**Shelter Case Study – Part 2**

Your meeting with the shelter residents was constructive but has left you feeling that urgent action is needed. It is clear to you that morale among the shelter residents is low and they have genuine concerns, which you now also share.

During the meeting, you noted the following points:

* Most of the residents are families and some have been there for several weeks. The number of people using the shelter is increasing.
* There are children, teenagers and older people. There are a few people with disabilities.
* There are not enough toilets and washing facilities for the number of people in the shelter. Toilets are occupied all the time and are not kept clean. Some of the locks are broken.
* Teenage girls especially have reported feeling unsafe using the facilities and do not like going there on their own, especially at night. Most would rather not wash than use the showers.
* There have been arguments between families regarding use of communal facilities, such as the microwave and washing machines.
* Some mothers are worried that feeding their children only microwaved food is not healthy.
* They are not able to dry their clothes properly. Some children have been forced to wear either dirty or damp clothes.

As well as answering your questions, some residents shared their ideas, telling you what they thought needed to happen. For example, one woman said that she thought the local authority had access to a disused old persons’ home next door to the school.

Another resident said he had heard that a large national charity with whom the local authority was working had provided portacabins at another site where residents had raised similar concerns.

You have arranged a meeting with the local authority to discuss how conditions at the shelter can be improved.

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| **Use the Sphere Handbook to help prepare for your meeting with the local authority.**  ***How will you prepare for the meeting?***  ***What will say to or ask of the local authority?***  ***What do you hope the meeting will achieve?***  **Make a note of any information and guidance in the Sphere Handbook that helped.** |