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Community  
Legal Service



Help Point



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**“Working to Empower the Community”  
in Lancashire and Cumbria**

**Pamela Beswick - Chief Executive Officer**

### **Signposts Washer / Drier / Shower Policy – 58 Regent Road**

The idea behind the provision of the washer/drier and shower was to enable people living on housing poverty or sleeping rough to maintain their health and self-esteem by being able to have a wash and shower and to have a clean set of clothing or linen. This is designed as an emergency intervention - not as a regular/routine service. In deciding this policy the following factors were taken into consideration:-

1. Cleanliness is a basic human need.
2. The washer/drier/shower are there to be used.
3. Personal appearance can enhance self-esteem and can facilitate finding accommodation and work.
4. Access to washing and laundry services can make an individual feel valued and therefore, more able to cope.
5. The successful access to a service can make the difference to a crisis situation where everything else may seem out of reach.

The recommended parameters for use are as follows. If in any doubt check with the person who is “heading up” the session:-

- a) Each individual will be entitled to one emergency wash load of clothing and linen.
- b) Clean underwear and socks can be requested and will be purchased by the team via International Aid chitty or local stores.
- c) Shaving materials, toothpaste, shampoo and soap, sanitary towels etc. will be kept at Signposts.
- d) Washing powder is available for the washing machine and is kept in the kitchen
- e) The washer/drier is available during opening hours.

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North Lancashire  
Teaching Primary Care Trust



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- f) A member of staff of the same sex as the person showering should be available to facilitate the use of the shower.

### **Practical Details**

#### **Shower**

- 1) The shower controls are in the Store Cupboard.
- 2) The shower area should be left clean and tidy and ready for use by others.

#### **Washer / Drier**

- I. The washing powder is kept in the corner kitchen cupboard
- II. A token should be issued to the enquirer to enable their laundry to be identified. A matching token is attached to their laundry.
- III. Enquirers should be made aware of the limitations regarding the maximum loading of the washing machine - it should not be crammed full as this reduces the efficiency of the wash process. The drying process will only work effectively if half of the load at a time is dried (this allows hot air to circulate around the machine and the clothes in it)
- IV. Enquirers are requested to collect their laundry on the same day they have used the machine.
- V. Responsibility cannot be taken for laundry left at Signposts premises.

I would welcome any comments on the implementation of this policy.

Chief Executive  
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