



## Storage Policy And Procedure

Street Storage encourages a relationship of mutual respect and understood flexibility between charity and individual.

### Referrals

Please note we are a small, start up charity storing for approximately 300 people at any one time. Because of this **we cannot accept:**

- Mattresses, Bed Frames, White Goods, EScooters/Ebikes and/or bulky items.

Please call us if you have any queries about the items that need storing or the nature of the service. We will try to be as flexible as we can so it's always worth a call prior to referral.

Once a person is referred and forms received, they will be accepted immediately, rejected for reasons given to the referrer or put on a waiting list.

Staff will then contact the referral agent or individual to arrange an appointment at the unit either alone or with their referring agent. Appointments last around 30 minutes on average. **Storage items should be brought to appointments. Please note all storage items to be kept with us will be checked at appointment for security purposes.** The address remains undisclosed until this is booked. At the appointment, we will decide with the individual or referral partner the length of storage time needed and any partnership work flagged up by the referral agent or individual themselves will be discussed.

### Street Storage operates in King's Cross:

Monday 10am-4pm

Tuesday 10am-4pm

Wednesday 1pm-4pm

Thursday 10am-4pm

Friday 10am-4pm

Wherever possible appointments will be booked within these times or once stored people can drop in during these hours to have access to their belongings. If an individual is unable to make it during these times then they are encouraged to make contact with Street Storage's Storage and Outreach Manager. In such situations we will do our best to make arrangements outside of these times.

### Length of Storage

The length of storage given to each individual will be flexible around their needs. However, to support those with hoarding issues and to minimise the number of abandoned belongings, as well as to keep the unit available to new users, the following will apply:

#### Luggage Storage

- The period of storage will be by agreement as per the person's needs.

- In this time the unit(s) may move location, at which point all individuals will be contacted.
- In this time period, individuals' situations may change., Please see 'Renewal of Storage', 'Release of Storage' and Disposal of Storage' below for more information dependent on each person using the service.
- Individuals will be notified one month before the end of the agreement that their storage time is coming to an end. they will then receive two further reminders (two weeks notice and then the penultimate days notice).

### Document Storage

- The period of storage will be by agreement as per the person's needs.
- In this time the unit(s) may move location, at which point all individuals will be contacted.
- Individuals will be notified one month before the end of the agreement that their storage time is coming to an end. they will then receive two further reminders (two weeks notice and then the penultimate days notice).
- In this time period, individuals' situations may change., Please see 'Renewal of Storage', 'Release of Storage' and Disposal of Storage' below for more information dependent on each person using the service.

### Appropriate Storage

The following items are not allowed to be stored in any form on the premises:

- Flammable Items (with the exception of daily toiletries)
- Alcohol
- Drugs and other illegal substances deemed so by law (see Appendix A: Misuse of Drugs Act 1971 and Psychoactive Substances Act 2016 for a list of illegal substances)
- Weapons (chemical, offensive and anything deemed illegal by law. See Appendix B: Offensive Weapons Act 1996 and Chemical Weapons Act 1996)
- Offensive images of minors
- Food and other perishables
- Live or deceased animals (taxidermy excluded)
- E-bikes and E-scooters



Street Storage reserves the right to search belongings stored in our unit(s) at any time during the agreed storage period.

We also reserve the right to dispose of any illegal item found in belongings at any time without prior warning to the individual. Illegal substances found on the premises may result in the individual being asked to leave the service, remove all their storage items and may involve police investigation.

### Premises Security and Additional Policies

Street Storage will take action to appropriately insure and store safely all belongings at our premises. All premises will be locked from the outside and all internal document storage units will also be kept locked in fireproof filing cabinets for added security.

Premises, where possible will also be gated and fitted with CCTV for added peace of mind.

Please also see Street Storage's Policies for:

- Health and Safety
- Storage Insurance
- Fire Prevention and Risk Assessment
- Insurance Policy
- GDPR/Privacy

### **Renewal of Storage**

Individuals will be notified one month before the end of the agreement that their storage time is coming to an end. They will then receive two further reminders (two weeks notice and then the penultimate days notice). At the end of an agreed storage period, Street Storage will meet with individuals to review their initial agreement. If renewal is beneficial for both parties and agreed upon then a renewal storage agreement must be signed with agreed dates for a new period of storage.

Street Storage reserves the right to refuse storage renewal with good reason. Reasons may include but are not limited to: capacity of current unit, previous renewals, breaches of contract or policy, change of circumstance, dissolution of organisation.

### **Release of Belongings**

Individuals wishing to fully remove all or some of their belongings from Street Storage will be asked to sign a release form in accordance with the Storage Policy. The same will be done if Street Storage deems a renewal agreement inappropriate for the individual.

If Street Storage is unable to contact individuals via all communication methods provided, they will store belongings for a total of one month further to the end of the agreed period, and then dispose of them appropriately. See 'Disposal of Storage'.

### **Disposal of Storage**

Street Storage reserves the right to dispose of anything found to be against the policy stated here or against the law (see 'Appropriate Storage and Appendices A and B') at any time during the period agreed, and in the one month following non-contact.

Disposal will be done through appropriate channels. Examples given below but are not limited to:

- Weapons will be disposed through drop off at nearest Police Station. This may include a police report if the weapon(s) is/are deemed a threat.
- Recyclable goods will be re-donated or recycled appropriately.
- Confidential items not collected will be removed through confidential waste systems and shredded.

### **Appendix A: Misuse of Drugs Act 1971**

<http://www.legislation.gov.uk/ukpga/1971/38/contents>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-a.pdf>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-b.pdf>

<https://www.health-ni.gov.uk/sites/default/files/publications/dhssps/pas-class-c.pdf>

### **Psychoactive Substances Act 2016**

Reviewed April 2024

<http://www.legislation.gov.uk/ukpga/2016/2/contents/enacted>

**Appendix B: Offensive Weapons Act 1996 and Chemical Weapons Act 1996**

<http://www.legislation.gov.uk/ukpga/1996/26/contents>