

London Borough of Merton
 100 London Road
 Morden
 Surrey
 SM4 5DX

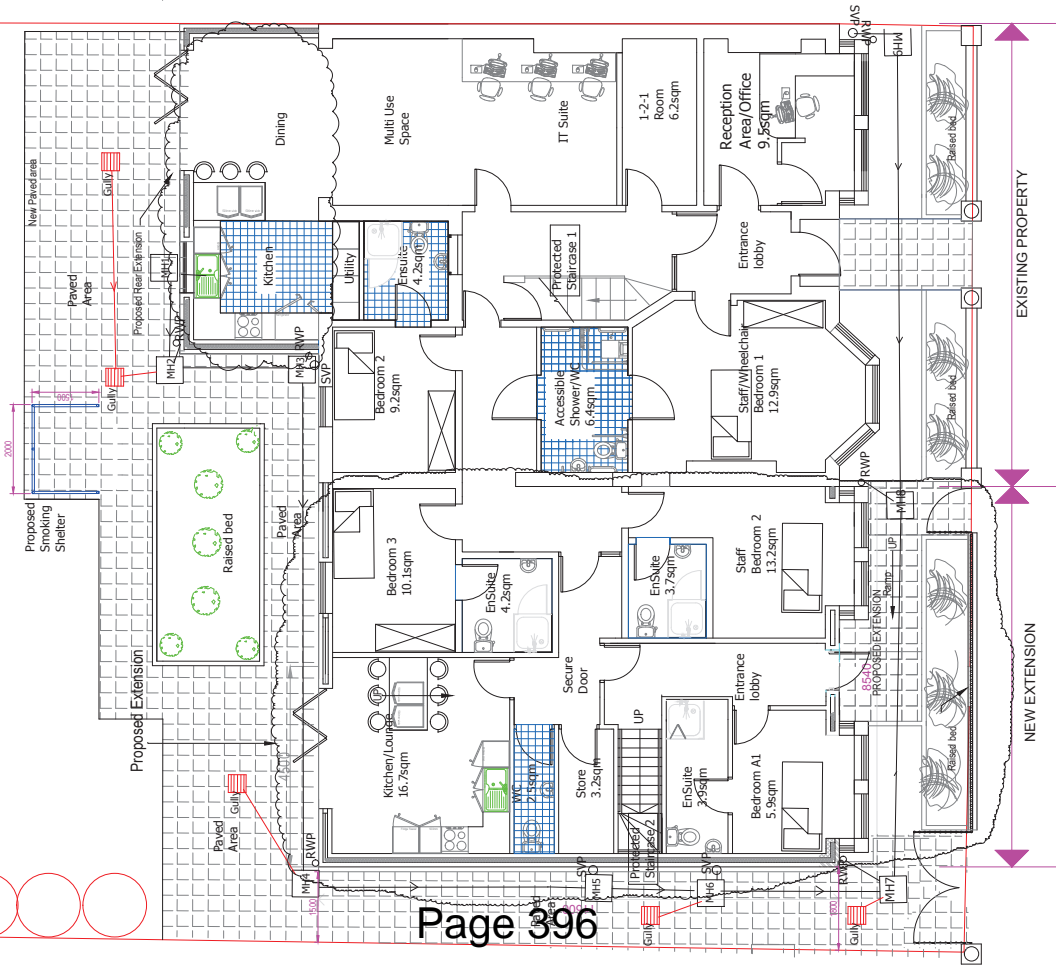
Scale 1/1250
 Date 11/3/2014

8 Wilton Road

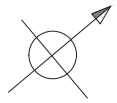
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DEVELOPMENT CONTROL

REAR GARDENS



PROPOSED GROUND FLOOR PLAN



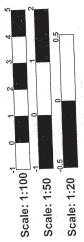
PROPOSED FIRST FLOOR PLAN

WILTON ROAD

WILTON ROAD

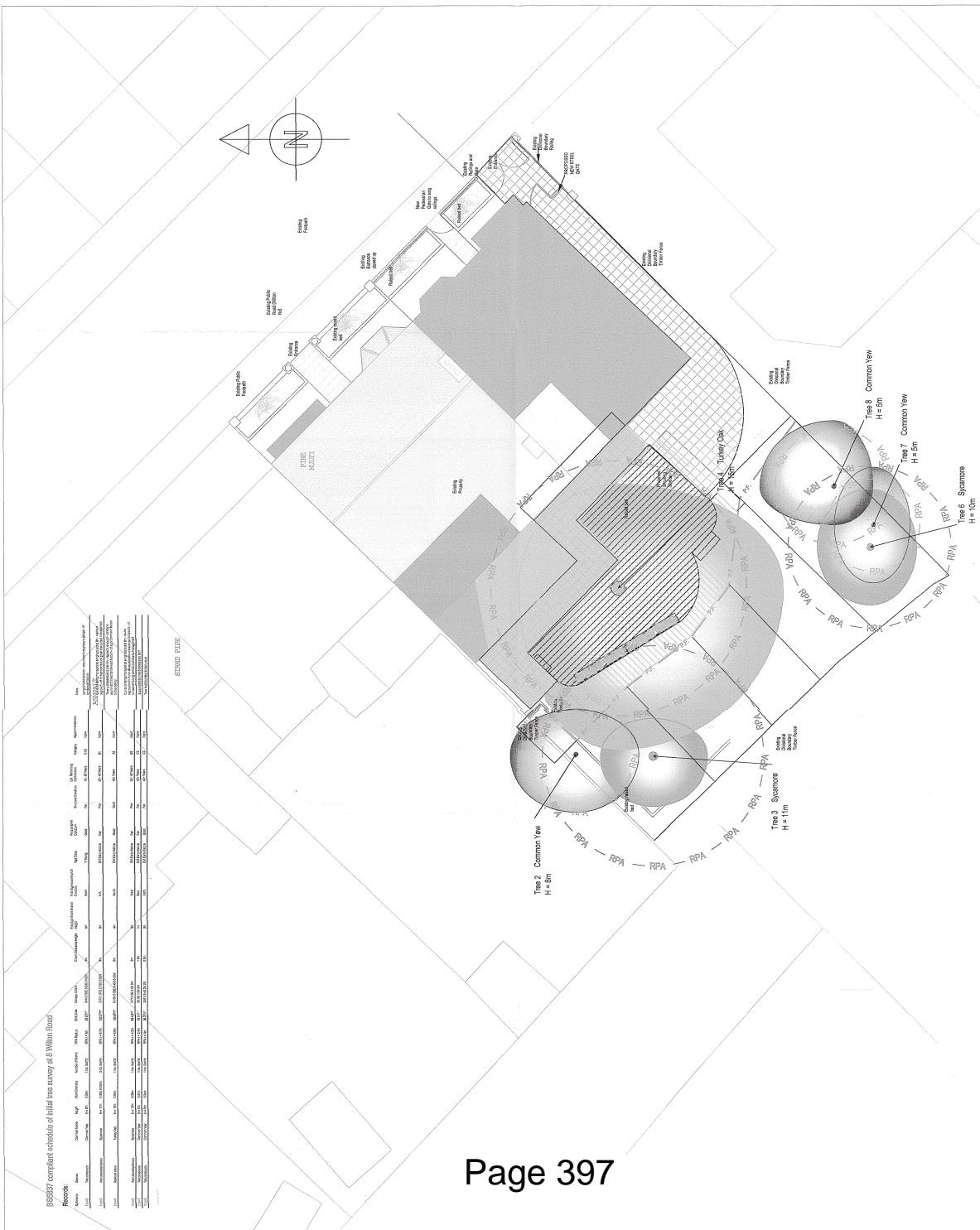
GIFA
Ground Floor - 226.5sqm
First Floor - 183.4sqm
Total - 409.9sqm

NO.	REVISIONS	DATE	BY	CHECKED
1590				
Facilities Management, London Borough of Merton, Civic Centre, Luxford Road, Merton (S14) (EX)				
Proposed Floor Plans				
211103			MC	
MASH				
8 Wilton Road Colliers Wood				
WIRGAP-01				



BSS357 compliant schedule of lateral tree survey at 8 Wilton Road

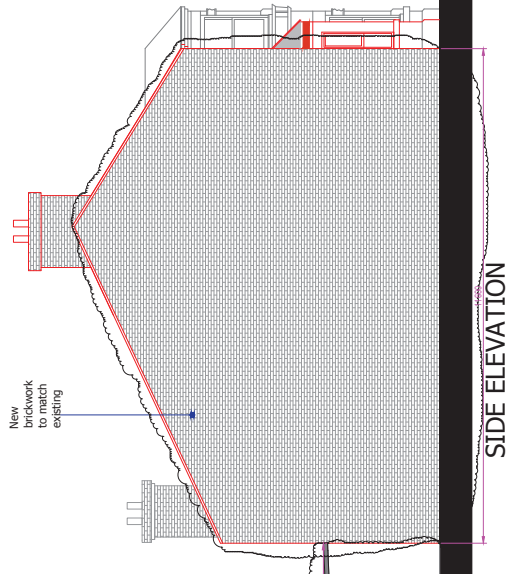
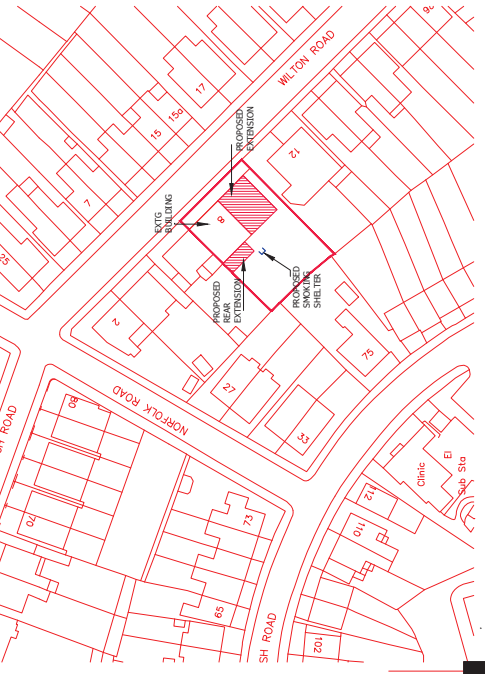
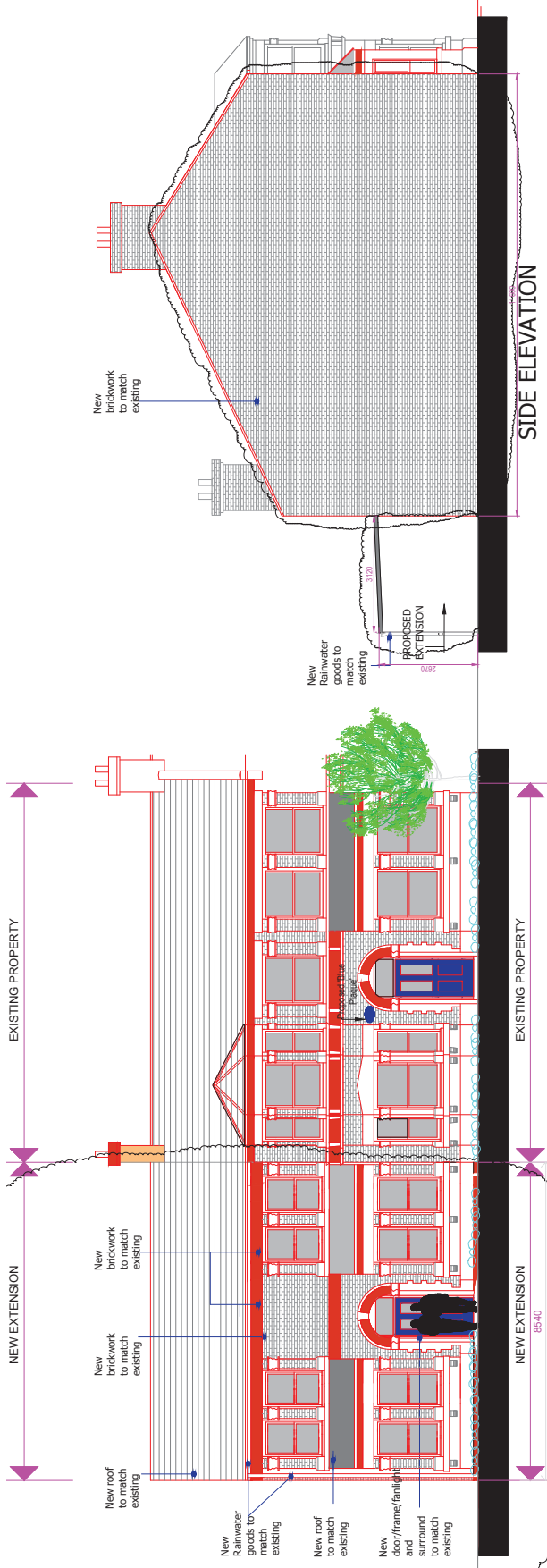
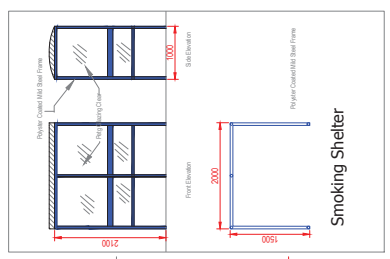
Tree ID	Species	DBH (cm)	Height (m)	Health	Notes
T1	Common Oak	15.0	8.0	Good	Tree 2 Common View
T2	Common Oak	15.0	8.0	Good	Tree 2 Common View
T3	Sycamore	11.0	11.0	Good	Tree 3 Sycamore
T4	Common Oak	15.0	8.0	Good	Tree 4 Common View
T5	Common Oak	15.0	8.0	Good	Tree 5 Common View
T6	Common Oak	15.0	8.0	Good	Tree 6 Common View
T7	Common Oak	15.0	8.0	Good	Tree 7 Common View
T8	Common Oak	15.0	8.0	Good	Tree 8 Common View

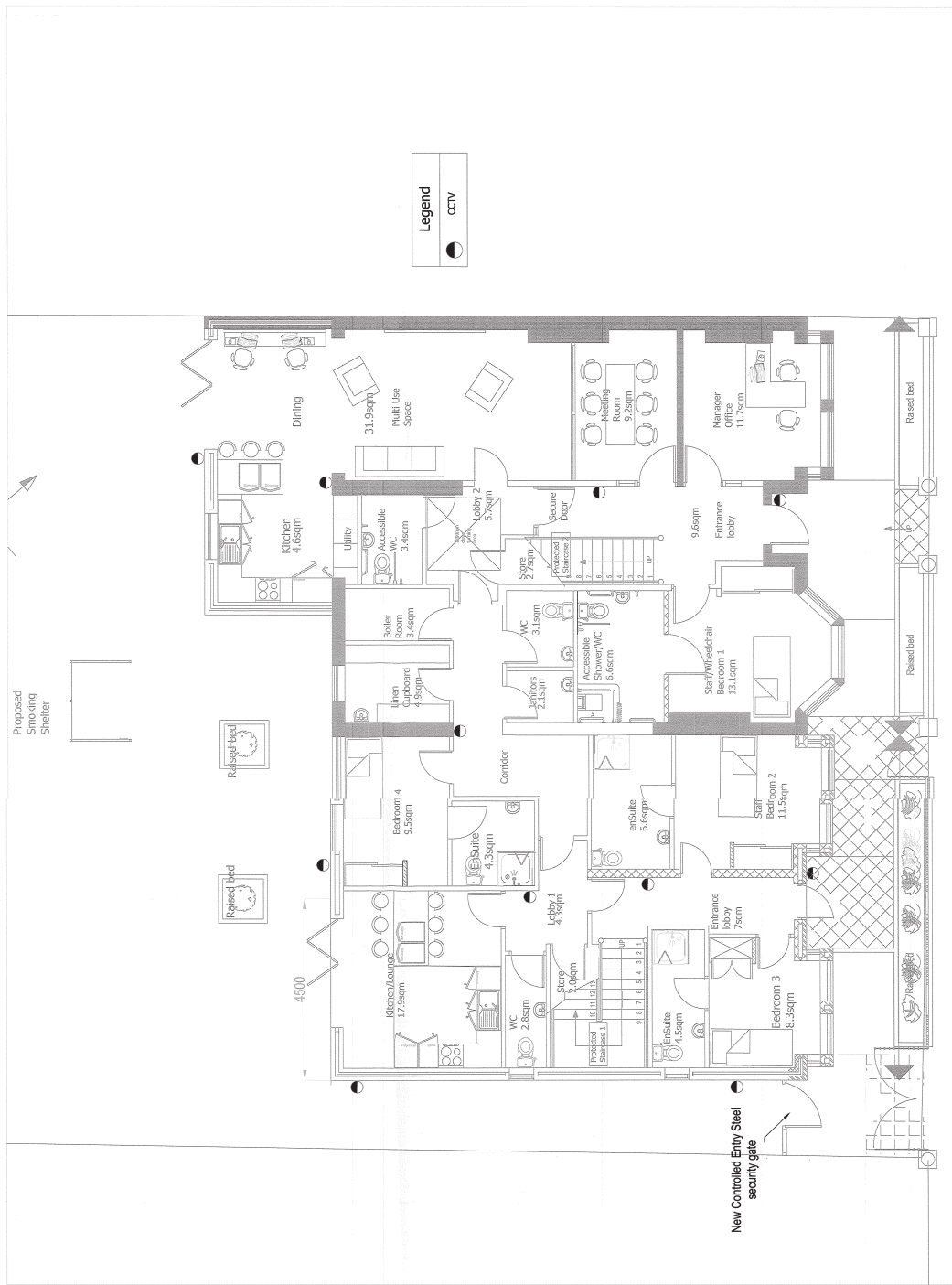


Ref.	A	Add Proposed	Date	13/03/14	ITC	Initials
Description	Facilities Management, London Borough of Merton, Civic Centre, London Road, Morden SM4 5DX					
Scale	1/100					
Drawn by	ITC					
Checked by	ITC					
Approved by	WR/GAP100					
Drawing Description	Proposed Site Layout for MASH					
Site Address	8 Wilton Road Colliers Wood					
Drawing Number	WR/GAP100					
Revision	A					

3
 Proposed External No.
 Mashed
 AMENDED

No.	Date	Author	Check	Scale
Facilities Management Civic Centre, London Road, Ayrton, SW1 5GX Existing & Proposed Elevations for MASH				
Drawn by:	Project No.:	Scale:	Client:	
Checked by:	Drawn:	Scale:	Client:	
8 Wilton Road Colliers Wood			WR/GAE/201	
01 818 3135		01 818 3135		
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Legend
● CCTV

Scale: 1:100
Scale: 1:30
Scale: 1:20

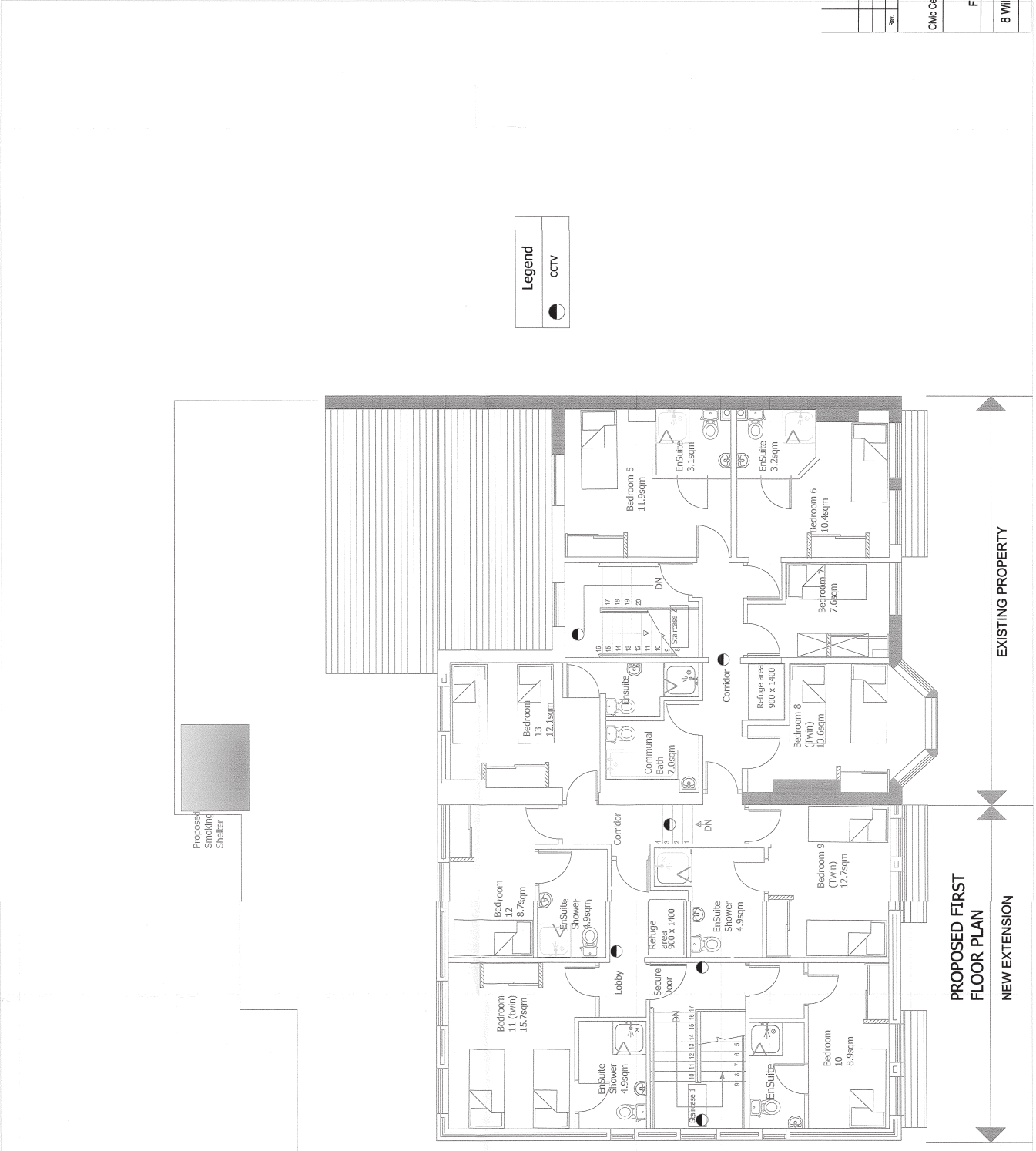
AMENDED

11 MAR 2014

LOCATION: (REPLACE) OF (REPLACE)

Rev	A	Move cctv camera to (REPLACE) new extension from door	Date	11/03/14	1/50
Facilities Management, London Borough of Merton, Civic Centre, London Road, Morden SM4 5DX			Scale @ A1	DATE	5/03/14
CCTV LAYOUT Ground Floor Plan			Drawn by	ITC	ITC
Drawing location			Checked by	ITC	ITC
8 Wilton Road Colliers Wood			Drawn by	WR/CCTV100	A
Site Address			Drawing Number	Sheet	

Grand Floor CCTV Layout



Legend	
	CCTV

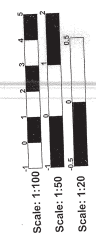
LONDON BOROUGH OF MERIDON
 - 7 MAR 2014
 Scale: 1:100
 Scale: 1:50
 Scale: 1:20

Rev.	Description	Date	Initials

Facilities Management, London Borough of Meridon Chic Centre, London Road, Meridon SM4 5DX		1/50	
CCTV LAYOUT FIRST FLOOR PLAN		Drawn by NTC	Date 5/03/14
Drawing Description		Checked by	Approved by
8 Wilton Road Colliers Wood		WRCCCTVFF101	
Site Address	Drawing Number	Revision	

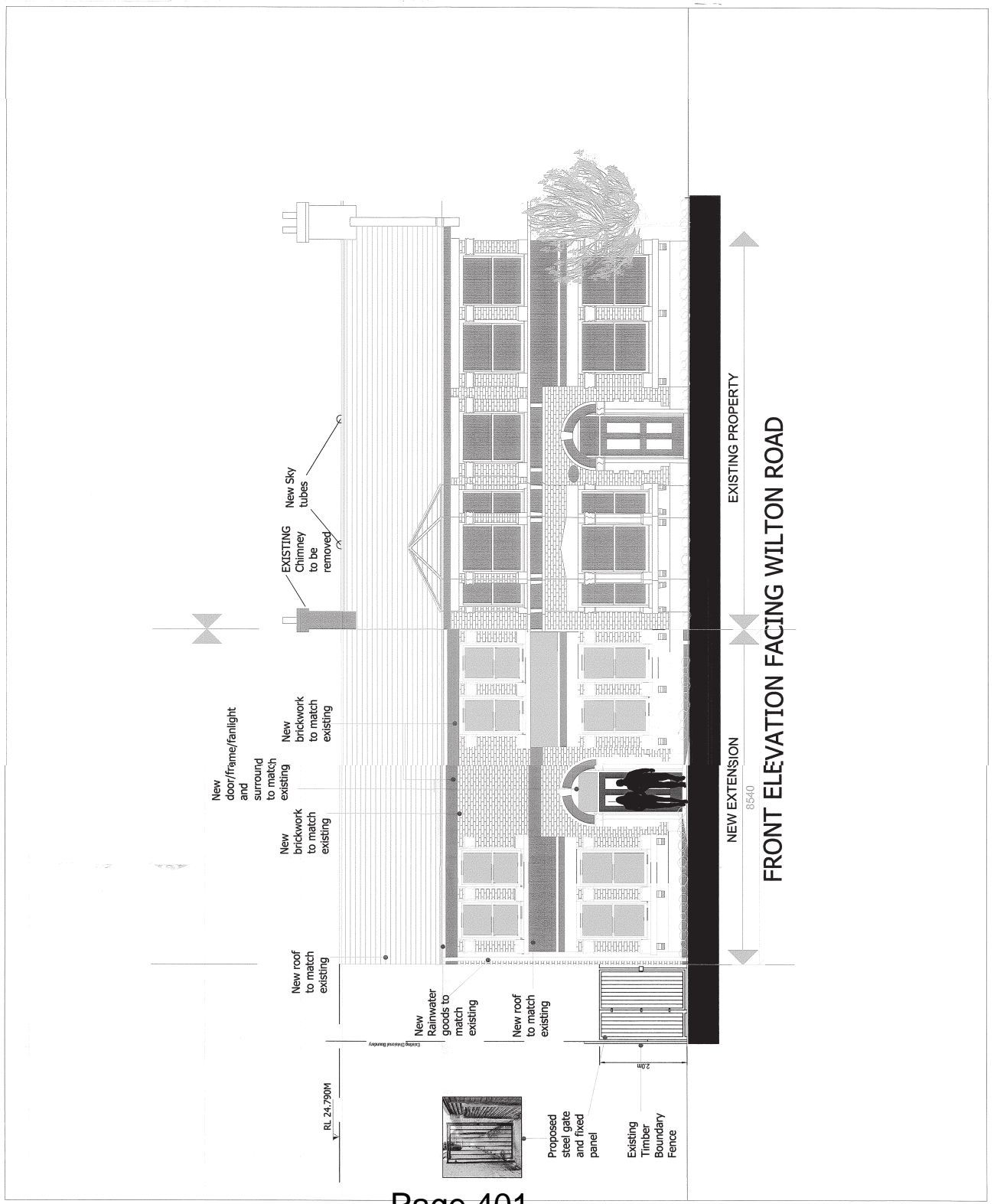
1st Floor CCTV layout

NO. 899 11
 DRAWING FOR PROPOSAL HOODING



Rev.	Description	Date	Initials
	Facilities Management, London Borough of Merton, Civic Centre, London Road, Morden SM4 5DX	1/50	Scale @ A1
	PROPOSED FRONT GATE/ELEVATION	Drawn by MTC	Date 11/03/14
	Drawing Description 8 Wilton Road Colliers Wood	Checked by	Approved by
	Site Address	Drawing Number WRIFG101	Revision

Front Gate



Complaints and Suggestions Procedure



Related Policies:

Equal Opportunities Policy
Anti Discriminatory Practice Policy
Protection from Abuse Policy
Child Protection Policy
Recruitment and Selection Policy
Client Access and Recording Procedures
Service Eligibility Criteria

Policy Statement:

SPEAR believes that all residents, service users and stakeholders have the right to express their views on how our services are managed and their suggestions for how the service may be improved.

SPEAR welcomes comments and complaints: they provide us with the chance to resolve dissatisfaction and to improve our services. This procedure applies to complaints, comments and suggestions whether made by clients, members of the public or other stakeholders in our service.

SPEAR also undertakes to monitor all comments and complaints to ensure that they are used to assess and improve the range and quality of service delivery on a continuous basis.

SPEAR will ensure that all service users and stakeholders have access to clear information on how to make complaints and comments. Service users in particular will be provided with the support they need in order to make their views known. SPEAR will ensure that no service users are disadvantaged or treated less favourably as a result of making complaints or comments.

Complaints will be investigated and responded to in an impartial manner, taking all known circumstances and available information into consideration.

SPEAR will:

- Make sure that clients know how they can make comments, suggestions and complaints when they take up the service. The complaints process is also publicised through posters and leaflets.
- Take verbal comments and complaints as seriously as written ones and record all complaints.
- Encourage service-users to make comments and complaints and give a quick answer after investigation.
- Have a systematic approach to complaint handling and investigation.
- Not treat complainants less favourably than people who have not complained.
- Take account of comments and complaints and improve things accordingly.

Every 3 months the Senior Management Team will review the results of all complaints made, check for trends and decide what additional improvements should be made to SPEAR's services.

Procedure:

Suggestions:

Suggestions Boxes are available at staffed SPEAR Hostels and the Hub. At the Hostels, the boxes are opened at residents meetings, and wherever possible, replies will be given at the next meeting. If staff are aware of who has made the suggestion they will give feedback as soon as possible after the meeting.

Version 2.0 - 2019/2020
Approved by the Senior Management Team
Approved by the Board of Directors

Suggestions may be addressed either verbally or in writing to the staff at the service that the suggestion concerns or to the central office. Staff will pass suggestions on to the appropriate manager, and they will be discussed at team meetings. The team will consider the suggestion and propose a time by when they will make a response. The time required to consider a suggestion will depend on a number of factors, though normally will not exceed two weeks.

Feedback to suggestions may also be given through the SPEAR wide Service User Group.

Complaints:

A complaint is an expression of dissatisfaction with the way SPEAR carries out its work. Complaints will be considered only on issues that have arisen during the previous twelve months.

Complainants may be angry or aggrieved, and may have cause to feel this way. It is important that complainants are treated with respect, and that staff dealing with the complaint respond to the merits of the case, not just the attitude of the complainant.

SPEAR will encourage complainants to put their concerns in writing, using the SPEAR complaints form or in other written form. If the complainant is not able to complete a form, or wishes to make a verbal complaint, they may do so, but the staff member receiving the complaint should complete the form on their behalf.

Staff receiving a verbal complaint should give the complainant an opportunity to complete a complaints form. If this is declined, or if the complainant has difficulty writing, staff should write the complaint as spoken by the complainant onto the complaints form, read it back to the complainant, and ask the complainant to sign the form. If the complainant is not willing or able to sign the form, the staff member should note on it that the contents were read back to the complainant and agreed by them.

If staff can resolve the issue on the spot they should do so and report fully to their manager.

1st Stage

If the issue cannot be resolved immediately, the complaint should be referred to the senior member of staff at the project concerned. If the complaint is about the senior member of staff at any project, the complaint should be taken to the Chief Executive, who will delegate the most appropriate member of the SMT to deal with the complaint.

The SMT member will ensure the complaint is investigated and will respond in writing within 5 working days. If the investigation has not finished within the 5 working days, the manager should reply in writing saying what progress has been made. Details will be kept of the complaint investigation, the results and any action taken.

At the conclusion of every investigation, the complainant should be informed in writing of the outcome, and where appropriate, offered a meeting to discuss the findings.

2nd Stage

If this response is not felt to be satisfactory, an appeal should be made, in writing, to the Chief Executive at the address below. If the complaint involves the Chief Executive, or if the Chief Executive was involved in the first stage, the appeal should be made in writing to the Chair of the Trustee Board, c/o SPEAR, 89 Heath Road, Twickenham TW1 4AW.

The Chief Executive or the Chair of SPEAR's Trustees will arrange an investigation, and a written response, wherever possible within two weeks.

3rd Stage

If this response is not felt to be satisfactory, or if the complaint involves the Chair of the Trustees, the complaint should be put in writing to the Trustees at the address above. The Trustee Board will elect an investigative body, and will respond in writing, wherever possible within two weeks.

Alternative routes of complaint:

SPEAR staff must also inform clients of their rights to make complaints through alternative routes and provide them with the relevant information, contact details and support to take up an alternative route of complaint.

Alternative routes include, (but are not limited to):

- The Local Authority
- The landlord, (this is often the case if the service operates in a Council or Housing Association owned property)
- Any other ways to complain referred to in a Tenancy Agreement or other 'client agreement' related to a specific service.

If a SPEAR client is living in supported housing, they can also complain via Independent Housing Ombudsman.

Timescales:

If any of the time frames cannot be met, the complainant should be informed of this in writing with a date by when the investigation or action will have been taken.

The complaint investigation will be suspended if the complainant fails to participate or respond to requests for them to participate, and postponed if the complaint results in a disciplinary investigation or forms part of a disciplinary process.

Disciplinary concerns:

If the complaint raises an issue of misconduct or incompetence on the part of a staff member, this will be discussed with the line manager and Resources Director. If it is decided to investigate through a disciplinary investigation, the complaint investigation will be stopped. The complainant must be informed that the issue is being dealt with internally, and given a new timescale for response.

If the disciplinary investigation does not provide sufficient evidence for a decision to be made on the complaint, the outstanding issues will be investigated through a complaints investigation, which will recommence after any disciplinary activity has been implemented.

If the police are also investigating allegations for which there is a complaint or disciplinary investigation, the Chief Executive should be consulted as to whether the complaint investigation should be suspended, delayed or abandoned.

Information and Support to Staff:

- If a staff member is associated with a complaint made by a service-user, their line manager is responsible for informing them of the complaint and keeping them apprised of its progress.
- If a service-user is verbally complaining about another staff member, the person recording the complaint should let the complainant know that the staff member will be told. If the complainant is opposed to this, then a manager should be informed of this request and meet with the complainant.
- If a staff member is being interviewed they will usually be given at least a day's warning and may decide to bring a colleague to provide moral support.
- If an investigating officer wants information over the telephone, the staff member may insist that instead there is a face-to-face interview.
- Those interviewed may ask for a copy of the interview report.

- No information about a staff member that is obtained in a complaint investigation will be placed on their personnel file unless there has been a separate disciplinary investigation.
- Being involved in a complaint investigation can be a stressful experience. It is important that staff should get the support they need although it may not be appropriate for the line manager to give this, as they may also be involved in the complaint. Support can be organised by an appropriate member of the SMT.

Advocacy:

SPEAR staff will not advocate for clients with complaints against the organisation. Clients in need of an advocate should be referred to the local Citizens Advice Bureau or a local advocacy project.

Vexatious Complainants:

A vexatious complainant is someone whom SPEAR reasonably assesses to be motivated not by a reasonable cause, but rather by an intention to cause harm or embarrassment to an individual member of staff, volunteer or Trustee, or the organisation as a whole.

A vexatious complainant is someone who contentiously raises a complaint, without grounds, in order to cause annoyance or disruption, or someone who raises the same complaint or similar complaints many times. Many times is defined as more than three separate occasions. This could be regardless of whether the complaint has been resolved to the satisfaction of the complainant or not.

Examples of vexatious complaining could include:

- Persistently approaching SPEAR through different routes about the same issue
- Persistently seeking an outcome which it has already been explained is not possible or unrealistic for policy, legal or other valid reasons;
- Complaining about or challenging an issue based on a historic and/or irreversible decision or incident;
- Making an unreasonable number of contacts with SPEAR, by any means, in relation to a specific complaint or complaints;
- Complaining through excessively varied means, (for instance, pursuing a complaint or complaints concurrently with SPEAR, Councillors, MPs, other agencies, Local Authorities, or the police)
- Refusing to co-operate with the complaints investigation process, or insisting on the complaint being dealt with in ways which are incompatible with SPEAR's complaints policy (e.g. insisting that there must not be any written record of the complaint);
- Refusing to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome and /or denying that an adequate response has been given;
- Making the same complaint repeatedly, with minor differences, after the complaints procedure has been concluded.

An assessment about whether someone is a vexatious complainant can only be made by a member of the SMT and must where possible involve appropriate and reasonable steps to take advice from partner agencies, professional experts or Local Authority commissioners.

If a client has been assessed to be a vexatious complainant, every new complaint must be investigated according to the normal procedure.

When a complaint has been judged to be vexatious, a member of the SPEAR SMT can consider the following options:

- Requesting that the client communicate through a particular means, (i.e. at pre-arranged meetings)
- Limiting the complainant to one contact person within the organisation
- Accepting telephone calls from the complainant only on specific days and times;
- Ending telephone calls or meetings if the complainant's behaviour is inappropriate;
- Having a second member of staff in all meetings with the complainant;

- Letting the complainant know that SPEAR will not acknowledge or respond to any further contact on the topic of the complaint.

If the complainant is a client, they may be asked to enter into an acceptable behaviour contract around their future contact with SPEAR staff. This could include restrictions on the type of contact, attendance at office by appointments only, using one named contact only, not responding to email contact, etc.

In extreme cases, the complainant may be banned from SPEAR's premises, (using the Withdrawal of Services Policy for clients), and the police may be involved.

Appendices

Complaints Form

Complaints Form



Name:

Address:

Daytime Telephone Number (if applicable):

How would you like us to respond? (e.g. in writing, by telephone, personal visit etc.)

When is the best time to contact you?

Have you already discussed this matter with a member of staff?

If yes, please say who and when.

Please describe what you feel the problem is. Please try to provide as much information as you can, including times and dates of any specific incidents, who was involved and anyone who witnessed the situation.

If possible, please say what you would like SPEAR to do about it. Use extra sheets if you need to, but please make sure that they have your name at the top and are attached to this sheet.

Signed:

Date:

Please return this to the senior member of staff at the project concerned, or to the central office, 89 Heath Road, Twickenham TW1 4AW. We are sorry that you have felt it necessary to make a complaint about the work of SPEAR, and we will address your concerns as soon as possible.

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