



london housing
foundation



Day Centre Standards

Prepared for the London Housing Foundation by Daniel Currie
April 2010

Philosophy

Our day centre is a place of change, opportunity and choice.

We encourage people to make positive decisions about their own lives, and above all to move away from homelessness and find stable homes.

We work with each person who comes to our centre to enable them to take responsibility for setting their own goals, making effective use of support services at the centre and elsewhere, and achieving a better life for themselves.

Our support services are delivered by experienced professional staff and volunteers, working in partnership with other voluntary sector and statutory agencies.

Standards

Our centres offer an effective approach to improving people's lives, through services which:

1 Are accessible

- a) State clearly which groups of people we will help
- b) State clearly how we will help people
- c) Understand and respond to local need
- d) Provide a welcoming environment which empowers people to improve their lives
- e) Provide information on other services, to people for whom our services are not relevant

2 Focus on change

- a) Offer effective triage and assessment of people's support needs
- b) Encourage people to take responsibility for improving their own lives
- c) Deliver planned support to help people improve their lives
- d) Help people to access and use other specialist services
- e) Monitor and evaluate outcomes, and use this information to improve services

3 Work with people who use the centre as partners

- a) Enable each person to play the leading role in improving their own life
- b) Involve people who use the centre in designing, monitoring and evaluating services
- c) Enable people who use services to also participate in delivering services

4 Are delivered with local authorities, agencies and communities

- a) Seek and act upon feedback from these groups
- b) Work proactively with these groups to maximise impact for homeless people

5 Employ excellent people

- a) Deliver excellent management to staff and volunteers
- b) Train and support staff and volunteers to help people to improve their lives

This version is correct at 6 April 2010. From time to time updates will be posted on the London Housing Foundation website www.lhf.org.uk/day-centre-standards.aspx.

Using the Day Centre Standards and logo

Purpose

The standards are a voluntary code, designed to raise the quality of service provided by day centres, and to enhance the perception of participating centres with relevant stakeholders. As with most quality standards, the primary objective is to promote continuous improvement in the specified direction, rather than once-and-for-all attainment of a particular state.

To avoid duplicating work, the standards do not require centres to confirm that they operate within the law. Clearly, all centres must have separate mechanisms for ensuring that they comply with health and safety, employment, and other relevant legislation.

Development

The standards were developed through consultation with day centres in London. They were commissioned by the London Housing Foundation, and prepared under the supervision of a steering group of representatives from seven day centres (Broadway, CHC, Connection at St Martin's, New Horizon Youth Centre, The Passage, Providence Row, and Spires). All the London centres were invited to the initial one-day consultation in June 2009, and a final consultation in February 2010, and over half actually participated in one or both events.

This version of the standards is the first. Over time it will need to be revised in the light of experience, and changes in the external environment. New versions will be prepared under the supervision of the steering group, and in the light of further consultation with the wider body of day centres. They will be published on the London Housing Foundation website.

Any other centres that are interested in joining the steering group should inform the London Housing Foundation.

Format

There are five headline standards, each of which has between two and five sections, giving 17 sections in total. Appendix A of this document provide a more detailed explanation of what each section means. It also provides guidance on the type of evidence which can be used to demonstrate that a centre meets the standards. The guidance is not meant to be exhaustive: centres may use other types of evidence if they are more relevant.

Reproduction

The standards may be freely copied and used by anyone under the terms of a creative commons license (see page two).

Compliance

The standards are action-oriented: each section describes something the centre will do. There are four levels of compliance, which describe the extent to which the centre delivers the action required by each section, as follows:

Not met	Centre does not deliver this action at all
Partially met	Centre delivers some parts of this action, or all of the action but inconsistently
Fully met	Centre consistently delivers all parts of the action, has processes for ensuring that it does so, and follows up on any lapses in delivery
Met and evidenced	Centre fully meets the standard (as above) and can document that this is the case

Publicity

Centres wishing to publicise their commitment to, or compliance with, the standards, or to use the Day Centre Standards logo, must adhere to the conditions set out in this document.

Commitment

Any day centre working with homeless or vulnerable people in London may publicise its commitment to the standards. In order to do this the centre's Board of Trustees must:

- review the standards and pass a resolution stating its commitment
- review the extent to which it already meets the standards
- approve an action plan for increasing compliance with the standards
- use the form in Appendix B to inform the London Housing Foundation.

On receipt of the form, the Foundation will add the centre's name to the list of committed centres published on its website, and will provide the centre with an electronic copy of the logo. Use of the logo is by permission of the Foundation. In order to continue using the logo, the centre's trustees must:

- submit annual updates on progress to the Foundation, using the form in Appendix C.

All information provided to the Foundation will be kept confidential and will not be shared with any third party. The Foundation in its absolute discretion may withdraw the right to use the logo in the event that annual updates are not submitted, or that no progress can be reported.

Self-certification

Centres which are satisfied they fully meet all the standards may also self-certify that this is the case. To do this, the board of trustees must:

- satisfy itself that the centre meets the standards by reviewing the appropriate documentary evidence (see Appendix A for guidance on evidence).
- pass a resolution to that effect
- maintain a record of the evidence collected, making it available to be viewed by interested parties by application
- approve an action plan for maintaining compliance with the standards
- use the form in Appendix D to inform the London Housing Foundation.

On receipt of the form, the Foundation will add the centre's name to the list of self-certified centres published on its website, and will provide the centre with an electronic copy of the logo if it has not already done so. Use of the logo is by permission of the Foundation. In order to continue using the logo, the centre's trustees must:

- review compliance and report annually to the Foundation using the form in Appendix E.

All information provided to the Foundation will be kept confidential and will not be shared with any third party. The Foundation in its absolute discretion may withdraw the right to use the logo in the event that annual updates are not submitted.

Future developments

In time, it may be possible to turn the standards into an externally validated quality mark, under which an external assessor certifies that a centre meets the standard. It may also be possible to extend coverage beyond London. These options will be kept under review.

Assistance to implement the standards

Two sorts of help may be available to centres which would like assistance to implement the standards or to prepare the relevant documentation:

- **Consultancy** support will be offered to a number of centres on the basis of need. Smaller centres with limited resources will be prioritised. Please contact the Foundation for an informal discussion.
- **Mentoring** for managers or front line staff is being offered by a number of experienced day centre staff. If you would like to offer or receive such support, please visit the London Housing Foundation website at www.lhf.org.uk/dc-standards-mentoring.aspx.

Appendix A – Detailed explanation of the Day Centre Standards

1 Are accessible

	More on what this means	Examples of evidence you can use	How close you are	
a	State clearly which groups of people we will help	The centre has thought about, defined, and publicises the types of people it will work with, according to factors which may include: age, ethnicity or cultural background, location, or need.	Memorandum and Articles of Association. Minutes of meetings which discussed which groups the centre should work with. Public statements about who the centre can help, for example through posters at the centre.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
b	State clearly how we will help people	The centre has thought about, defined, and publicises the life changes (outcomes) it is trying to achieve for the people it works with. For example: helping rough sleepers to find homes, or helping vulnerable people to remain housed.	Memorandum and Articles of Association. Minutes of meetings discussing what the centre wants to achieve. Public statements about the outcomes the centre is seeking to achieve, for example through posters at the centre. List of measured outcomes.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
c	Understand and respond to local need	The centre has found out about the demographic profile and needs of the local population of homeless and vulnerable people, and focuses on meeting these needs, or a particular need which is acute or poorly served by other services.	Up to date information on the local population and its needs. Information showing which groups of people actually use the centre. Minutes of meetings which discussed and reached conclusions on how the centre can meet local need.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
d	Provide a welcoming environment which empowers people to improve their lives	The centre has thought about how to make people feel welcome and valued, and has policies and procedures in place to achieve this. It has defined the services on offer at the centre, and the responsibilities of people using the service. Staff and volunteers welcome everyone soon after they first arrive, and explain the services on offer and the responsibilities which go with using the centre. The centre has and implements an appropriate risk management policy.	Policies and procedures on how to greet and interact with people who use the centre. Customer service strategies or plans. Descriptions of the services provided. Leaflets for people using the centre, or scripts for staff or volunteers, setting out the services on offer. Rules for the use of the centre, covering alcohol and drug use, behavioural issues etc. Risk management policy and/or register. Incident and accident records.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
e	Provide information on other services, to people for whom our services are not relevant	The centre has thought about the groups of people which it is not set up to help, but who may come to the centre seeking help, and has made provision to direct them to appropriate services elsewhere.	Information on the types of people who may come to the centre, who cannot use it, and lists of appropriate referral agencies, for use by staff and volunteers.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>

2 Focus on change

	More on what this means	Examples of evidence you can use	How close you are	
a	Offer effective triage and assessment of people's support needs	The centre provides triage (separation into different groups) for people coming to the centre for the first time, to identify who can use the centre, and what services people should be offered (for example, some people may need an emergency response). For people who are being helped over a period of time, the centre assesses their needs in more depth to ensure they are offered the most effective services.	Information on how staff or volunteers decide whether people can use the centre when they first arrive, and how they decide which services to direct people to. Policy on assessment, covering when and how to do it and record it. Examples of triage sheets and completed assessments.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
b	Encourage people to take responsibility for improving their own lives	The centre has thought about, defined and publicises what it expects people to do to improve their lives. Staff and volunteers encourage and support people to make full use of services which will improve their lives for the long term. The centre has developed and implements proactive strategies for responding to people who do not engage with life-changing services.	Information for staff, volunteers and people using the service, on the services people are asked to use when they come to the centre. Guidance for staff and volunteers on how to encourage people to engage with life changing services. Policy or guidance for staff and volunteers on how to respond if people are resistant to engaging with change.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
c	Deliver planned support to help people improve their lives	The centre has thought about, defined and delivers an approach to planning and support which helps people to improve their lives. Support planning is carried out in partnership with the person being supported.	Information for staff and volunteers on how to work with people to develop support or progression plans. Records of plans which are in progress and plans which have been completed.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
d	Help people to access and use other specialist services	The centre has thought about and identified those services which are needed by the people it aims to help, but which cannot be provided internally. It has made arrangements to work jointly with external providers of such services, and helps people to make use of them.	Information on needs which the centre cannot meet internally (for example drawn from assessments). Accessible information on referral agencies. Minutes of liaison meetings with key referral agencies. Evidence of referrals from support plans.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
e	Monitor and evaluate outcomes, and use this information to improve services	The centre keeps records of the people using its services, together with key assessed needs, and tracks their progress towards improvement. These records are used to judge the effectiveness of services, and to make them more effective over time.	Records of people using the service, information on the main needs encountered. Summary information about the progress people have made. Notes of meetings discussing results, and records of service changes made to improve services.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>

3 Work with people who use the centre as partners

	More on what this means	Examples of evidence you can use	How close you are	
a	Enable each person to play the leading role in improving their own life	The centre has thought about, designed, and implements ways to ensure that people have the maximum input in defining their own goals, developing their own support plans, building personal capacity, taking action for themselves, and monitoring the results. Centres may wish to use recognised techniques such as motivational interviewing.	Guidance on how to encourage people to set their own goals, and take an active role in support planning. Notes of motivational interviews. Signed support plans, showing evidence that people have taken part in planning for themselves. Notes from progress meetings held with people to review their own activities and support.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
b	Involve people who use the centre in designing, monitoring and evaluating services	The centre has thought about, developed and implements systems for asking people who use the service what they need and want, and how they want services to be delivered. It asks them to feed back on services through methods such as surveys or mystery shopper exercises, and asks them to suggest and comment on future developments. The centre takes account of people's views, even when it cannot meet all their needs or wishes, and explains how it is responding. The centre has developed and implements an accessible complaints policy.	Consultation policies and procedures. Feedback from people who use services, for example survey results, or notes of consultation meetings. Notes of management meetings discussing how to respond to feedback. Records of changes made in response to feedback. Complaints policies and procedures, actual complaints and records of how they were resolved.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>
c	Enable people who use services to also participate in delivering services	The centre has thought about how people who use services can become involved in service delivery, for example through volunteering or paid employment, whether at their own centre, or at another service. The centre has a policy on what is appropriate and provides support to people who are interested to get involved, for example through training, placements, or referrals.	Policies on whether/how people who do or have used the centre can get involved delivering services (this may not be possible at the centre they have used). Guidance for staff and volunteers on how to help people to work or volunteer in the centre or in services run by other organisations. Records of such help being given, and its outcome.	<p>Not met <input type="radio"/></p> <p>Partially met <input type="radio"/></p> <p>Fully met <input type="radio"/></p> <p>Met and evidenced <input type="radio"/></p>

4 Are delivered with local authorities, agencies and communities

More on what this means		Examples of evidence you can use	How close you are	
a	Seek and act upon feedback from these groups	The centre has established contact with the relevant local authority/ies, key agencies working with homeless people locally, and representatives of the local resident community. The centre seeks the views of these groups on the needs of the local homeless population, on how services can be improved, and how any negative impact on local communities can be managed. The centre acts on the views received.	Notes of recent meetings with these key groups. Information on feedback received, in correspondence, meeting notes, etc. Notes of external meetings in which the centre has participated. Information on changes made or actions taken in response to such feedback.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
b	Work proactively with these groups to maximise impact for homeless people	The centre takes the initiative to work with these groups to maximise service impact, for example by linking with local authority strategies, making use of and accepting referrals from local agencies, or by ensuring that local residents know who to inform about people sleeping rough in the area.	Information on methods the centre has used to contact such groups, for example correspondence, meeting notes, etc. Information on referral protocols, notes of local authority co-ordination meetings, information provided to local residents.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>

5 Employ excellent people

More on what this means		Examples of evidence you can use	How close you are	
a	Deliver excellent management to staff and volunteers	The centre has thought about, developed and implements appropriate policies for the management of staff and volunteers, covering areas such as recruitment, contracts, communication, support and supervision.	Staff and volunteer management policies which cover the areas of recruitment, contracts, communication, support and supervision. Copies of contracts, information for staff, supervision records.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>
b	Train and support staff and volunteers to help people to improve their lives	The centre has thought about, developed and implements a training and development policy for staff and volunteers, which enables them to continuously increase their effectiveness in supporting people to improve their lives. Where possible and relevant, the centre enables staff and volunteers to study for and obtain formal qualifications.	Training and development policy, together with evidence of individual or organisational reviews of learning and skills. Records of training undertaken and any qualifications obtained.	Not met <input type="radio"/> Partially met <input type="radio"/> Fully met <input type="radio"/> Met and evidenced <input type="radio"/>

Appendix B – Day Centre Standards: form for declaration of commitment

The Trustees of _____ (name of day centre)

hereby declare that they:

1. Have reviewed the Day Centre Standards and passed a resolution expressing their commitment to delivering the standards (please attach a copy);
2. Have reviewed the centre's compliance, and believe that the centre currently meets the standards to the following degree (mark as appropriate).

Standard	Not met	Partially met	Fully met
1. Are accessible			
a) State clearly which groups of people we will help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) State clearly how we will help people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Understand and respond to local need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Provide a welcoming environment which empowers people to improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Provide information on other services, to people for whom our services are not relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Focus on change			
a) Offer effective triage and assessment of people's support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Encourage people to take responsibility for improving their own lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Deliver planned support to help people improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Help people to access and use other specialist services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Monitor and evaluate outcomes, and use this information to improve services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Work with people who use the centre as partners			
a) Enable each person to play the leading role in improving their own life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Involve people who use the centre in designing, monitoring and evaluating services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Enable people who use services to also participate in delivering services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Are delivered with local authorities, agencies and communities			
a) Seek and act upon feedback from these groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Work proactively with these groups to maximise impact for homeless people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Employ excellent people			
a) Deliver excellent management to staff and volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Train and support staff and volunteers to help people to improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Have approved, and attach a copy of, an action plan for increasing or maintaining compliance with the standards over the coming year;
4. Agree to be bound by the terms of use of the Day Centre Standards name and logo as set out by the London Housing Foundation from time to time.

Signed on behalf of the board by _____ (signature) _____ (print name of trustee)

at the board meeting held on the _____ day of _____ 20_____.

Appendix C – Day Centre Standards: form for annual progress report

The Trustees of _____ (name of day centre)

hereby declare that they:

1. Have reviewed progress towards compliance with the Day Centre Standards, and believe the centre currently meets the standards to the following degree.

Standard	Previous year:			Current year:		
	Not met	Partially met	Fully met	Not met	Partially met	Fully met
1. Are accessible	Previous year:			Current year:		
a) State clearly which groups of people we will help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) State clearly how we will help people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Understand and respond to local need	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Provide a welcoming environment which empowers people to improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Provide information on other services, to people for whom our services are not relevant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Focus on change	Previous year:			Current year:		
a) Offer effective triage and assessment of people's support needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Encourage people to take responsibility for improving their own lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Deliver planned support to help people improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d) Help people to access and use other specialist services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e) Monitor and evaluate outcomes, and use this information to improve services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Work with people who use the centre as partners	Previous year:			Current year:		
a) Enable each person to play the leading role in improving their own life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Involve people who use the centre in designing, monitoring and evaluating services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c) Enable people who use services to also participate in delivering services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Are delivered with local authorities, agencies and communities	Previous year:			Current year:		
a) Seek and act upon feedback from these groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Work proactively with these groups to maximise impact for homeless people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Employ excellent people	Previous year:			Current year:		
a) Deliver excellent management to staff and volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b) Train and support staff and volunteers to help people to improve their lives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Have approved, and attach a copy of, an action plan for increasing or maintaining compliance with the standards over the coming year;
4. Agree to be bound by the terms of use of the Day Centre Standards name and logo as set out by the London Housing Foundation from time to time.

Signed on behalf of the board by _____ (signature) _____ (print name of trustee)

at the board meeting held on the _____ day of _____ 20_____.

Appendix D – Day Centre Standards: self-certification form

The Trustees of _____ (name of day centre)

hereby declare that they:

1. Have reviewed the appropriate documentary evidence, and have passed a resolution declaring that they are satisfied that the centre complies fully with the Day Centre Standards (please attach a copy);
2. Attach herewith a schedule (only) of the documents used for the review, and agree that the actual the documents can be inspected on application to:

_____ at the following address _____

3. Have approved, and attach a copy of, an action plan for maintaining full compliance with the standards over the coming year, and
4. Agree to be bound by the terms of use of the Day Centre Standards name and logo as set out by the London Housing Foundation from time to time.

Signed on behalf of the board by _____ (signature) _____ (print name of trustee)

at the board meeting held on the _____ day of _____ 20 _____.

Appendix E – Day Centre Standards: form for renewal of self-certification

The Trustees of _____ (name of day centre)

hereby declare that they:

1. Have reviewed the appropriate documentary evidence, and are satisfied that the centre continues to comply fully with the Day Centre Standards
2. Attach herewith a schedule (only) of the documents used for the review, and agree that the actual the documents can be inspected on application to:

_____ at the following address _____

3. Have approved, and attach a copy of, an action plan for maintaining full compliance with the standards over the coming year, and
4. Agree to be bound by the terms of use of the Day Centre Standards name and logo as set out by the London Housing Foundation from time to time.

Signed on behalf of the board by _____ (signature) _____ (print name of trustee)

at the board meeting held on the _____ day of _____ 20 _____.



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london housing
foundation

London Housing Foundation is a company limited by share capital (number 1226903) and a registered charity (number 270178)

www.lhf.org.uk

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