow our policy when responding to an incident. Staff may ask you to move to another area of the building or advise you to remain in your room while they ensure everyone is being kept safe. All staff members are trained in First Aid and how to respond to incidents.

Welfare check policy

There may be times when either you, or the staff team notice you might need some more support. This maybe from talking to you, concerns raised by your support worker, or from things you have said. We may observe through interactions or room checks that you may not be doing so great at the moment. You may be unwell or just returned from hospital and we would like to support you more.

We call this support, conducting welfare checks. They are always face to face to check in with you at least three times a day. We always like to see you when we do a welfare check and therefore will arrange with you, what times work for you.

A welfare check should be seen as a good thing that we are doing to support you. It should always be done in partnership with you, but there maybe times when you say you do not want one, but we feel it is important to do them. We will talk to you about how and when these occur and how long they will go on for. We will always tell you our reasoning why we feel a welfare check is required.

Drugs and alcohol policy

Our approach recognises the need to balance the provision of support and accommodation to people who wish to make changes in their lives, with our requirement to act within the law and our commitment to keeping people safe in our services.

We acknowledge that the use of illegal substances does happen in our services, however we remain within the law at all times and our policy is clear that it is illegal to use, store or supply any illegal substances within our services.

If you use any illegal substances, we will work with you to reduce the harm of using and promote positive wellbeing. In order to do this, we seek to offer a service that is accessible, and we actively seek to avoid excluding people where possible. We work closely with local substance use services and staff are trained to help you.

We will not tolerate the supply, suspected supply or selling of illegal and controlled drugs in their services. Nor will we tolerate behaviour that puts staff, contractors, other residents, or visitors at risk of harm, distress or prosecution. This includes challenging and threatening behaviour.
We do not allow the use of any substances, either illegal or legal in any of our communal areas, including the outside areas.

We work closely with the police when we suspect any dealing is taking place.

Discrimination policy

The licence agreement you sign when you move into our services states that we will not tolerate any acts of harassment, intimidation, violence or acts that interfere with the safety of others that either live or work in the service.

We will always seek to act when discrimination arises and if you are a victim of any discrimination, please let any support staff know and we will support you.

Wilful damage policy

If you wilfully break something, or cause damage to any of our property, we will ask you pay for it to be repaired.

If the damage you make is significant and on purpose, we will call the police and report this. We will not hesitate to press charges if the damage is done wilfully and you do not agree to make amends.

Medication policy

Evolve does not keep or have facilities to store any medication you may have. We can support you in getting things for your room and help remind you to take your medication, but we are not able to help administer or store any medication you may be taking.

Missing person policy

If you are over the age of 18, we will need to keep in touch with you every week.

If we do not see or speak to you after a 3-day period, we will try and call you. If we cannot get hold of you, we will call your next of kin and support at the Local Authority. We will also complete a missing persons report to the local police.

You are welcome to go and visit friends and family and go on holiday, but please make sure you always let us know where you are going, and keep in contact with us so we know when you plan to return.

CCTV and monitoring policy

We want to make sure you feel safe and secure while you live with us. It may seem strange having CCTV in some communal and outside areas of our services, but we have this in place to ensure we are looking after you. We do not place CCTV in any private areas such as bathrooms or bedrooms.

We monitor all resident and visitor information on our client system called InForm. We use this information to ensure we are keeping in contact with you, that you are well and that you are using the space provided. It means we will report you missing if we have not seen you and help keep you safe in our buildings.

Mail policy

You are welcome to use your room number and service address as your home address for correspondence and receiving mail.

You are responsible for ensuring that any parcel does not contain anything that is banned or prohibited. You are not allowed to order any knives or weapons to be delivered to the service. Where we suspect that your parcel may be linked to a banned or prohibited item, we reserve the right to contact the police or open it ourselves on the advice of a senior manager. Staff will not open your parcel or letters unless there is just cause to do so.

Your letters are private to you.

When we accept your delivery and you are not there to collect it, We will endeavour to store this in a safe place in the reception area. Please ensure you collect your parcel at your earliest opportunity. We may return it to sender if you have not collected it for a week or not contacted us about it.

Weapons in services policy

Your safety is our priority. Evolve does not allow offensive weapons in our services. We want everyone to feel safe in their home and communal areas.

What counts as a weapon?

- An offensive weapon is anything made, adapted, or intended to cause injury. This includes firearms, knives (beyond normal kitchen use), axes, acid, baseball bats, and other items listed by the government.
- Firearms (including pepper spray, CS gas, and tasers) are treated as an emergency and police will be called immediately.
- Residents may have kitchen knives for the preparation of food. If residents have a shared kitchen in a cluster, they must keep their kitchen knives in their room.
- Decorative knives are not permitted in Evolve services.
- If you require kitchen knives as part of your job or training, please let a staff member know.

What happens if a weapon is found?

- Staff will not touch firearms or anything that looks used (e.g., with blood) then police will be called straight away.
- If safe, staff (with a manager present) will remove the item using gloves, store it securely, and leave you a note to speak to a manager.
- An incident report will be completed, and a meeting will be arranged to discuss why the item was there and whether there's a legitimate reason.
- If you're carrying a weapon because you feel unsafe, we will offer support and review your support plan and Staying Safe Plan.
- Any resident using a weapon or brandishing a weapon may be at risk of losing their accommodation. This will only be decided by the Deputy Director of Operations and will depend on circumstances.
- You have the right to appeal any sanction within 10 working days.

Electric bike / scooter policy

We recognise that some residents have purchased an electric bike or scooter to get around. This maybe to save money by not using public transport or to help with the environment.

It is important to note that at present, it is illegal to ride a private electric scooter on public roads.

We have spoken to the fire brigade and to residents when developing this policy to ensure we are keeping everyone safe and listening to all views. Our policy is based on recommendations following several fires that were caused by faulty batteries. On average, there is one fire every other day in London caused by a faulty battery.

Evolve understands that more and more residents own an electric bike or scooter and require them to be recharged.

Evolve does not allow the recharging of these bikes or scooters in a residents room or communal areas. This is due to the risk of fires starting.

Evolve has purchased some recharging terminals which are located in the reception areas of services. Please speak to a staff member if you require use.

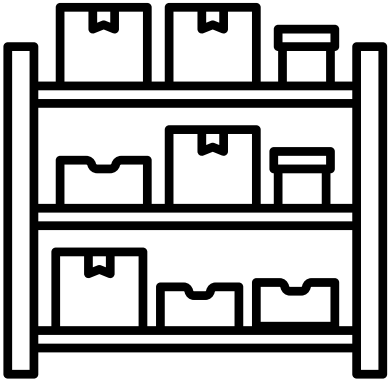
Staff will conduct room checks with residents who own a bike or scooter. The recharger will free to use and supervised by a staff member.

Storage of belongings policy

When you move on from Evolve, it is expected that you take all your belongings with you. Most of our services do not have the capacity to store or keep any belongings and it is important you check first.
Your licence agreement will have some further information included specific to where you live. In some services we can keep your belongings for a short time and then these will be disposed of if they have not been collected. We will do everything we can to contact you during this time, however you are responsible for keeping in touch with us around anything you have left.

It is important that you do not leave anything of value as Evolve cannot be held responsible if something goes missing.

If we are able to store your items for 14 days, then we will take pictures of what you have left and will request an itemised list to be given to us.



Evolve
Housing
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