Community Commitment

Seaview is focused on improving the outcomes for people experiencing homelessness, a marginalised and disadvantaged section of our community. But we are also passionate about our community, understanding that the wider community support is integral to positive outcomes for the homeless population.

This section will lay out the key commitments that Seaview will make to the immediate community (those living on Gresham Way and the property sharing boundary with High Banks) which are included throughout our operating model, and will be in line with regulatory compliance, local authority agreements and protocols, and professional expertise which includes the following collective experience of:

- 47 years working with multiple and compound needs, community registered care and supported housing settings.
- over 50 years' experience working with Seaview directly.
- 30 years NHS and VSCE experience setting up rehab units and redeveloping hospitals.

Seaview recognises that:

- The neighbouring community's health and wellbeing is important.
- The neighbouring community has had historic negative experiences with antisocial and criminal behaviour from previous occupants.
- People who experience homelessness are at higher risk of health concerns, addiction, abuse, are vulnerable to exploitation and experience severe and multiple disadvantage.
- People who experience homelessness can be associated with nuisance or antisocial behaviours, crime and aggression.
- People who experience homelessness are often subject to judgement, over scrutiny and discriminatory behaviour from the public and services.

Therefore, it is essential that as far as reasonably practicable Seaview mitigates negative impact on the wider community to maintain the health and wellbeing of all involved and improve public relations and perception, but also to protect the individuals residing in High Banks from prejudicial treatment in the community.

To address these factors Seaview will:

- Coordinate with the local authority and agree an eligibility criteria based on the individuals risk level being low/medium and the suitability of the premises for their needs.
- Meet all regulatory compliance.
- Ensure our management and governance include risk management protocols inclusive of situational risk assessments, Occupant risk assessments, and business continuity plans.
- Ensure that approved procedures are in place for.
    - responding to incidents.
    - workers to patrol the grounds at regular intervals during working hours to proactively monitor the health and safety on the premises and enforce behaviour expectations.
    - responding to public nuisance within the premises such as loitering by members of the public or visitors associated with High Banks.

- Implement robust behaviour management plans and behaviour agreements linked to enforceable licence agreements.
- Incorporate and reinforce behaviour expectations that cover behaviour in the immediate vicinity of Gresham Way inclusive of but not limited to:
    - No gathering in large groups to smoke.
    - No loitering where there is suspicion of soliciting for prostitution, stalking and harassment, or other criminal acts.
    - No substance misuse in the building, grounds or neighbouring grounds.
    - No open fires.
    - Keeping noise to socially acceptable level.
    - No loud music after 11pm
    - No cold calling neighbours, accessing neighbours 'property/grounds or raising alarms with neighbours unnecessarily.
- Implement support appropriate to the individual's needs inclusive of proactive support where risks are identified.
- Ensure staff are trained in de-escalation, health and safety, first aid and trauma informed approaches.
- Reinforce locally approved environmental rules such as noise pollution or accumulation of rubbish.
- Provide neighbours with contact details for making regular contact and invite people to communicate routinely.

In addition, Hastings Borough Council has agreed that they will support with alternative housing where a referral is deemed high risk or where a resident needs to leave High Banks due to risk to themselves or others or non-compliance with the above.