



Client handbook: Pound House

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Section A

Contacts and phone numbers

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Useful contacts

This space is for you to add in local contact details that will be useful for you.

Transform local office

Office address:

Office tel. no:

Team email:

Name of keyworker:

Keyworker mobile:

Keyworker email:

Emergency/on-call number:

Repairs – non-emergency:

Repairs – emergency:

GP surgery

GP address:

GP tel. no:

Name of GP:

Dentist

Dentist address:

Dentist tel. no:

Name of dentist:

Benefits – JobCentre Plus

JobCentre Plus address:

Tel. no:

Please fill in the sheet below with contact details of any other agencies that provide you with support (for example: social worker, mental health support worker etc.). There is also space for additional notes at the bottom of page 7.

Other support 1:

Name of organisation:	
Name of support worker:	
Office address:	
Office tel. no:	
Email:	

Other support 2:

Name of organisation:	
Name of support worker:	
Office address:	
Office tel. no:	
Email:	

Your details

My National Insurance no:	
My NHS number:	

What to do in an emergency

Health: Emergency

If someone is seriously ill or injured and their life is at risk then **dial 999 and ask for an ambulance.**

Health: Non-emergency

If there is a medical situation which is not a life-threatening emergency, you can:

- Call NHS 111 for medical advice.
- Visit or call your GP or make your way to your local A&E department.

Police: Emergency

You should **dial 999 and ask for the police if:**

- there is a danger to life or a risk of injury (e.g. assault)
- a crime is in progress
- Police attendance is required immediately (e.g. to prevent a crime).

Police: Non-emergency

For all non-emergency police matters, please dial 101.

Fire

If a person's life or property is in danger due to fire, **dial 999 and ask for the fire service.**

- Do not assume that someone else has already called.
- Call even if the fire is small – they can get bigger very quickly.

Dialling 999

When dialling 999 remember to remain calm and speak clearly. Tell the operator the exact location of the emergency and do not hang up until you are certain they have all the information they need.

Gas leak

If you smell gas in your home:

- open doors and windows and alert others in the property
- do not smoke, light matches or turn light switches or electrical appliances on
- leave the property straight away
- ring the **National Gas Emergency service** on **0800 111 999** to report the leak
- inform Transform staff as soon as possible.

Mental health crisis

In times of a mental health crisis you might find the following helpful:

- **Sane** – 07984 967 708
Leave a message and someone will call you back.
- **Samaritans** – 116 123 (24 hours a day)
- For further support please speak to a member of Transform staff as soon as you can. We have also included some mental health support numbers on **page 6**.

You may want to record the number of your local **Crisis Line** below:

If you feel suicidal or feel like harming yourself, you can:

- speak to a member of Transform staff
- dial 999 and ask for an ambulance
- make your way to your local A&E department. **NHS 111** can let you know where your local A&E is.

Other support agencies

While at Transform you might want to make contact with other organisations that are able to offer you specialised advice. The contact telephone numbers and/or website addresses of some useful organisations are given below. If you want other specialist help not mentioned in the list, please speak to a member of staff. All details provided were correct at time of print.

Name	Support	Contact details
Beat Eating disorders	Support and information for all individuals affected by eating disorder.	0808 801 0677 Youthline – 0808 801 0711 www.b-eat.co.uk
Citizens Advice	Support and advice on a broad range of issues.	0800 144 8848 www.citizensadvice.org.uk
CRUSE Bereavement Support	Support following the death of someone close to you.	0808 808 1677 www.cruse.org.uk
Equality Advisory & Support Service (EASS)	Advice and support on issues relating to equality and human rights.	0808 800 0082 9am-7pm Mon-Fri and 10am-2pm Sat www.equalityadvisoryservice.com
Gamblers Anonymous	Support for people with gambling issues.	0330 094 0322 www.gamblersanonymous.org.uk
National Debtline	Charity providing free debt advice and support.	0800 808 4000 9am-8pm Mon-Fri and 9.30am-1pm Sat www.nationaldebtline.org
NHS 111	NHS 111 is a free-to-call single non-emergency number medical helpline.	111 24 hours a day, seven days a week www.111.nhs.uk
Refuge	Support and advice for women and children who have experienced domestic abuse.	0808 2000 247 24 hours a day, seven days a week www.refuge.org.uk
Relate	Relationship advice and support.	0300 003 2324 www.relate.org.uk
Sexual health helpline	Free confidential information and advice on sexual health.	0300 123 7123 www.nhs.uk/live-well/sexual-health
Victim Support	Support for those who have been a victim of crime or affected by crime.	0808 16 89 111 24 hours a day, seven days a week www.victimsupport.org.uk

Mental health issues

Crisis Helpline (Surrey and North East Hampshire)	Helpline for people experiencing a mental health crisis.	0800 915 4644 24 hours a day, 365 days a year www.sabp.nhs.uk/help
MIND	Mental health charity.	0300 123 3393 (Infoline – signposting) 9am-6pm Mon-Fri www.mind.org.uk
Mind Matters Surrey NHS	Confidential talking therapies for people aged 17+ registered with a Surrey GP.	0300 330 5450 8.30am-5.30pm Mon-Fri www.mindmattersnhs.co.uk
Rethink Mental Illness	Practical help with mental health issues.	0808 801 0525 1pm-4pm Mon-Fri www.rethink.org (Webchat available 9:30am – 4pm Mon-Fri)

Drug and alcohol issues

Alcoholics Anonymous	Freephone number providing support with alcohol issues.	0800 9177 650 www.alcoholics-anonymous.org.uk
Cocaine Anonymous	Support for those using cocaine or other mind-altering substances.	0800 612 0225 www.cocaineanonymous.org.uk
Frank	Information and advice about drugs.	0300 123 6600 24 hours a day, seven days a week www.talktofrank.com
Narcotics Anonymous	Support with drug issues.	0300 999 1212 10am-midnight www.ukna.org

Department for Work and Pensions benefits

Personal Independence Payment	0800 917 2222 Mon-Fri 9am-5pm
Universal Credit	0800 328 5644 Mon-Fri 8am-6pm





Section B

About Transform

In this section

About this handbook

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Client consultation and engagement

Page 12

About this handbook

Welcome to your new home

This handbook contains important information to help you settle into your new home. The handbook has been designed and produced with input from Transform's Client Forum. It is broken down into short, distinct sections. This means that it is not necessary to read the whole thing in one go. You can simply keep your handbook in a safe place and refer to relevant sections as the need arises.



Easily accessible documents

If you would like a large print version of this handbook, please ask a member of staff who will be happy to provide you with a copy. Transform is also in the process of producing a Handbook for other client groups with specific needs.

Any questions?

Throughout this handbook you are prompted to speak to support staff if you are unclear on any issue. This is probably the best advice we can give; if you are unsure about anything or if anything is unclear, please just ask!

Transform website

More information about some of the topics covered in this handbook is available on our website: www.transformhousing.org.uk. In addition, if you would like a copy of any of the policies referred to in this handbook, please speak to a member of staff.

You can also follow us on social media:



About Transform

Our purpose is to help people live independent and fulfilling lives.

Who we are

Transform is a registered social landlord that has been providing accommodation and support to homeless and vulnerable people since 1972. We are also a registered charity and we do not make a profit.



What we do

Transform aims to prevent homelessness across Surrey, Sutton, Wokingham and West Sussex by providing accommodation, and housing related support services. The people we help are often extremely vulnerable and may have been marginalised by society. We work alongside clients, giving them one-to-one support to help them address the issues they are facing. We work in close partnership with local authorities and other agencies.

Our values

Our values below are the organisation's guiding principles that influence our behaviour and actions. These values provide a clear focus for our employees: they explain how we work and guide what we do.

Respect

- Value diversity and fairness
- Act with honesty and integrity
- Treat people with care and compassion

Empowerment

- Support the needs of each individual
- Encourage personal development and independence
- Provide safety, stability and security

Responsibility

- Work together, in partnership
- Take responsibility for our actions
- Continue learning and improving

Excellence

- Provide a first-class service
- Deliver excellent value for money
- Explore innovative ways of working

Client consultation and engagement

Transform has co-produced its approach to involving clients in the services that we provide and we have developed three key areas that involvement could take place. These are contained within our Client Engagement Strategy which you can get a copy of from local staff or on our website.

Below gives a summary of the three key areas of engagement that have been identified with our clients and staff:

Local

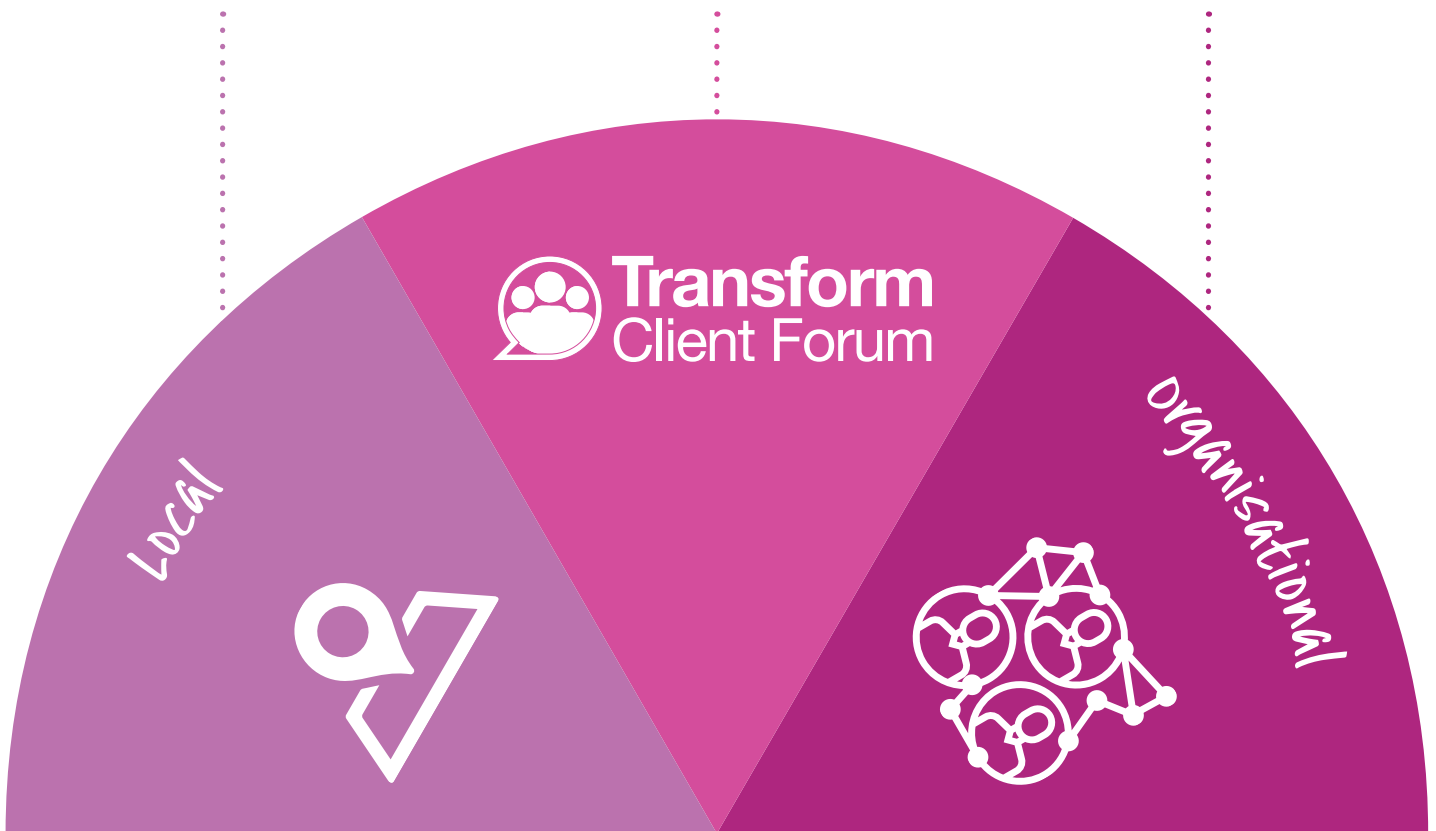
Ensuring person-centred and strength based services for all clients via a range of opportunities including support planning and keywork; house meetings and complaints and compliments.

Client Forum

A well established group with a core of clients regularly attending – the Client Forum plays a lead role in a number of key areas such as policy review work; development of training modules for clients; client handbook production and review.

Organisational

Ensuring voices of clients enable us to improve and enhance our local services with involvement in policy development work, membership of Client Experience & Impact Committee and client satisfaction surveys



Satisfaction surveys

Each year we invite clients to complete a survey asking for feedback on the services we provide. We then produce a report on the results which we feedback to clients.

The Client Forum

Every two months we hold an involvement meeting which is attended by both clients and Transform staff. In past meetings we have reviewed policies and developed questionnaires. The meetings are a great way for clients to directly influence what happens within Transform and are also a good opportunity to give us your feedback. If you would be interested in attending, please speak to a member of staff.



Client Forum update

After every Client Forum meeting we produce a **Client Forum update**. This is an at-a-glance summary of the key issues that were discussed in the meeting so that everybody can be kept informed of what is happening within Transform regarding client engagement. For a copy of this, please ask a member of staff.

Client events

There are a variety of social events for clients throughout the year. These range from BBQs to cinema trips. If you would like to be involved in arranging an event with staff then please let them know.

House meetings

In many of our shared houses we hold regular house meetings. These provide an opportunity for clients to find out what is happening in their house and around Transform generally and to give their comments to staff.

Annual Review

Each year we produce an Annual Review which tells you what has taken place in Transform over the past year and this is published on our website.

Local fundraising

Fundraising is one of the ways in which we can raise money to pay for things like client training courses or move-on grants to help clients furnish their new home. We hold fundraising events throughout the year and client involvement is positively encouraged.





Section C

Your licence agreement

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Your agreement

When you moved into accommodation with Transform you will have been given an excluded licence agreement which is a legal document and explains your rights and responsibilities.

Shared accommodation

If you are living in a property where you share the use of the kitchen, lounge or bathroom then you have been issued with an **excluded licence agreement**. Throughout this handbook, when we refer to 'licence agreement' we mean specifically an excluded licence agreement.

Your agreement

Transform staff will have explained your licence agreement to you when you moved in.

If you are unclear about anything in your agreement please speak to a member of Transform staff. Keep your agreement safe as it contains details of your rights and responsibilities as well as ours.

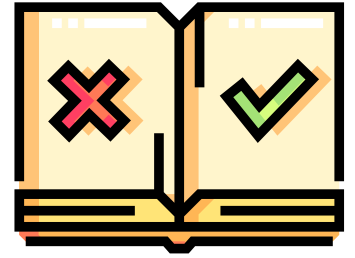
Page 17 of this handbook covers some of the key aspects of your agreement with Transform.



Breaches of licence agreement

Examples of breaches

The house rules and your licence agreement explain your responsibilities as a Transform client. **If you breach your licence agreement then Transform will need to take action to prevent any further breaches.** The action we take will depend on the seriousness. Some examples of breaches are:



- ✗ violent or disruptive behaviour
- ✗ storing or taking illegal drugs on Transform property
- ✗ anti-social behaviour including unreasonable noise
- ✗ non-payment of rent
- ✗ illegal activity.

Action Transform will take

As mentioned above, if you breach your licence agreement or if you break the house rules, the action that Transform will take will vary depending on how severe the breach was. Some examples of action Transform might take are:

- a verbal warning – this might be for a first breach
- written warning – this might be for a second breach or for one serious breach
- final written warning – this might be for repeated breaches or for one very serious breach.

Once a warning has been issued we will work with to help prevent any further breaches and reduce the risk of you losing your home.

Grounds for eviction

In very serious cases we would consider ending a licence agreement. This would only be as a very last resort where all other action had failed. Details on the eviction process are provided in your licence agreement. The main grounds for ending a licence are:

- you do not pay your charges
- you, or someone visiting your property, is causing a nuisance to other people
- you, or someone visiting your property, is causing damage, or
- you have broken any of the drug or alcohol house rules.

Your legal rights

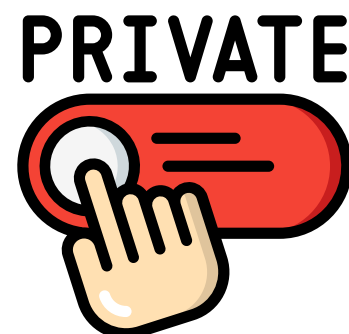
Your licence agreement explains your legal rights as a client of Transform and so it is important that you keep your agreement somewhere safe. Here are some important points about your rights as a Transform client.

For more information regarding your legal rights you may also wish to seek support from your local Citizens Advice branch.

Privacy

You have the right to peacefully enjoy your home and Transform staff will respect your privacy. Spare keys for your room will be held by support staff but no one will enter your room without your permission, unless they have good reason. For example, we may do this in an emergency such as a serious problem with plumbing or electrics or if we think you might be ill or injured.

In order to comply with our legal obligations, we will also need to enter your room/property to carry out certain health and safety checks, such as an annual gas boiler inspection. Except in an emergency, you will be given at least 24 hours' notice of staff entering your property in your absence.



Confidentiality

Transform has strict rules on confidentiality which all our staff are committed to. If you would like a copy of our **Confidentiality policy**, please ask a member of Transform staff.

To ensure that we can provide you with an effective and consistent service, any information that you give a member of staff will be shared with other members of the team. You should therefore not give any information to a member of staff if you do not want that information to be shared with the rest of the staff team.

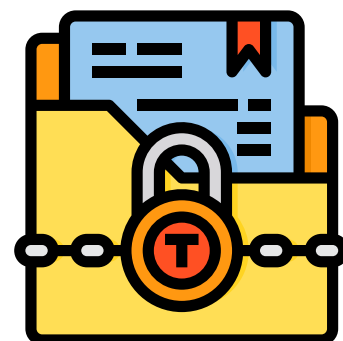
On occasion it may also be necessary to discuss a client with a member of Transform's Executive team. Other members of staff in Transform may be given some information about a client but only enough to enable them to carry out their duties professionally. No information about you will be given to other clients. Outside parties will only be given information about you with your permission.

While, under normal circumstances, all staff are bound by this policy on confidentiality, there may be some exceptional circumstances when the policy will be breached, for example, when there may be a risk of serious harm to someone or if the law has been broken.

Data protection

In order to provide you with support or housing, Transform needs to collect and process certain personal information about you. Transform complies with regulations such as the **Data Protection Act** and the **General Data Protection Regulation** (GDPR) when processing data. Here are some key principles we follow when collecting and storing information:

- We only collect personal information that is necessary to ensure we are able to provide a thorough and personalised service to you.
- We take great care to protect any personal information we hold to ensure it is kept safe and is accurate.
- We treat all personal information as confidential and only disclose personal information in line with our confidentiality policy.



Your responsibilities to Transform

House rules

All our properties have house rules. These rules cover such things as not using violent or disruptive behaviour and not causing a nuisance to others. The house rules are there so that you know what is expected of you and to make life as comfortable as possible for all the people living in the accommodation.

You will be asked to sign a copy of the house rules so if there is anything you don't understand, please ask a member of staff before you sign them. You should also be given a copy of the house rules – please ask staff for another copy if you don't have one.

Noise

Noise is a common problem and you must be mindful about others living around you. In particular it is important to avoid making noise that can be heard outside your room at night or early in the morning.

If you are having problems with noise from someone else and they will not control it when you ask them, you should speak to a member of Transform staff. We will do everything we can to help you sort the problem out.

Drugs

Transform has a drugs policy which explains our rules regarding drug use and possession within our properties. If you misuse drugs, we will do everything we can to help you tackle your drug misuse, however we can only do this if you respect our rules which are set out below:

- ✗ Do not bring any illegal drugs, including cannabis, into our properties.
- ✗ Do not use any illegal drugs on or near our properties.
- ✗ Do not produce or supply any drugs on or near our properties.

If you breach any of these rules then we will take action. This action will depend on the specific circumstances. In particular, we will take firm action which may include the police being involved and you being evicted, if:

- your actions were placing yourself or others at risk
- your actions were causing others distress
- you were involved in supplying drugs.

If you would like more information, please ask staff for a copy of our drugs policy.

Rent and weekly charges

Your licence will provide details of your responsibilities for paying rent and housing service charges. For ease we have also included a section explaining these charges on page 22 of this handbook.

Visitors

When you have visitors (this only applies to our shared housing), please remember that you are responsible for their behaviour and for ensuring that they show proper respect for the property, other clients and neighbours.

The shared houses have rules about when visitors are permitted. Please speak to staff if you are unsure about the rules in your home.

Shared accommodation

If you live in a shared property, when a vacancy arises in the house, we will make every effort to ensure you can get on with the new person moving in. Please remember, however, that you cannot refuse to allow someone to move in with you. If someone moves in and you treat them badly to try and force them to move out, then action will be taken against you.

Subletting

You are not permitted to sublet your accommodation to someone else or to take in lodgers. If you do sub-let you will be evicted as this is a breach of your agreement.

Cleanliness

You are responsible for keeping your own accommodation clean. If there are any communal areas then you may also be responsible for doing your share of the cleaning in these areas. This is particularly important if you are living in shared accommodation where we would ask that you are thoughtful towards others and that you leave the kitchen and bathroom in a clean and tidy condition.

Repairs

If you notice a fault within your home, please report this to Transform staff as soon as possible. The quicker a fault is reported, the easier it tends to be to fix. If you would like to know more about how to report a repair and what you can expect from Transform, then please see the repairs section of this handbook on **pages 52-54**.



Rent and weekly charges

Transform staff will support you with all your benefit claims, but you might want to read this page for a summary of key information.

What are you responsible for paying?

Your licence agreement will make clear if you are responsible for paying rent to Transform. If you are under 18, Social Services will usually pay your rent. If you do pay your rent to Transform, what you are due to pay will depend on the property you live in:

Accommodation charges: This is made up of rent and housing services. You will be responsible for paying this, but if you are eligible for **Housing Benefit** or the housing element of **Universal Credit** (please see below) this will cover some or all of this charge.

Personal charges: These cover services like gas, electricity and water. Only properties where Transform pays bills on your behalf will have a personal charge and where this is the case, you will be responsible for paying this to Transform.

Housing benefit or the housing element of Universal Credit

If you are receiving **Department for Work and Pensions (DWP)** benefits such as **Universal Credit**, or are on a low income, you may be entitled to housing benefit or the housing element of Universal Credit to pay part of your accommodation charges. A member of staff will help you to complete your benefit claim. In order to claim benefits you will need to provide:

- **two proofs of identity:** for example birth certificate, passport or citizen card
- **proof of National Insurance number:** for example DWP letter or National Insurance card

- **proof of income and savings:** for example bank statements.

Local staff can support you with getting the documents if you do not have them.

Direct payment

If you claim housing benefit or receive the housing element of Universal Credit, you should ask for this to be paid directly to Transform. Please discuss this with your keyworker.

Support charges

For those clients who receive support from Transform, the cost of your support is paid for by your local authority and is completely separate from your weekly charges.

Short-term: If you live in accommodation that is short-term (where the intended stay is under two years) then you will not have to contribute towards the cost of your support.

Long-term: If you live in accommodation that is long-term and you have savings, a trust fund or a pension worth over £20,000 then you may need to contribute to your support costs. If so, you will need to pay these costs to Transform in addition to your rent and weekly charges.

Please do remember, Transform staff are there to help you with your benefit claims. If you have any questions, please speak to a member of the team.

Rent – making payments

How to pay your accommodation and personal charges

Please pay your weekly accommodation and personal charges regularly to Transform staff. If you have a bank account, we would prefer that you pay by standing order; Transform staff can help you to set this up. Every three months we will send you a statement of your account so you can keep track of your payments and any rent owed or in credit. When you move in, we will give you Transform's bank details and your client reference number so you can make online payments.

Please let us know if you have any problems paying your rent. You may also want to seek support from the local Citizens Advice who can provide you with independent advice.

Changes in your circumstances

It is vital that you inform staff immediately if there are any changes in your circumstances, especially if they involve a change to your income.

This might be:

- paid employment ending
- changes to your benefits, including any sanctions
- carrying out any paid work
- attending an education or training course.

Transform staff will be able to advise you if the change in your circumstance is likely to affect the amount you pay each week and will support you if you need to complete a new benefit form.



What to do if you start work

If you start work, please inform staff immediately as this will affect how much you are due to pay each week. Some work is paid in arrears and this may lead to a delay in you paying your accommodation or personal charges. Where this is the case your keyworker will agree with you a plan to pay your outstanding charges. It is very important that you stick to this plan.

Arrears

If you fall behind with your weekly personal charges and/or accommodation charges, we will support you to try and find ways of resolving this so that you can stay in your accommodation. This normally involves agreeing, and sticking to, an arrears repayment plan.

Although staff will advise and support you, ultimately you are responsible for making these payments. If, even after agreeing a repayment plan, your arrears continue to grow, you may risk losing your accommodation.

Our commitment to you

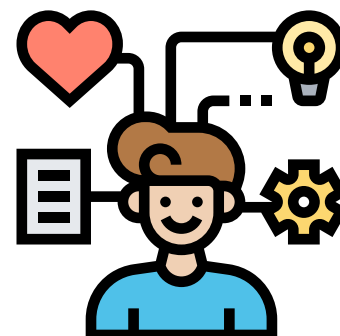
- You are at the heart of all we do and we will respect your individual needs and preferences. We strive to be an inclusive organisation free from discrimination.
- We will treat you fairly, respectfully and with courtesy. You can expect the same service and opportunities as any other individual.
- We will consult with you and involve you in the development and delivery of your housing and support services to ensure we are providing services that meet your needs.
- Transform encourages and welcomes feedback and we are committed to listening to your voice and seeking your opinions. We also want to hear your views on how you wish to be consulted.
- We will treat complaints seriously and strive to resolve them to your full satisfaction.
- We will support and empower you to become more involved in developing and reviewing our policies, services and performance standards.
- We will allocate you a keyworker who will meet with you regularly (at times agreed with you) to support you with any issues. This will help you on your journey to greater independence and maintaining your home.
- We will provide a comprehensive support plan agreed by you and your keyworker. You will be offered a copy of your support plan which will be reviewed regularly and on request.
- We will give you information and support to help you make choices and decisions about your future.



What you can expect from us

Transform clients can expect the best possible service at all times. To help us achieve this we commit to the following:

- ✓ We will **support and encourage you** to become as independent as possible.
- ✓ We will make, and keep, **agreed appointments** with you and will **respond promptly** when you contact us.
- ✓ We will provide **clear and accessible information** on the services we provide.
- ✓ We will ensure that Transform colleagues **are trained and have the skills** to provide a high-quality service.
- ✓ Where required, we will **support you to talk to people and contact organisations** outside of Transform.
- ✓ We will be **respectful and responsive to those also supporting you**, such as outside professionals, your friends or family.
- ✓ We will ensure that **all our policies, procedures** and **staff comply with our equality, diversity and inclusion policy** (this can be found on our website at www.transformhousing.org.uk/resources).
- ✓ We will treat all **personal information in a confidential manner** and in accordance with the **General Data Protection Regulation (GDPR)**. For further information, please see our detailed privacy notice at www.transformhousing.org.uk/privacy-policy.



If you feel that any of these commitments have not been met, please let us know.

You can:

Speak to any member of support or project staff, face to face or over the phone by calling your local office.

Speak to the local manager.

Email us: info@transformhousing.org.uk

Call a member of our Central Office team: 01372 387100





Section D

Staying safe in your home

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Preventing a fire

Below are eight key points to help you prevent fires within your home. Please make sure you read and follow these at all times.

Ashtrays

Do not empty ashtrays into bins unless you are absolutely sure that the cigarette ends are not alight. In particular avoid emptying ashtrays into bins last thing at night, leave it until the morning. Smoking is banned inside all our properties..



Sleeping

Do not smoke in bed or on a sofa if you are lying down as you may fall asleep and a lit cigarette can cause a fire.



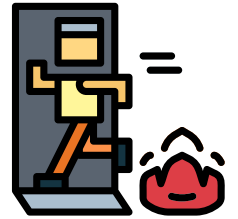
Candles

Do not use candles or incense sticks as they are banned.



Fire doors

Do not wedge fire doors open or, tamper with doors or devices that close the door.



Ovens and saucepans

Never leave a saucepan on the heat if you get called away. Never leave your oven on when you leave your home.



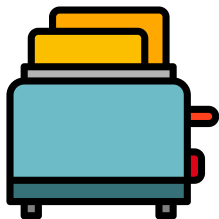
Chip pans and deep fat fryers

Do not use chip pans as the fat can easily ignite and cause a fire. Avoid using deep fat fryers. Think about using oven chips instead.



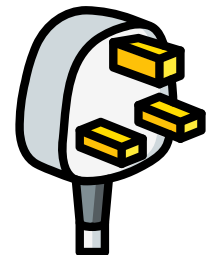
Toasters

If you have a toaster, keep it away from flammable materials (e.g. curtains or tea towels) and clean it out regularly.



Electrical cables

Do not let electrical cables go near the top of the cooker or expose them to heat. If an electrical cable is faulty, do not use the device. Never overload sockets by using adaptors to plug in lots of appliances.



What to do if there is a fire

If you discover a fire

- 1** ■ Raise the alarm by setting off the nearest manual fire call point or, if there is no alarm, shouting a warning to others.
 - If the fire is small and you feel confident you can put it out, do so.
 - Never use water on a fire in the kitchen. Water can make the fire much bigger and more dangerous.

- 2** Phone the fire brigade as soon as it is safe to do so:
 - Dial 999 – give your telephone number and ask for **FIRE**.
 - Give your address slowly and clearly.
 - Do not hang up until your details have been repeated.



- 3** Remember – the priority in the event of a fire is to get to safety. This may mean that you cannot call the fire brigade until you have left the building.



If you hear the fire alarm

- 1** Leave the building by the most direct route, closing doors behind you.
 - Do not stop to collect personal belongings.
 - Walk quickly but do not run.
 - Do not re-enter until you have been told it is safe to do so by the fire service or the scheme manager.

- 2** If your way out is blocked by fire or smoke, stay in your room with the door closed. Open the window and shout for help. Wait for the fire service to assist you – do not put yourself at risk by jumping out the window.

- 3** If you think there is a fire in the building and you are in a room with a closed door, feel the door with your hand. If it is hot, do not open it: go to the window, open it and shout for help. If smoke is coming from under your door, use clothes or towels to block the gap – if you can, add water to them first.

Remember

If you have a particular need or disability which might make it difficult for you to evacuate your building, please discuss this with a member of Transform staff. They will help you to complete a **Personal Emergency Evacuation Plan (PEEP)** which will provide a plan for you in the event of a fire.

How to use a fire blanket

If we supply fire blankets they are usually placed on the wall near cookers and ovens. They for small fires only, such as saucepan fires. When a fire blanket is placed over the fire, it stops oxygen getting to the flames and so puts the fire out. There are usually simple instructions printed on fire blankets, but the key steps in using a fire blanket are:

Step 1:

Pull the tabs and the blanket will come out.

Step 2:

Fold the corners of the blanket over your hands to shield them from the flames.

Step 3:

With the blanket held above your waist, approach the fire and **place the blanket over the flames**.

Step 4:

Leave the blanket for one hour, this will give it time to cool down.

Step 5:

When it's safe, **report the fire to Transform**. We will arrange for your fire blanket to be replaced.



Security in your home

We want you to feel safe, so security in your home is vital. Below are some important points to remember to help you make sure your home is kept secure.

Callers to your home

Most people who knock on your door are probably genuine, but some may not be. Sometimes burglars can pose as officials or workers so they can get into your home. **If someone official knocks on your door, ask to see their identification before talking to them or inviting them in.**

If Transform staff have not told you to expect someone, tell the person that you are going to check, then close your door and phone the office. Don't feel you have to let someone into your home if you weren't expecting them.



Do...

- ✓ lock all doors and close windows at night
- ✓ mark your valuables with an ultraviolet pen using your postcode
- ✓ get any bike or moped stamped by the local police
- ✓ switch on a light at the door if you get a caller at night
- ✓ report any damaged locks on doors or windows
- ✓ be aware of strangers
- ✓ regularly check for and collect your post
- ✓ if in danger, shout for help.

Don't...

- ✗ leave your door unlocked when you are out
- ✗ leave valuable property in communal areas
- ✗ keep large amounts of money on your person or in your home
- ✗ leave your post on the doorstep
- ✗ give your keys to strangers or friends
- ✗ stop or tackle a suspicious person.

Anti-social behaviour and harassment

What is anti-social behaviour?

Anti-social behaviour (ASB) is acting in a way that harasses, alarms or distresses someone, particularly if the behaviour is persistent. Examples of ASB may include:

- all hate crime
- harassment on the grounds of a person's disability, sexuality, religion, gender or age
- regular noise nuisance
- negative behaviour caused by the use of drugs or alcohol
- violence and abusive or threatening language or behaviour.



What to do if you experience anti-social behaviour

If you experience anti-social behaviour, you should follow this process:

- Raise a complaint with a member of staff.
- Provide staff with full details of the problem you are experiencing.
- We may ask you to gather evidence by completing an **Incident reporting log**, where you can keep a record of any problems.

What action we can take

When we receive a complaint of ASB we will investigate. We will then assess any evidence and decide on a suitable course of action. This can include:

Mediation: we can meet with all parties to try and find the best way forward.

Issue warnings: if the person who is committing ASB is a Transform client we might issue a verbal or formal written warning.

Loss of tenancy: in very serious cases the person who is responsible for the ASB could be served notice to leave their property – however, this would be a last resort.

Contacting the Police: If we think the ASB is serious (for example if it involves a crime) we will inform the Police or support you to do so.



Staying safe online

Transform has developed a training module to help you stay safe online. It covers a wide range of topics including:

- looking after your mental health and wellbeing online
- using social media safely
- email: spam, scams and phishing
- shopping and banking online
- identity theft and passwords
- online dating.



You can find a full copy of the module on the Client Hub:

clients.transformhousing.org.uk

Alternatively speak to a member of Transform staff who can provide you with a printed version.

Below are a few helpful pointers on how you can stay safe online, but don't forget to check out the training module if you would like more detailed information.

Protecting your mental health and wellbeing when using social media:

- Limit how much you use social media each day.
- Social networking can be positive, but make sure it doesn't replace meeting people face-to-face and socialising.
- Remember that it isn't a popularity contest – try and avoid comparing yourself with others.
- Be careful who you accept invitations from or send invitations to on social networking sites - do not accept friendship requests from complete strangers.
- Remember that whatever you do or say online might remain there permanently – think before you post anything.
- Make absolutely sure your profile is not open to the public; only friends and family should be able to see your profiles.
- Do not post any personal information online such as your address, email, mobile number or date of birth.
- If you think your use of social media is having a negative impact on your mental health speak to your keyworker or a trusted friend or family member.

Using email safely:

- If you are not sure if an email is genuine then contact the person or organisation concerned directly to find out. Do not use the contact details provided in the email but use another source.
- Do not open attachments or click on links from unknown sources.
- Reputable companies will not email you directly and ask you to disclose personal details or passwords. If they do, it is probably a scam.
- If something in an email makes you feel threatened, like **'your account will be blocked unless you click on this link straight away'**, be very careful as this may be a scam.

Staying safe when banking or shopping online:

Banking:

- Never login to your bank website through a link in an email.
- When creating your login password for your bank, make sure it is strong (please see section right on creating strong passwords).
- Do not click on any pop ups which might appear when you are banking online.
- Never disclose your bank login details whether via email or phone. You should never be asked to do this by a genuine bank.

Shopping:

- Use online retailers that are familiar to you.
- Before you enter payment details into a website, make sure it is secure. You can tell if a site is secure because the address will begin **https** (with the 's' meaning secure) and there will be a padlock symbol in your browser window.
- Check your bank statements regularly to make sure you were charged the correct amount for the item purchased.
- **Know your rights!** The Consumer Contracts Regulations gives you rights when shopping online or by phone. The regulations describe what information you should be given when buying something online as well as your right to return the item up to 14 days following receipt. For more details on your rights, visit:

www.which.co.uk/consumer-rights/regulation/consumer-contracts-regulations

Creating strong passwords:

There are many ways to create secure passwords, but one useful system is described below:

1. Start off by using three random words that aren't related to each other, so that the password is a minimum of 12 characters long (e.g. **redhousemonkeys**).
2. Next, add numbers and symbols (e.g. **3redhousemonkEys27!**)
3. Use at least one lower-case letter, one capital letter, one number, one symbol (i.e. **a special character**).





Section E

How we will support you

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How we will support you

The type and level of support provided to you will vary depending on your needs and the property you live in and this will be explained to you when you move in.

Keyworkers

You will be allocated a Transform keyworker. Your keyworker will meet with you regularly either in person, over the phone or online.

Support plans

Your Transform keyworker will meet with you to draw up a support plan. They will agree with you those areas that you will be working on. This could include things like working on benefits, managing your finances, building up your social activities, taking part in education and so on.

Your support plan will be written down and you will be given a copy. It will be reviewed regularly and the frequency will depend on the type of property you are living in and your changing needs. Other people, for example your social worker, may attend any review if appropriate.

- ✓ If you feel at any time that you would like to review your support plan and a review is not due, you can speak to your keyworker and ask for a support plan review.
- ✓ Your keyworker will work with you to agree a support plan that provides you with what you want and need.
- ✓ If you are very unhappy with your support plan and you cannot agree with your keyworker, then you can raise this with the team manager at your local service.



Meetings

We expect you to attend all planned meetings set with you. If you are unable to keep an appointment, please let staff know in advance. Not only does this save time, but, if staff don't hear from you and you miss one or more appointment, they may become concerned for your safety. If staff have serious cause for concern, they may make the decision to enter your property to check on your wellbeing.

Out-of-hours support

Transform staff provide an emergency, out-of-hours on-call support service. The aim of this is to provide clients with support should they experience a crisis outside normal office hours. For example, you might be experiencing a mental health crisis or you might be concerned for the safety of another Transform client. At Pound House staff are available 24 hours a day. If you have an emergency away from the hostel, you can call us. In our outside shared houses, clients can call Pound House in an emergency.

Remember – this support is there to help you in an emergency only.

Risk Assessments

You will complete a risk assessment with staff once you have moved in. As part of this process, we work with you to identify triggers and strengths so that you can form an action plan to help you move forward. This risk assessment will be reviewed regularly with you.

Professional boundaries with staff

Transform expects its staff to maintain professional relationships with all clients. Here are some key principles which govern how Transform colleagues work:

- ✗ Staff must not touch clients inappropriately. This includes hugging and kissing.
- ✗ Staff will never socialise with clients, nor can they be 'friends' with clients on social media. Going out for a coffee or attending a client social event as part of the support offered is fine during work time.
- ✗ Staff must not accept gifts from clients.
- ✗ Staff will not keep secrets for clients.
- ✗ Staff must never lend their own money to clients or borrow money from them.
- ✗ Staff must never divulge confidential information about other clients or members of staff or personal information about themselves.
- ✗ Staff must never give financial advice to clients such as whether to buy or sell shares or advise on wills etc. Staff can help clients to create a budget plan or support with debts.

Giving us feedback

Transform welcomes all feedback. Feedback lets us know when we are getting things right or if we need to do things differently to improve our services.

We always aim to deliver excellent services and we love to hear from clients when they've had a good experience. We also know, though, that sometimes things can go wrong and when they do, we want to make them right as quickly as we can where possible.

If you would like to provide feedback, you can do this in writing (a letter, email or via the **Feedback and complaints form** which can be found on our website), in person, by calling your local office or, if you are more comfortable, contacting **Central Office** on 01372 387100.

If you want to make a formal complaint, you can be helped by an advocate or friend. We can also provide you with a translator if needed and help you contact the Housing Ombudsman Service at any point.

There are two stages to making a complaint:

Stage 1: When we first receive your complaint, we will confirm with you that we have received it and are investigating. This will usually be a letter, but may also be in a meeting, in person or via a phone/video call if this suits you better. This will happen up to five working days after you make a complaint. We will evaluate it and speak to you to make sure you have had a fair opportunity to discuss the issue; your expectations; and the desired outcomes before we make a decision. This will happen after a maximum of 10 working days from receipt of your complaint. This outcome will be communicated to you via your preferred means of contact.

Stage 2: If you are not happy with the outcome of Stage 1, you can continue to Stage 2. The Stage 2 decision will usually be made within 20 working days and you will be notified of the outcome.

More details about our complaints procedure can be found in our **Complaints policy** on our website.

Contact details

Transform central office

Bradmere House
Brook Way
Leatherhead
Surrey, KT22 7NA

01372 387100

Housing Ombudsman

Housing Ombudsman Service
PO Box 152
Liverpool, L33 7WQ

0300 111 3000

Transform training modules

Transform has developed a series of **training modules** to support clients on a variety of topics. These modules can be worked through either on your own or with the support of Transform staff. They were developed with input from Transform's Client Forum, which is made up of both clients and staff, to ensure they are relevant.

They are interactive and include helpful exercises to take you through the module one step at a time. A list of all current training modules is provided below. If you think you would be interested in any of these, please speak to your keyworker who will be able to provide you with a copy. Alternatively you can view these on the Client Hub: clients.transformhousing.org.uk. The Client Forum continues to work on these, so keep an eye on the website for new modules!

Name	Description
Alcohol	Understand the effects of alcohol, spot alcohol dependency and manage your drinking.
Anger management	Identify what triggers your anger and develop techniques to manage your anger better.
Assertiveness	Learn what assertiveness is and try some practical exercises to help you be more assertive.
Budgeting	Understand your spending and develop a realistic budget plan.
Coping with sleep problems	Explains the key causes of sleep problems and provides a selection of solutions to help you sleep better.
CV writing	Takes you through the process of writing your own CV in preparation for employment.
Domestic abuse	Find out about the different types of abuse and how they can affect people.
Food waste	Learn meal planning, food storage and making the most of your ingredients, budget friendly and accessible recipes.
Problem solving and goal setting	Learn how to work through a problem, set a series of goals and achieve them.
Starting and maintaining a tenancy	Find out about different types of tenancies, assess what sort of accommodation would suit you, make a plan for moving.
Staying safe online	Covers issues such as how to protect your privacy and how to avoid scams, fraud and viruses online.

Safeguarding

What is safeguarding?

Safeguarding is about ensuring the welfare of all people and protecting them from harm, including:

- protecting people from abuse and maltreatment
- preventing harm to people's health or development
- ensuring children and young people are safe and cared for
- enabling all children and young people to have the best possible opportunities in life.



What is a vulnerable person

A **vulnerable person** is someone who is in need of support because of a mental or physical disability or because of their age or illness. They may be unable to take care of or protect themselves against significant harm or exploitation.

What is abuse?

Abuse is a breach of a person's rights by another person. It can happen in any relationship, like a boyfriend, girlfriend, husband, wife, family member, friend, neighbour or carer. Abuse can also be by someone you don't know. It can take different forms:

- Financial abuse
- Physical abuse
- Emotional abuse
- Sexual abuse
- Domestic abuse
- Neglect

Transform works closely with local authorities to ensure that any cases of abuse or neglect of vulnerable people are investigated in line with our **Safeguarding adults, children and young people policy**.

Reporting abuse or neglect

If you feel that you, or someone you know, is being abused or neglected, please speak to a member of staff. We will help you to report it to the appropriate person who can look into it.

If you feel you are in immediate danger or at risk please call the Police.

Surrey Children's Single Point of Access

The Surrey Children's Single Point of Access (C-SPA) is the umbrella term for the front door to support, information and advice for residents, families and those who work with Surrey Children.

This replaces the Surrey Multi Agency Safeguarding Hub (MASH). The C-SPA is the conduit for access to services at levels 3 and 4 of SSCP Effective Family Resilience May 2023, it also provides direct information, advice and guidance to residents and people who work with children in Surrey about where and how to find the appropriate support for families.

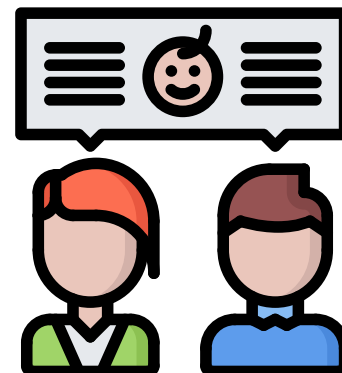
We are committed to children and their families receiving the right help at the right time and our C-SPA will better enable us to fulfil this commitment.

Contact details

Phone: 0300 470 9100 (Monday – Friday 9am – 5pm)

Out of hours phone: 01483 517898 to speak to the emergency duty team.

Email: cspa@surreycc.gov.uk







Section F

Living in your home

In this section	
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Repairs: response times	Page 53
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Looking after your home

Health and safety checks

Before you move into your accommodation, checks will be carried out on the gas and electrical appliances to ensure they are safe. If at any time are worried that these are unsafe, please report this to staff.

Staff will carry out regular health and safety checks in shared accommodation and in the communal areas of flats. By law we are also required to carry out regular inspections and servicing of gas appliances and any fire-fighting equipment or alarms we provide.



Insurance

Transform has insured the actual building and fittings in your home, but not your personal contents. We would strongly encourage you to take out a **home contents insurance policy** to cover your personal belongings in case they are damaged by fire, flood or if they are stolen. If you would like more information about contents insurance, please speak to your keyworker. Please avoid leaving personal possessions in communal areas of properties, but instead keep them safe in your own flat or bedroom.

Smoking

We do not allow smoking in any part of our buildings. If there is an outside area you can smoke there but please be considerate of your neighbours, keep levels of noise down and dispose of cigarette ends responsibly.

Reducing your bills

Below are some practical tips on how to reduce your bills, save energy and help the environment. While you live in Pound House properties, we pay the bills but it is good to get into these habits for when you have your own accommodation:

- ✓ Switch off your TV and other appliances at the mains when you go to bed.
- ✓ Turn off the lights when you leave a room and use energy efficient bulbs.
- ✓ Wait until you have a full load before using your washing machine.
- ✓ When cooking, use lids on pans to retain heat.
- ✓ Close curtains at dusk to stop heat escaping.
- ✓ Don't boil a full kettle every time – only boil what you need.
- ✓ A shower uses 60% less hot water than a bath.
- ✓ Do not let water run when cleaning your teeth.
- Use a price comparison site to check that what you are paying for gas and electricity is competitive. If you think it's too expensive consider changing energy supplier or your tariffs with your current energy supplier.
- ✓ Check if you qualify for the **Winter Fuel Payment**, **Cold Weather Payment** and **Warm Home Discount**.

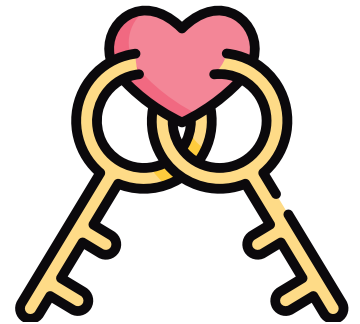


Other things to note

Keys

If you live in a shared house you will be given keys to the front door and to your own room. Please do not lend your keys to anyone else as this would threaten the security of everyone living in the property. If you live in a self-contained flat you will be given your own set of keys to your property.

The keys you will be given are your responsibility. Please keep them safe as, if you lose them, you will need to pay for replacements. Don't forget – we can provide you with a keyring so that any key can be returned to Transform if lost.



Pets

Transform has a **Pet policy** which has been drawn up in consultation with clients. If you are interested in having a pet, you should first speak to a member of staff. In some cases you may be allowed to keep a pet, but a senior manager ultimately makes this decision. Please be aware it is unlikely that permission will be granted for keeping a pet in shared accommodation. **If you get a pet without permission, you will most likely be asked to find it another home.**



Keeping your home free from condensation, damp and mould

This section tells you about condensation, damp and mould and explains what you can do to stop this being a problem in your home.

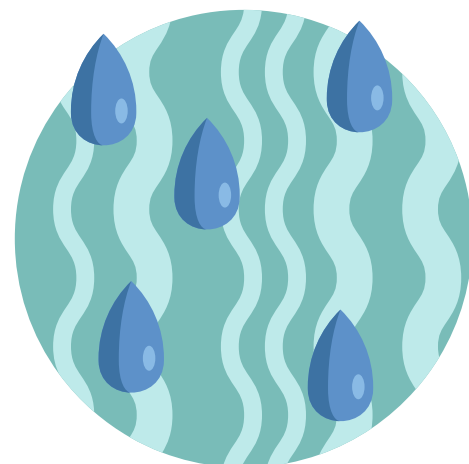
What is condensation?

There is always moisture in the air even if you can't see it. When the air gets colder, it can't hold it all and tiny drops of water appear – this is condensation. You may notice it when you see your breath on a cold day or when the mirror in the bathroom mists over when you have a bath or shower.

Condensation mainly occurs during cold weather regardless of whether it is raining or dry. It tends to appear on cold surfaces and places where there is little or no movement of air, in the corners of rooms near windows or behind cupboards and wardrobes.

Why is condensation a problem?

Every home gets a bit of condensation at some time, for example when you have a bath or shower or when you are cooking. The problem is if your home has lots of condensation, as this can lead to damp and mould. You might get mould on your windows, ceilings or walls, particularly behind your furniture.



What you can do to prevent condensation?

These simple steps will help:

Put less water into the air

- Put lids on saucepans when you are cooking.
- Dry your clothes outside where possible.
- Put a small amount of cold water in the bath before you turn on the hot tap.
- Do not run your shower for longer than needed.
- Mop up any condensation or water every day.
- Apply a mould spray to affected surfaces to help prevent mould returning.

Make sure your home is heated properly

- Make sure your home is warm enough.
- Heat your home more evenly – a low level of heating all day is better than quick blasts when necessary (this should also reduce your heating bills).
- Use thermostats to control your heating.

Stop water vapour spreading

When you are cooking:

- Shut your kitchen door.
- Use a cooker hood or extractor fan.
- Open a window.

When you have a bath or shower:

- Shut the bathroom door.
- Use an extractor fan if you have one or open a window.

Ventilate your home

- Keep a small window ajar to let air in.
- Keep trickle vents (small vents in your windows) open at all times.
- Ventilate kitchens and bathrooms when in use by opening windows or using extractor fans if you have them.
- Close kitchen and bathroom doors when cooking or bathing.
- Make sure other doors are closed, especially bedroom doors as bedrooms are normally slightly colder and will attract moisture.
- Ventilate cupboards and wardrobes and avoid putting too much in them, as this stops the air circulating.
- Do not put wardrobes against external walls
- Keep furniture away from walls to allow air to circulate.

If you have any mould in your home, please speak to a member of Transform staff or call the Maintenance team.

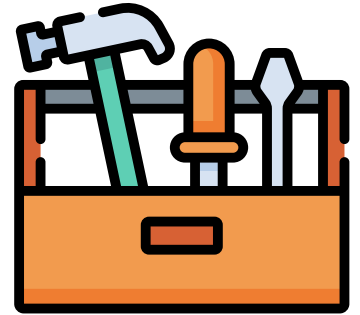
Repairs: how to report them

The Transform Maintenance team carry out most of the maintenance and repairs to our properties. In some cases, though, we rent accommodation from other organisations which would be responsible for this work. When you move, a member of staff will let you know who to contact and the procedure to follow. Below is the Transform repairs procedure.

Shared accommodation – how to report repairs

If you live in a room in shared accommodation and have a maintenance issue, please tell Transform staff as soon as you can and they will pass this on to our Maintenance team.

- If you are responsible for reporting repairs to support staff please tell them as soon as you can and they will pass this on to our Maintenance team. In an emergency outside of office hours, please contact us using the emergency out-of-hours on-call number.



Repairs: response times

Please note that not all repairs will be carried out immediately – it will depend on how urgent they are. Transform staff will let you know how long you may need to wait for your repair. Transform has four categories of response times and these are listed below.

Response	Description	Examples	
Emergency 1 day	Immediate risk to safety, security or health or where there is a risk to the building itself. Works will focus on making the situation safe.	<ul style="list-style-type: none"> ■ Gas leak ■ Serious electrical faults ■ Flooding 	<ul style="list-style-type: none"> ■ Loss of heating in winter ■ Loss of hot water ■ Boarding up smashed window
Urgent 1 week	Issues which are likely to cause damage or difficulty if they are not dealt with.	<ul style="list-style-type: none"> ■ Damage to fire safety equipment, (alarms etc.) ■ Blocked waste pipes 	<ul style="list-style-type: none"> ■ Repairs to toilets ■ Plumbing faults ■ Faulty washing machine
Essential 4 weeks	All repairs that are necessary but which are neither emergencies nor urgent.	<ul style="list-style-type: none"> ■ Plastering ■ Television repairs ■ Minor electrical repairs 	<ul style="list-style-type: none"> ■ Seals around sinks or baths ■ Tiling ■ Floor coverings
Routine 6 weeks	Such as garden-related repairs.	<ul style="list-style-type: none"> ■ Dripping gutters ■ Ease sticking doors and windows ■ Paving 	<ul style="list-style-type: none"> ■ Fencing ■ Garden walls and gates ■ Minor carpentry repairs

Repairs: charges and compensation

Damage caused by you

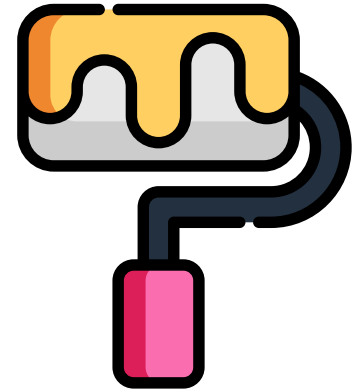
You have a responsibility to keep your room and any accommodation you share with other people in good condition. If you or one of your visitors causes damage and repairs have to be carried out, you will be charged for this work to be done.

Problems with repairs

If you have had to wait longer than you have been told for a repair to be carried out, or if you feel that the work has not been carried out satisfactorily, please speak to Transform staff who will look into the matter for you. If you are unhappy with the response you receive, you can use Transform's complaints procedure which is explained on **page 40**.

Compensation

If you report a maintenance problem which affects your health, safety or security and Transform fails twice to make the repair within the set timescale, you may be entitled to compensation. There is a flat rate award of £10 plus £2 for each day the repair remains outstanding up to a maximum total of £50.



Moving on from Transform

When you are ready to move on, Transform staff will work with you to help find suitable accommodation. Transform does have some move-on accommodation, however this is very limited. Other options include renting in the private sector, housing through your local council or with another housing association.

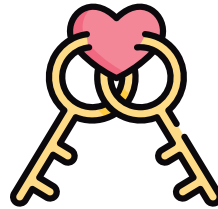
Leaving your home

Below are some key points to remember if you wish to move out of your home.



Notice

Please give staff 28 days' notice and agree a moving date.



Keys

Return all keys to staff on the day you leave.



Belongings

Make arrangements to remove all your belongings on the day you leave (unless you have a prior arrangement with staff). Anything left will be disposed of which you will be charged for.



Mail

You can ask for the Post Office to redirect your mail for a small fee. Alternatively, if you give staff your new address; we will redirect your mail for a short period of time.



Condition

Please leave your home in a clean and tidy condition.







www.transformhousing.org.uk ■ info@transformhousing.org.uk ■ 01372 387100

Registered office: Bradmere House, Brook Way, Leatherhead, Surrey, KT22 7NA

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