



Somewhere to Go Ltd

St John's Church Hall, 4a Boulevard, Weston-super-Mare, BS23 1NA

April 2025

G03 Banning Policy - V.2

Somewhere To Go Ltd is a charity with the aim: to relieve poverty and distress among the most disadvantaged in the community, by providing a space where people can feel welcome and comfortable and create an environment which will enhance self worth & self esteem. To offer nourishing food, clothing; to facilitate access to medical & welfare services; help with housing and benefits.

Responsibility

The Board of Trustees has overall responsibility for ensuring this policy complies with our legal and ethical obligations, and that all those under our control comply with it.

It is the responsibility of line managers to communicate the requirements of this policy and procedure to their employees. All staff including volunteers must comply with this policy and other associated policies and procedures. It is the staff members responsibility to ensure that they have read and understood all the relevant policies and procedures and if for any reason they are unclear they seek the guidance of their line manager.

This policy will enable Somewhere to Go to demonstrate its commitment to keeping safe the vulnerable adults with whom it works.

Scope

This policy applies to all Somewhere To Go Ltd staff, clients and volunteers working in all properties owned or managed by Somewhere To Go Ltd, who are supporting or helping to deliver Somewhere To Go services.

Queries

If there are any queries relating to this policy please contact the Board of Trustees.

Definitions

For the purpose of this policy banning is defined as: denying a client of the services provided by Somewhere To Go Ltd including but not limited to the Hub, the Day Centre and the Charity Shop following an incident of inappropriate behaviour.

For the purpose of this policy, unacceptable behaviour is defined as: any behaviour which causes, is intended to cause or has the potential to cause: alarm, harm or distress towards staff, volunteers, themselves or other clients including but not limited to:

- Abusive, offensive or threatening behaviour.
- Behaviour which amounts to bullying or harassment.

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Charity Registration number 1080963

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- Antisocial behaviour.
- Damage to property.
- Physical assault or perceived threat of physical assault.
- Verbal assault.
- Inappropriate behaviour of a sexual nature.
- Discriminatory behaviour or language in relation to race, gender, age, disability, sexual orientation or any other protected characteristic.
- Substance abuse – including being under the influence of alcohol or drugs; requesting the purchase of drugs/ alcohol; receiving or selling drugs/alcohol; possession of drugs/alcohol.
- Smoking (including vapes) within the building.
- Failure to comply with reasonable instructions.
- Possession or use of anything which could be considered a weapon, including but not limited to: guns (including air pistols), knives (including pen knives and switchblades), screwdrivers, blades, nunchucks, blow torches, gardening tools, building tools, flammable gases or fluid, bows & arrows, baseball bats, clubs, snooker cue, shanks or anything else which could be considered a weapon.
- Loitering around the premises or being on the premises out of hours.
- Bringing stolen goods onto the premises.

Policy

This policy applies to clients, who engage in abusive, threatening, and inappropriate behaviour. It is a formal process involving a letter being handed to the client if no address is available (either by Somewhere to Go staff or through another service) and sent via post if they have accommodation.

Somewhere to Go Ltd has a duty to ensure that staff and volunteers working for the charity and clients have a right to undertake their work free from all types of discrimination, abuse, threatening behaviour, and harassment. Somewhere to Go Ltd has a duty to protect the safety and welfare of its staff and clients. We therefore shall not tolerate what we consider to be unacceptable behaviour by clients.

This policy covers unacceptable behaviour which occurs:

- On the premises of Somewhere To Go Ltd.
- In the immediate area around Somewhere to Go Ltd premises, including: Palmer Row, Palmer Street, Longton Grove Road and Boulevard.

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- Towards staff, volunteers or clients on or off the premises of Somewhere To Go Ltd.
- Interactions by telephone, text, email, phone call, social media or any other means of communication.
- Incidents which have occurred with or regarding other organisations which may impact Somewhere To Go Ltd.

A decision to ban a client will be based on:

- Staff reports of the incident.
- CCTV footage.
- Client statements.
- Recorded evidence of existing and/or previous unacceptable behaviour.
- Staff's professional judgement.

The banning panel or staff (incident dependent) will gather all the evidence relating to the behaviour/incident and use this to decide whether to apply a banning order. Prior communications with any client who is exhibiting unreasonable or unreasonably persistent behaviour will have included a warning that their behaviour is unacceptable, and so it is important that this is recorded. Where it is obvious from previous correspondence that a warning will have no effect on modifying a client's behaviour then staff could consider invoking the policy and appropriate sanctions.

Who can authorise a banning order?

The banning panel is made up of three members of the trustee board, they are the only ones that are authorised to ban a person from the service, with the exception of offences which fall under delegated duties. The Charity Services Manager, Senior Support Worker or Support Worker can make an interim banning order requesting the client to leave the premises after an incident until the Board of Trustees is able to be contacted.

In the case of alcohol possession, drug possession, debt collection or trespass, the Charity Services Manager, Senior Support Worker, or Support Worker is able to authorise a banning order as set out in the Delegated Duties section below.

The Process

If any member of staff experiences one, or several of the examples given in the definitions section then they may be dealing with an abusive or an unreasonably persistent person. In this instance they are advised to follow the process below:

1. Staff members will ask the client to leave stating why they believe the behaviour to be unacceptable and inform their line manager.

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2. Staff members to complete an incident report and send it to the relevant members of the Board of Trustees Banning Panel.
3. The Board of Trustees Banning Panel will decide whether the banning policy applies and what action is proposed. There may be input sought from: the Charity Services Manager, Day Centre Manager, Support Worker, the police and other agencies working with the individual.
4. The Board of Trustees banning panel will inform the Charity Services Manager, Day Centre Manager or Support Worker of the decision who will then issue a letter to the client confirming it is using this policy and state the unreasonable or persistent behaviour. This letter must make it clear what the behaviour is and a copy of this policy will be handed out with the letter.
5. The banning panel will review the incident and any further behaviour when the review date has been reached, if necessary.

What sanctions should be considered

The banning panel will determine the length of the banning period based on the severity of the behaviour/incident. For one-off occurrences of poor behaviour, the perpetrator can be asked to leave the premises by the shift supervisor.

Length of banning orders

Banning orders can be issued for 1 week to 1 year (to be reviewed annually).

Appealing a ban

The individual concerned can challenge the action made by the Board of Trustees and will have 30 days to respond to the Board of Trustees in writing (or via the Charity Services Manager to put into writing) to appeal this decision or propose any amendments. This will then be discussed by the full Board of Trustees at the next Board meeting (or via electronic means if appropriate) and the decision reached by the Board of Trustees will be sent to the individual in writing.

The actions proposed by the Board of Trustees will be adhered to by the individual until the full Board of Trustees can make a decision and further action will be taken by the Board of Trustees if this is not adhered to. Behaviour considered to be harassment, aggressive or a threat to staff safety and welfare may also lead to police involvement or legal action. In such cases, where there is a need or justification for protecting staff, Somewhere to Go may not need to give the client prior warning of this action.

Managing breaches of a banning order

During the period of the ban, the client must adhere to the terms of the ban and not enter any building covered by the ban or behave in any way which is harassing, intimidating or threatening to any staff member or volunteer. Any breaches of the terms set out in the ban will be recorded. Staff should take action in the following circumstances:

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1. If a client who is banned enters the building, ask them to leave.
2. If a client who is banned refuses to leave, call the street wardens, community response or police.
3. Repeated instances of entering buildings, call the police.
4. Record all of these incidents on the breach spreadsheet.

Information and record keeping

Whenever this policy is applied, Somewhere To Go Ltd will record:

- Any correspondence or interactions with the client, written or verbal (to be documented)
- Full details of the incident, complaint or enquiry, including the contact details of the individuals involved.

Delegated Duties

There are some offences such as debt collecting, trespass, possession of drugs or possession of alcohol on the property or its immediate vicinity where the Board of Trustees has made a standardised ban which can be implemented by the Charity Services Manager, Senior Support Worker or Support Worker on behalf of the Board of Trustees. The staff member issuing the ban will inform the banning panel of the Board of Trustees by email that the ban has been implemented.

The above appeals procedure applies for bans issued by staff members of Somewhere to Go Ltd.

Delegated Duties - Trespass

Any client who is witnessed by staff, recorded on CCTV or is witnessed by a trusted person being within the rear car park, on the rear fire escape or on the balcony of Somewhere to Go Ltd between the hours of 16:30 and 8:30 will receive an automatic 1 week ban from a member of staff under delegated duties.

If this behaviour persists the matter will be referred to the banning panel to consider further action.

Delegated Duties - Alcohol Possession including exclusion map

Any client who is witnessed by staff, recorded on CCTV or is witnessed by a trusted person being in possession of alcohol (in sealed or unsealed containers) on premises owned by Somewhere to Go Ltd will receive an automatic ban from a member of staff under delegated duties.

The bans given will be issued as follows:

Instance number	Length of ban from Somewhere to Go Ltd
First Instance	1 week ban
Second Instance	2 week ban
Third Instance	1 month ban

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Fourth Instance	Matter to be referred to the banning panel for further action
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Delegated Duties - Drug Possession including exclusion map

Any client who is witnessed by staff, recorded on CCTV or is witnessed by a trusted person being in possession of drugs on premises owned by Somewhere to Go Ltd will receive an automatic ban from a member of staff under delegated duties.

The bans given will be issued as follows:

	First Instance	Second Instance	Third Instance
Possession of drug paraphernalia	2 weeks	1 month	3 months
Possession of uncapped needles	1 month	3 months	6 months
Drug possession (single use)	1 month	2 months	3 months
Drug possession (multiple use/possible supply)	6 weeks	3 months	6 months
Drug use on the premises	6 months	9 months	1 year
Drug purchasing	6 months	1 year	Indefinite
Drug dealing/sales	1 year	Indefinite	Permanent

Delegated Duties - Debt Collecting

Any person witnessed attempting to collect money or goods in reparations for drugs or alcohol which has previously been given, commonly referred to as 'drug debt collecting', either for themselves or on behalf of someone else will automatically receive a year ban from the services provided by Somewhere to Go Ltd.

Substance Exclusion Zone

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Due to issues with clients leaving Somewhere to Go Ltd premises to drink alcohol or use substances just outside the boundaries and this causing issues for local residents and businesses, Somewhere to Go Ltd has implemented a Substance Exclusion Zone around the premises.

Any client who is witnessed by staff or a volunteer, recorded on CCTV or is witnessed by a trusted person being in possession of, or using drugs or alcohol (in sealed or unsealed containers) within the Substance Exclusion Zone around Somewhere to Go Ltd premises will be issued an automatic ban from a member of staff under delegated duties.

The areas in the Substance Exclusion Zone are highlighted in the map below. The areas included are:

- Boulevard - from no. 1 to the intersection at Kings Lane.
- Longton Grove Road - from no. 1 to no. 4 including the steps on the side of United Reform Church, Waterloo Street.
- Waterloo Street - from 'Weston Town Council Offices' to 'Papas'
- Palmer Row - from Somewhere To Go Ltd premises to Kings Lane
- Palmer Street - from Palmer Row to North Street
- The car park to the rear of Waterloo Street and Palmer Street

The area in Blue is 4-6 Boulevard owned by Somewhere to Go Ltd. The area in Red is the Substance Exclusion Zone.

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Policy Review

This policy will be reviewed every 2 years in accordance with government and local publications.

This policy will be reviewed in March 2027.

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