



Hope 4 (Rugby) Ltd REFERRAL FORM 2016-7

Please note: That Hope 4 is only able to accept guests who are **aged 18 and over**

Hope 4 is committed to protecting your privacy. We will only use information which we collect about you lawfully (in accordance with the Data Protection Act 1998).

Please answer the following questions as fully as possible

Part 1 To be filled in with the guest's consent

Guest name (Male / Female)

Date of Birth Age

Guest NI Number

ID confirmation seen (not necessary if NI number is provided) Yes/No

Mobile number/contact number for guest

Reason for referral

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Where did the guest sleep last night?

Current or last permanent address?

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What area is the guest from?

Has the guest used a Night Shelter, Day Centre or Hostel before? Yes/No

If yes please provide details of day centre /night shelter/hostel and explain the reason for leaving

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Does the guest have any criminal convictions? Yes/No

If you have answered yes to any of the above please provide the following information:

- Offence/s committed
- Date of offence/s
- Age of guest when offence took place
- Any other relevant details

Does the guest smoke? Yes/No

If Yes does the guest understand and accept that in no circumstances may he or she smoke while on Hope 4 , Hope 4U, or winter shelter premises? Yes/No

Does the guest understand and accept that inappropriate behaviour, racist comments or abusive language will result in immediate dismissal from Hope 4 , Hope 4U, or winter shelter premises ? Yes/ No

Does the guest drink alcohol? Yes/ No

If yes, what do they drink and how often?

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Does the guest understand and accept that in no circumstances may he or she bring , carry or drink alcohol while on Hope 4, Hope 4U, or winter shelter premises Yes/No .

Does the guest understand and accept that drunkenness upon arrival will mean that no admission will be granted to Hope 4 , Hope 4U, or winter shelter premises. Yes/ No

Does the guest use illegal drugs or substances? Yes/No

If yes, please give details

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Does the guest understand and accept that in no circumstances may he or she use or carry illegal drugs or substances or associated equipment while on Hope 4 , Hope 4U, or winter shelter premises? Yes/No

Is the guest suffering from an illness or using any medication? Yes/No

If yes please give information on the illness and the medication being taken

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Has the guest been treated for a psychiatric condition in the past 3 years? Yes/No

If yes please provide further information

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Please provide any further information that you may believe may be relevant and has not already been given including any **food allergies** we need to be aware of.

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Part 2. Additional Rules of Admission for Guests requiring a place at a Rugby Winter Shelter (RWS) venue:

- Any guest not booked in by 14.00 on the official Hope Centre list for the day concerned will only be allowed admission to a RWS venue if supported by a H4 Support Workers' recommendation.
- Regretably no guest referred to us by authorities or churches beyond the Borough of Rugby will be accepted – this helps, in practice, to reduce pressure on RWS bedspaces over the course of the project.
- Any guest turning up drunk or “under the influence” will be excluded from the RWS for at least 7 nights.
- Any guest who has booked a bed for the night but then fails to turn up, without giving a good reason, will be excluded from the RWS for at least 7 nights if the given venues are already fully booked.
- Any guest who has booked a bed for the night but then fails to turn up, without giving a good reason, on three occasions, will be excluded from the RWS for at least 7 nights even if the given venues are **not** fully booked.
- Any guest with a letter from a GP requesting that they be given a RWS bed as a priority will – subject to availability - be given a space by a Support Worker - before other guests are considered. .
- No guest will be allowed to use the shelter for more than 4 weeks (28 days) at a time. A 7 day exclusion will then come into play **if the given venues are already fully booked**. Hopefully this will encourage such guests to engage seriously with those seeking to help them find more permanent accommodation, if available to them.
- No RWS guest will be admitted to the shelter if they refuse to co-operate with the housing team, or other agencies, seeking to help them find more permanent accommodation .

Part 3. I refer the above named person to Hope 4 (Rugby) Ltd and accept that the above named person may be referred back to this church / agency for further support

Name of Referee (Printed) Date

Signature:

Church / Referral agency

Contact telephone number

Contact email.....

Part 4. To be signed by the guest. Guest declaration:

I have understood the information given to me in completing this form and confirm the information that I have given to Hope 4 (Rugby) Ltd. / the referral agency is correct.

I authorise Hope 4 (Rugby) Ltd to check the information I have provided with the police – or other appropriate agency - if they come to suspect I have provided false information in completing this form.

I understand that Hope 4 (Rugby) Ltd reserves the right to refuse my continued admission to Hope 4 premises if the information provided is false or following any further Risk Assessment

I understand that the Directors of Hope 4 (Rugby) Ltd reserve the right to exclude me from Hope 4, or winter shelter premises if it becomes clear that I am not genuinely homeless or badly housed.

SIGN **DATE**

PRINT NAME.....

Revised October 2016

Hope 4 (Rugby) Ltd RISK ASSESSMENT AND EXCLUSIONS POLICY

At Hope 4 we value the health, protection and the safety of all the directors, staff, service user's and volunteers; it is due to this that we must carry out a risk assessment and operate an Exclusions Policy.

An initial risk assessment is carried out upon arrival at the centre by the director / staff on duty to ensure the safety and comfort of everyone in the day centre and is confirmed by subsequent observation of the guest during his or her time at the day centre.

The director / staff / team leader / volunteers will be looking for the following

- Signs of aggression
- Intake of alcohol or illegal drugs or substances
- Signs of smoking while indoors
- Threatening behaviour
- Abusive language
- Inability to stand unaided

In all instances the director / staff / team leader / volunteers will not preclude a person because of the above signs but will check to see if there is any underlying reason for the behaviour e.g abusive language could be down to a medical condition such as tourette's syndrome or what is perceived as aggression could be down to a mental health problem. The director / staff / volunteers will always speak to the person first to establish a reason for the behaviour and then make a decision as to whether the person should be allowed to access. The final decision on exclusions shall be made by a director of Hope 4. All decisions to exclude, with reasons, will be recorded and considered at the next appropriate directors' meeting.

The directors reserve the right to report exclusions, and the reasons for them, to the police.

If a director feels the risk of giving access to a particular guest is too high, they will offer support and advice about staying safe whilst on the streets and suggest an appointment with a named counsellor to ascertain what further help may be available where appropriate.

adapted from a referral policy document used by Open Door St Albans

First agreed February 2010 and reviewed annually