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| **DOCUMENT TITLE:** | **Referrals and Admission Procedure** |
| **CATEGORY:** | Operational |
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| **OWNED BY:** | Sarah Tattersall |
| **RELATED DOCUMENTS:** | Lancaster City Service Level Agreement  Lone Worker Procedure  Induction Procedure |

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| **OUR VALUES:** | We all commit to and care about: going one step further with our customers; our wellbeing as individuals and as teams; and improving and strengthening ourselves and our organisation. |

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| **1. Aims of the service** | The aim of the service is to provide temporary supported accommodation for those at risk, or who are homeless, and those at risk of rough sleeping through partnership working and through programmes of personal support and support planning, to address the needs of individuals as presented.  The projects are contracted through Lancaster City Council, and referrals for the properties can only be accepted from Lancaster Housing Needs department.  The properties included in the service level agreement with Lancaster City Council are:   * Aldcliffe House, an 8-bed property for males and females from Lancaster * Portland Street, a 4-bed property for females only from Lancaster * Mary Street, a 5-bed property for males or females from Lancaster |
| **2. Eligibility for the service** | This service is for residents of the Lancaster and Morecambe district, who are deemed homeless or threatened with homeless by the local housing authority and where the local housing authority have a duty to provide interim temporary accommodation.  The council will also in certain circumstances have the discretion to place individuals where the interim duty does not apply.  They must be eligible to apply for housing benefit or able to cover the weekly cost of rent and services charges through paid employment/savings. |
| **3. Limitations around eligibility to the service** | We do not operate blanket exclusions, however we may have to limit who can access the service due to levels of risk that cannot be managed. Decisions will be based on information collected as part of the assessment process and will be finalised by a manager. Some limitation to the service, may include the following:   * Pregnant females will only be accepted for admission to the service if suitable move on accommodation is secured well before the due date. * We are unable to accommodate families, couples or individuals under the age of 18. * Any individual that has serious convictions for arson and our insurers deem too high risk * Any individual that has high risk mental health needs, that as a service we feel we cannot manage * Any individual that has high risk sexual offences, and we feel unable to keep the individual safe * Any individual that has serious violent convictions, and we feel unable to confirm the ongoing safety of staff or other residents. * Any individual that needs use of a wheelchair, access for disabled people is limited due to the properties being used to deliver the service |
| **4. Referral and admission process** | Referral forms are emailed through from Lancaster City Council to the generic email address: [complexneeds@acornrecovery.org.uk](mailto:complexneeds@acornrecovery.org.uk) (all staff have access to this inbox)  The referral is to be entered on to Greenshoots and placed in the referral queue from the dropdown menu.  The referral is allocated to a member of staff so that an assessment can be completed within 24 hours of receiving the referral.  Staff to contact the person being referred and arrange a time and safe place to complete the assessment. If this is off site or during lone working, then the lone worker device and lone working procedure must be followed. **(If the person being referred cannot be contacted, the council are notified, and another referral is processed)**    Once the assessment has been completed, further relevant information to be gathered from partner agencies in a timely manner to allow a decision to be made within 24 hours.  The assessment must be entered in to Greenshoots and a decision of accepted or declined entered against the referral. The must decision shared with the person referred and Lancaster City Council.  The individual will either be accepted on a 7-day licence agreement, or a standard licence agreement. We have the right to offer 7-day licence agreements where an individual’s previous behaviours or previous history may cause a concern.    If the individual referred is accepted to access the service, they will be admitted into the service with a maximum of 48 hours.  Once the person is admitted into the service, staff must follow the induction procedure. |
| **5. Refusal of service** | If after completing a thorough assessment of need, we make the decision that we are unable to offer the service to an individual, full details around why we have refused the service must be provided to the individual referred and Lancaster City Council. |
| **6. Record Keeping** | Record keeping is an essential and integral part of any referral and assessment process. The purpose of the records is to document comprehensive, accurate information that is provided. |
| **6. Escalation Process** | Where cases of concern are identified during an assessment process, preventative actions must be taken. The following concerns must be reported in the first instance to a line manager:   * safeguarding concerns * incidents * accidents * concerns for welfare   Safeguarding concerns must be reported to the Safeguarding lead – details can be found in the safeguarding protocol and on QUIP.  All concerns are to be reported in the monthly Operational Performance report and shared with the Senior Leadership Team. They will also be reported to the Care Governance Group. |