

Churches for Tunbridge Wells

Tunbridge Wells Churches' Winter Shelter



An Ecumenical Christian Charity_
www.tunbridgewellschurcheswintershelter.co.uk

Exclusions and Bans

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Exclusions and Bans

Excluding and banning guests from the shelter should be seen as a last resort when all other ways of handling a situation have been exhausted. However the safety of all guests and volunteers must always be utmost in the mind of the team leader and a one night exclusion may be a useful tool in managing challenging behavior. Exclusion for that single night is at the discretion of the Team Leader.

A permanent ban from all remaining nights of the shelter may be instituted for extreme cases and will be discussed and agreed by the Team Leader and Project Manager, ratified by the Management Committee by email.

This policy must be applied consistently across all venues of the shelter.

Things we consider when instituting an exclusion or a ban

- Violence towards other guests, staff or volunteers
- Continual aggression and threatening behaviour
- Ongoing inability to abide by TWCWS rules because of acute distress / mental illness (efforts will be made to bring in additional support / statutory agencies)
- Smoking in the premises
- Use of alcohol on the premises
- Use of Illegal drugs on the premises

- Dealing of illegal drugs
- Disrupting the smooth running of the shelter

Procedure

- If appropriate, guests will normally receive warnings outlining our expectations and the Guest Agreement before banning or exclusion
- Where appropriate a one night exclusion may be initiated
- A permanent ban is from TWCWS that season
- Guests may receive a warning but still be required to leave a shelter for that shift e.g. if intoxicated
- The Team Leader will complete an incident form if a guest's behaviour has been of concern and / or if a guest has been excluded
- If a permanent ban may be appropriate, the Team Leader and Project Manager will discuss and agree, and take any decision to ban a guest to the Management Committee for ratification via email
- The Project Manager will notify other shelters and Team Leaders if a guest has received a warning and provide details of guests (including a description of the person) together with details of the exclusion or ban