



CRAWLEY OPEN HOUSE

helping the homeless and disadvantaged
www.crawleyopenhouse.co.uk

**The work we do at Crawley Open House relies upon the support of the community and the donations you give.
THANK YOU.**

RIVERSIDE HOUSE

- 24 beds
- Direct access
- Male and female (18+)
- 28-day stay
- Pets allowed

(01293) 447702



Caring for adults suffering the effects of homelessness, unemployment, loneliness, discrimination or social exclusion.



RESOURCE CENTRE

- Advice
- Food
- Medical Centre
- Art, gardening, cookery
- Education and life skills
- Help returning to work
- Use of internet & phone

(01293) 447704

info@crawleyopenhouse.co.uk Charity No. 1048919

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Chair of Trustees: James Abdool Patron: Ramesh Ranganathan
Chief Executive Officer: Charlie Arratoun

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RESOURCE CENTRE
01293 447702



HOSTEL
01293 447702



OUR VISION STATEMENT

Crawley Open House provides support and services for those suffering the effects of homelessness, unemployment, loneliness, discrimination, or other forms of social exclusion. Our support is available to anyone in need.

ACCOMMODATION

The Hostel at Riverside House: 24 beds for homeless adult men and women. Issues such as alcohol and substance misuse, mental health problems, relationship breakdowns, recent release from hospital or prison, etc. Pets can stay with them wherever possible.

Stage 1 move-on: Our 8 Laing Rooms accommodate residents who are ready for more independence. Here they can learn and develop cooking, budgeting and other self-help skills whilst still getting a high degree of supervision and support.

Stage 2 move-on: We have five move-on houses within the town currently accommodating 23 residents. These houses offer lower support and the opportunity for further growth towards independent living including affordable rent for job seekers and those on low income.

HOSTEL MANAGER:

Tom McAleney
(01293) 447705
tom.mcaleney@crawleyopenhouse.co.uk

HEAD OF RESIDENTIAL SERVICES:

Malcolm Nicholas
(01293) 224175
malcolm.nicholas@crawleyopenhouse.co.uk

RESOURCE CENTRE

This new facility in units 11&13 Stephenson Way was opened in July 2022. We were fortunate to have received funding from The National Lottery towards this project.

We now able to provide a drop-in centre offering wide range of services to clients including: money & benefits advice, housing & resettlement advice, telephone & internet access, afternoon art, gardening, cookery, education classes and talks, back to work skills and courses.

Physical & mental health support, drug & substance misuse support, access to GP and chiropodist are also available.



HOW DO WE HELP?

Crawley Open House operates a hostel, a day centre and move on accommodation all with distinct client groups but under the same guiding principles and ethos.

OUR TEAM

Crawley Open House's most valuable asset is the people who work in it. We preserve this asset through training/education and by providing a good working environment. Through our teamwork and continual improvement, we aim to not only satisfy our clients but to go further and anticipate needs that they have not even thought of.

HOW CAN YOU HELP?

- **FOLLOW US ON SOCIAL MEDIA:**

We post regular updates on our Facebook, X (formerly Twitter), Instagram and LinkedIn pages. To see what we're doing and how you might be able to help us help others then please do follow us!



- **DONATE AN ITEM:**

We are always grateful for any donation that we can pass on to someone in need. At the moment, we are pleased to receive donations of food, single bedding, cleaning products and towels. Our needs do change so please do visit our website and our wish list on Amazon.

Maybe consider using smile.amazon.co.uk for your next Amazon purchase to support us.

- **MAKE A FINANCIAL DONATION:**

We are a registered charity and can only carry on our work with the generous financial donations given by those who appreciate the support we offer to those who need it most. You could make a one-off donation or become 1 in 1000 by making a regular, monthly donation.

All the details of how to do this are on our website.





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DISCLOSURE AND BARRING SERVICE POLICY

GENERAL PRINCIPLES

As an organisation using the Disclosure and Barring Service (DBS) checking service to help assess the suitability of applicants for positions of trust, Crawley Open House complies fully with the Code of Practice regarding the correct handling, use, storage, retention and disposal of certificates and certificate information. It also complies fully with its obligations under the Data Protection Act 1998 and other relevant legislation pertaining to the safe handling, use, storage, retention and disposal of certificate information and has a written policy on these matters, which is available to those who wish to see it on request.

STORAGE AND ACCESS

Certificate information should be kept securely, in lockable, non-portable, storage containers with access strictly controlled and limited to those who are entitled to see it as part of their duties.

HANDLING

In accordance with section 124 of the Police Act 1997, certificate information is only passed to those who are authorised to receive it in the course of their duties. We maintain a record of all those to whom certificates or certificate information has been revealed and it is a criminal offence to pass this information to anyone who is not entitled to receive it.

USAGE

Certificate information is only used for the specific purpose for which it was requested and for which the applicant's full consent has been given.

RETENTION

Once a recruitment (or other relevant) decision has been made, we do not keep certificate information for any longer than is necessary. This is generally for a period of up to six months, to allow for the consideration and resolution of any disputes or complaints. If, in very exceptional circumstances, it is considered necessary to keep certificate information for longer than six months, we will consult the DBS about this and will give full consideration to the Data Protection and Human Rights of the individual before doing so. Throughout this time, the usual conditions regarding the safe storage and strictly controlled access will prevail.

DISPOSAL

Once the retention period has elapsed, we will ensure that any DBS certificate information is immediately destroyed by secure means, i.e. by shredding, pulping or burning. While awaiting destruction, certificate information will not be kept in any insecure receptacle (e.g. waste bin or confidential waste sack). We will not keep any photocopy or other image of the certificate or any copy or representation of the contents of a certificate. However, notwithstanding the above, we may keep a record of the date of issue of a certificate, the name of the subject, the type of certificate requested, the position for which the certificate was requested, the unique reference number of the certificates and the details of the recruitment decision taken.



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EQUAL OPPORTUNITIES POLICY

Crawley Open House is committed to providing a working environment in which employees are able to realise their full potential and to contribute to its business success irrespective of their gender, race, disability, sexual orientation, marital status, part time status, age, religion or belief. This is a key employment value to which all employees are expected to give their support.

In order to create conditions in which this goal can be realised, Crawley Open House is committed to identifying and eliminating unlawful discriminatory practices, procedures and attitudes throughout the organisation. Crawley Open House expects employees to support this commitment and to assist in its realisation in all possible ways.

Specifically, we aim to ensure that no employee or candidate is subject to unlawful discrimination, either directly or indirectly, on the grounds of gender, race (including colour, nationality or ethnic origin), disability, sexual orientation, marital status, part time status, age, religion or belief. This commitment applies to all aspects of employment, including:

- recruitment and selection, including advertisements, job descriptions, interview and selection procedures;
- training;
- promotion and career development opportunities;
- terms and conditions of employment, and access to employment related benefits and facilities;
- grievance handling and the application of disciplinary procedures; and
- selection for redundancy.

Equal opportunities practice is developing constantly as social attitudes and legislation change. Crawley Open House will keep its policies under review and will implement changes where these could improve equality of opportunity. This commitment applies to all our employment policies and procedures, not just those specifically connected with equal opportunities.

RECRUITMENT OF EX-OFFENDERS

- As an organisation using the Disclosure and Barring Service (DBS) to assess candidates' suitability for positions of trust, we comply fully with the DBS Code of Practice and undertakes to treat all candidates fairly. Crawley Open House undertakes not to discriminate unlawfully against any candidate who is required to provide information through this process. The information provided is known as a Disclosure.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcomes applications from a wide range of candidates, including those with criminal records. Crawley Open House selects all candidates for interview on the basis of their skills, qualifications and experience.

- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where such a check is required, all application forms, job advertisement and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Crawley Open House requires all applicants to include details of any criminal record on their application form. We guarantee that only those who need to see it as part of the recruitment process will see this information. A candidate's failure to reveal information directly relevant to the job could result in withdrawal of an offer of employment.
- Unless the nature of the position is such that Crawley Open House may ask questions about an individual's entire criminal record, we will only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
- Crawley Open House will ensure that all individuals involved in the recruitment process receive appropriate guidance and training in the legislation relating to the employment of ex-offenders, e.g., the Rehabilitation of Offenders Act 1974.
- We will ensure that we discuss with the candidate the relevance of any offence, detailed in the application form or revealed in a Disclosure, with the candidate before withdrawing the offer of employment.
- Crawley Open House will ensure that it makes any candidate who is subject to Disclosure aware of the DBS Code of Practice and will provide a copy of the Code on request.
- Having a criminal record will not necessarily prevent the candidate from working with Crawley Open House. Whether or not it does will depend on the nature of the.

HARASSMENT

Harassment is physical, verbal or non verbal behaviour which is unwanted and personally offensive to the recipient, and which causes the recipient to feel threatened, humiliated, intimidated, patronised, denigrated, bullied, distressed or harassed.

THE WAY IN WHICH COMPLAINTS OF UNLAWFUL DISCRIMINATION AND HARASSMENT WILL BE HANDLED

Discrimination and harassment are often complex matters, and there is no single way of dealing with every suspected or alleged instance. In some cases employees may be able to deal satisfactorily with an issue by raising it with their immediate manager.

If an employee wishes to make a formal complaint he or she should use our Grievance Procedure which is set out in the Employee Handbook.

Crawley Open House will treat seriously all allegations of unlawful discrimination or harassment.

IF AN EMPLOYEE IS ACCUSED OF UNLAWFUL DISCRIMINATION OR HARASSMENT

If an employee is accused of unlawful discrimination or harassment, we will investigate the matter fully.

In the course of the investigation the employee will be given the opportunity to respond to the allegation and provide an explanation of his or her actions.

If the investigation concludes that no unlawful discrimination or harassment has occurred, this will be the end of the matter.

If Crawley Open House concludes that the claim is false or malicious the complainant may be subject to disciplinary action.

If on the other hand we conclude that the employee's actions amount to unlawful discrimination or harassment he or she may be subject to disciplinary action, up to and including summary dismissal for gross misconduct.

MONITORING

Crawley Open House will not tolerate unlawful discrimination or harassment of any kind in the working environment and will take positive action to prevent its occurrence.

In this connection Crawley Open House will monitor its policies and will implement changes in order to improve them as social attitudes and legislation change. This commitment applies to all of our employment policies and procedures, not just those specifically concerned with equal opportunities.



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RECRUITMENT POLICY

1. Crawley Open House will carry out its recruitment and selection process in a professional manner.
2. All prospective candidates will be considered for a position in conjunction with Equality Act 2010.
3. All permanent positions will be advertised, internally, externally and on our website to include a brief description of the post and salary details.
(This will not apply when a currently employed member of staff is considered by the management team to clearly fulfil the criteria for a policy of succession.)
4. All enquirers will be sent sufficient information to fully appraise them of the post for which they have applied and comprehensive literature regarding the aims and objectives of Crawley Open House.
5. Any candidate wishing to visit Crawley Open House prior to submitting an application will be welcome to do so.
6. Volunteer candidates will be invited to attend Crawley Open House. They will be informally interviewed by no less than two members of staff, who will make a decision regarding their suitability.
7. Any person applying to be a sessional worker will be given the opportunity to visit the project and discuss their application with no less than two members of staff who will then make a decision as to whether the applicant is to be given the opportunity to carry out a "shadow shift" prior to acceptance on our sessional list.
8. Any person applying for a permanent position will be formally interviewed by a minimum of two staff, including either the direct line manager for the position, Manager or Deputy Director.
9. All interviews for a permanent position will be conducted by way of scored questions and answers, with the person attaining the highest mark being offered the post.
10. All persons offered a position within Crawley Open House will be accepted only upon receipt of an enhanced Disclosure and Barring Service check and two satisfactory references. They will then be subject to a probationary period of up to twelve months.
11. This document should be read in conjunction with the Equal Opportunities policy, Recruitment of Ex-offenders guidance, Disclosure and Barring Service Code of Practice and Data Protection policy.

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SPENCERS ROAD



RIVERSIDE HOUSE



OUR HISTORY

1982

Crawley Open House begins its journey when doors first opened on a project in Spencers Road known as the Crawley Community Resources Centre.

1990

We delivered our first overnight accommodation in the winter of 1990 providing emergency cold weather beds to those that were sleeping rough.

1994

On Christmas Eve, we launch a permanent hostel instead of a temporary cold weather shelter. Portakabins once used to house construction workers building the channel tunnel were converted to provide twelve single and four double rooms plus an office, a shower, a toilet and a laundry block.

1996

The hostel and resource centre merge to form Crawley Open House.

2001

We move into new premises in Three Bridges. These were redesigned and refurbished to our specification enabling us to increase our bed spaces to twenty-four. We are also able to open a small medical centre.

2002

The opening hours of our main day centre are increased to seven days a week. Our team grows to meet the needs of our clients and we established a permanent mental health support service.

2004

We mark the tenth anniversary of our hostel accommodation. In that time, we had supported over 3,000 hostel residents, 85,000 clients in our day-centre and resettled over 1,600 clients into appropriate accommodation.

2006

Southwell Lodge opens – a ten bedded hostel offering a high level of support to young people who would otherwise be homeless. The hostel provides boundaries, support and opportunities for education and employment.

2009

We open move-on accommodation in the community for five residents that are almost ready for independent living.

2010

We start work on building a first floor on part of Riverside House to improve the facilities we can offer to clients.

2011

The first floor is completed and in use. The increased office space allows us to provide more support with housing options, financial wellbeing, physical and mental health issues, and substance misuse issues.

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RESOURCE CENTRE



RIVERSIDE HOUSE



2012

We completely refurbish our kitchen at Riverside House. It has produced over half a million meals for the hungry and disadvantaged since 2001.

Management of Southwell Lodge passes to Sussex Central YMCA to build on the foundations and success of our initial work.

We introduce an Outreach Team whose role is to go out into the community to work with those struggling to engage and to get off of the streets.

2013

A second move-on house opens providing independent living opportunities for more residents with a local connection.

Crawley Open House becomes a partner agency in the Local Assistance Network (LAN) providing emergency support to those affected by the removal of crisis loans.

2014

A third move-on house is opened bringing our number of beds in the community up to twelve.

2016

Our outreach services are further developed by adding staff to work with individuals that are chaotic with highly complex needs and to protect people who are insecurely housed.

2018

Our West Sussex County Council funding comes under threat. The Local Assistance Network (LAN) is closed by WSCC.

We launch our '1 in 1000' campaign.

2019

A donation from Furni-Aid who sadly have to close their doors, enables work to begin on a new extension to help us to have more office space and open two new bedrooms taking our capacity up to twenty-six.

2020

We open eight new semi-independent living spaces by completing the conversion of our first-floor offices. These are known as the Laing Rooms and give us extra options to give people the support they need.

2021

Building work started in units 11 & 13 Stephenson Way to create a new Resource Centre for clients to drop in and get help in key areas including education and training. This will replace our Day Centre.

We open two more community move-on houses. We now have 55 beds in total: 24 hostel bed spaces, 8 first stage beds and 23 beds in the community.

2022

Our brand-new Resource Centre was opened in July 2022 thus allowing us to provide a drop-in centre offering wide range of services to clients.

Physical & mental health support, drug & substance misuse support, access to GP and chiropodist are also available.

**We are delighted to announce Crawley's own
Romesh Ranganathan
as Patron of Crawley Open House.**



Crawley Open House is honoured and proud to announce Romesh Ranganathan as our Patron with immediate effect.

He has been a long-term supporter of Crawley Open House and has now joined us as Patron to raise awareness of the work we do in providing accommodation and support for the homeless and disadvantaged in Crawley and the surrounding areas.

Romesh said, "As soon as I saw the incredible work that Crawley Open House is doing, I was desperate to be involved. They are permanently changing the lives of vulnerable people and I have been completely blown away by the dedication and compassion of the whole team. It is my honour to be associated with such a fantastic organisation, even though they've made it quite clear they prefer my mum."

On welcoming Romesh to his new role with us, James Abdool, Chair of Trustees, commented "Crawley Open House has worked hard to achieve great success in helping people in need in Crawley for over twenty-five years. We aim to provide a range of support flexible enough to meet the diversity and complexity of needs that people face. To achieve this, we continue to grow and change. Recent developments include the extension at Riverside House, the completion of eight first stage move-on rooms and our growing presence in the community. Romesh joins us at an exciting time with our new Resource Centre opening later this year, and we look forward to working together with him to give the very best help for the homeless and disadvantaged in Crawley."