OPEN DOOR ACCESS TO SERVICES

Name:		**Staff Member Completing Form** (Name and Signature):
Date:	**Time:**	
DOB:	**Age:**	**Phone:**
NIno:	**Gender:**	

Income Details:					
Employment Support Allowance (ESA)		Full-time Student		Work Full-time	
Job Seekers Allowance (JSA)		Part-time Student		Work Part-Time	
Income Support		State or Private Pension		Self-Employed	
Incapacity Benefit		Pension Credit		No Income	

If not on ESA or JSA, please provide details of income and attach:
(Eg, payslips, pension statements, bank statement, P60)

£..... ***per week/fortnight/month*** Please circle

How would you describe your ethnicity?				I prefer not to tell you	
White British		White Irish		Any other White Background	
Black or Black British African		Black or Black Caribbean		Any other Black Background	
Asian or Asian British Bangladeshi		Asian or Asian British Indian		Asian or Asian British Pakistani	
Chinese		White and Asian		White and Black African	
Other mixed White and Black Caribbean		Gypsy/Traveler		Any Other	

How would you describe your sexuality?				I prefer not to tell you	
Heterosexual		Lesbian		Gay Man	
Bi Sexual					

OPEN DOOR ACCESS TO SERVICES

How would you describe your religion?				I prefer not to tell you	
Christian		Catholic		Muslim	
Jewish		Buddhist		Hindu	
Sikh		Other Religion		No Religion	

What is your immigration status in the UK? (Please tick)					
UK National		Asylum Seeker		Visa Holder	
European Economic Area Worker		Refugee/ Leave to Remain		Other Status	

If not UK National, please provide details of immigration status:
(photocopy and attach proof of immigration status, passport, visa, leave to remain document)

Has the applicant completed a Habitual Residence Test? (DWP or Housing Benefit?)

Proof of Income or Welfare Benefits to be provided:
(A call can be made to DWP with applicant for verbal confirmation if no written evidence can be provided)

Staff member sign to confirm that the Housing Benefit Eligibility Procedure has been referred to and applied for this application:

Sign:.....
If no proof is available, outline actions for individual to retrieve this information.

Do you have a Disability?				No Disability	
Hearing Impairment		Visual Impairment		Restricted Mobility	
Wheelchair used out of home		Wheelchair used in the home		Other	

OPEN DOOR ACCESS TO SERVICES

Please give details of where you have lived for the past 5 years:

Address (Please include town and area)	**Type of Accommodation** (eg: hostel, private rent, council)	**Dates**	**Reason For Leaving** (eg: relationship breakdown, eviction, rent arrears)

Do you have a tenancy elsewhere? **Please give details:**
How did you hear about Open Door?
Were you referred to Open Door by another agency? **Yes** **No** **If yes, who?**
If Applicant has previously stayed at Open Door do they have any Service Charge Arrears? **Staff to check Housing Benefit and Service Charge on O:Drive and complete.**

OPEN DOOR ACCESS TO SERVICES

Reason for Homelessness?					
Relationship Breakdown		Family Breakdown		Leaving Prison	
Leaving Care		Loss of Income		Alcohol Related	
Drug Related		Mental Health		Overcrowding	
Hospital Discharge		Eviction due to Rent Arrears		Eviction due to Behavior	
Abandonment		New Arrival into the UK		Asylum Seeker	
Refugee		No Recourse to Public Funds		Fleeing Violence/ Domestic Abuse	
Are you homeless today?				**Yes**	**No**
Are you sleeping rough?				**Yes**	**No**
If Yes where did you sleep last night:					

RISK FACTORS - HEALTH	Tick for yes	Full Description	Please provide details if you are getting any help or support from another agency for this condition
Mental Illness Depression Anxiety Other			
Physical Health			

Concerns around Alcohol Misuse			
History of Drug Use			
Thoughts of Suicide / Attempts and self harm			

A DETAILED RISK ASSESSMENT MUST BE COMPLETED FOR ALL AREAS MARKED WITH A TICK ONCE ACCEPTANCE IN THE NIGHT-SHELTER.

RISK FACTORS –	Tick for	Full Description	Please provide details if you are getting any help or support from

OPEN DOOR ACCESS TO SERVICES

VIOLENCE AND CRIMINAL HISTORY	yes		another agency for this
History of Violent /aggressive Incidents			
Any past or present Criminal Convictions/ Contact with the police.			

AS PER WAITING LIST AND REFERRAL PROCEDURE - IF A REFERRAL IS RECEIVED THAT CONTAINS SERIOUS RISK INFORMATION, A MANAGER IS TO BE INFORMED IMMEDIATELY. THIS WOULD BE IF AN APPLICANT DISCLOSES A HISTORY OF VIOLENCE, SEX OFFENCES OR OTHER SERIOUS CONVICTIONS.

MANAGER TO SIGN TO CONFIRM AS SEEN: .....

Please tell us briefly why you have come to Open Door:

For All People Wishing to Access the Night Shelter:

Support Worker to explain the following:

There is a mandatory service charge for individuals staying in the night shelter. This charge is £1.50 per night. This covers the cost of food, laundry, heating, hot water and other charges that are not payable by Housing Benefit.

Please note – if you are working, your contribution is likely to be higher than this and staff will calculate your nightly charge before you access.

Before you access the night shelter you will be required to sign a Service Charge Agreement and make an initial payment of your service charge. You may prefer to pay weekly at a rate of £10.50 or fortnightly at a rate of £21.00.

If you have recently made a claim for benefits, you will be required to enter into a Payment Agreement to ensure that you pay your service charge once payments have been received. This will also apply to any benefit sanctions. (staff will require proof that a claim has been made or that your claim has been sanctioned.

The information that I have provided is, to the best of my knowledge, accurate and correct. I agree with the content of this assessment and consent to the information I have given being shared with providers of housing and/or support. I am aware that hostels/night shelters can conduct police checks on applicants and that if it transpires that I have given false statements on this form, then it is likely that I will be asked to leave the hostel/night shelter that has offered me accommodation.

I agree that I have had the Service Charge Arrangements explained to me and understand that I will be expected to pay a nightly charge for any nights I stay.

Signed (service user): .....

Signed: (Open Door staff): ..... /

OPEN DOOR ACCESS TO SERVICES

Action Plan (Internal Use Only)
Referral to Night Shelter Yes **No** If yes, please place a copy of this form in the referral folder. If no, place a copy in the Drop In **A copy of the Service User Guide must be given to the Service User for them to keep in preparation for accessing the night shelter.** **Support Worker to Complete the Vulnerability Assessment** (overleaf)
Proof of Income or Benefits Provided – for Night Shelter Referrals: **Yes** **No**
Signpost to External Agency (include agency details):
Summary of Advice and Information Given:

OPEN DOOR ACCESS TO SERVICES

Guidance for Drop In Refusal of Access Due to Intoxication or substance misuse

Open Door Drop In is committed to providing support for all homeless individuals. These include people who use alcohol or drugs and may have a dependency on these. As such, there are likely to be occasions when service users present themselves at the project under the influence of alcohol or other substances.

Assessing Level of Intoxication

Open Door does not use a breathalyzer or other testing equipment to ascertain an individual's level of intoxication. This is not something we would like to introduce as it goes against our approach of support and inclusion. However, this does create some difficulties in agreeing and enforcing an acceptable level of intoxication.

Staff should first speak to the service user on the intercom. If it appears that the service user may be intoxicated both members of staff should go through the first set of doors and speak to the service user. Staff should agree who will take the lead in the conversation and that staff member should have a brief conversation with the service user. Both staff should observe the person's speech and body language as well as their ability to walk/stand. Staff should make a collective decision about whether to allow that person to access.

Alternatives to Refusing Access

Staff should consider the following alternatives before they refuse access to a service user.

- Where time permits the service user should be asked to go away for an hour, to allow time for them to sober up and then return to the project.

When to Refuse Access

Staff should refuse entry to a service user if they believe that there is a serious risk involved in allowing them in. This would include:

- A history of violence and/or aggression when under the influence of alcohol or drugs (the service user's individual risk assessment will give guidance).

- Service user is physically unable to walk/stand.

If Access is Refused

The police and/or ambulance should also be called if the service user is physically unable to walk or stand. The police are able to arrest under the charge of drunk and incapable even if that person is not disorderly.

Signed by Service user:.....

Approved: November 2016 Review Due: November 2017

OPEN DOOR ACCESS TO SERVICES
Ground Rules

A. OBJECTIVES

1. The Association wishes to provide a safe and caring environment for all concerned and it will work against discriminatory practices in all forms.

2. Peaceful interaction with others using the drop in is encouraged and the individual's privacy is respected as far as possible.

3. Service Users will be supported and assisted by the staff so that they may fulfill their personal goals such as finding suitable accommodation or following a particular course of personal development.

B. RULES

1. I agree to share in keeping the building and outside areas clean and tidy and to look after all furniture.

2. I agree to ensure that my plates, cups and cutlery are cleared away and handed in at the kitchen hatch once I have finished eating.

3. I agree to keep noise down to a minimum and not to disturb others in the building.

4. I agree not to smoke anywhere inside the building. I agree to smoke in the designated smoking area in the back courtyard.

5. I agree not to bring alcohol, solvents, non prescription drugs and/or paraphernalia to the premises, or arrive at the service in a drunken state or quite obviously under the influence of substance or drug misuse.

6. I also agree not to use the premises for anything illegal, this includes prostitution, taking or bringing drugs or stolen goods into the building.

7. I agree that should staff have suspicion that substances or drugs are being used, all service users in the vicinity will be advised that they have a period of ten minutes for the person using the substance to disclose to staff. If they do disclose that they have been using substances, this will be dealt with via the warnings procedure. If no one admits to using substances after the 10 minute wait period - this will result in all service users in the vicinity being excluded from the service immediately.

8. I understand that offensive materials (such as pornography) or weapons are not permitted on the premises.

9. I understand that discrimination against other service users, staff, volunteers, visitors or neighbours on the grounds of age, disability, gender reassignment, marital status and civil partnership, maternity and pregnancy, race, religion, sex, sexual orientation will not be tolerated. I also agree to show consideration for other Service Users, neighbours and staff.

10. I understand that if I am violent towards other service users, staff, volunteers, visitors or neighbours, the police will be called and I will be asked to leave. This may also apply to abusive language or threatening behavior.

C. TERMS OF VISIT

1. I agree to complete an Access to Services Form with Staff when accessing the Open Door Drop In for the first time.

2. I agree that when accessing the service staff are able to ask me to empty my pockets and show the contents of my bag/bags to avoid banned items being brought in to Open Door Drop In. I understand that a refusal to comply with this will mean I will be unable to access Open Door Drop In.

3. The Opening times of Open Door Drop In are 2pm - 3.30pm. I agree to leave the service promptly at 3.30pm.

4. I agree that I am able to use the Washing Machines and dryers before the Drop In Service – between the hours of 10am – 1pm – this will be agreed by staff on shift on a first come first served basis to a maximum of 3 service users per day. This is subject to two members of staff being in the building during this time.

5. I agree that I am able to use the shower before the Drop In service – between the hours of 10am – 1pm – this will be agreed by staff on shift on a first come first served basis to a maximum of 3 service users per day. This is subject to two members of staff being in the building during this time.

6. I agree that once I have accommodation I will only be able to access the Open Door Drop In for a transition period of two weeks.

GENERAL

1. I understand that I must take responsibility for my own belongings and that I cannot make any claim on the Association for any theft of, or damage to my property.

2. I understand that there is no storage facility for my belongings and therefore my belongings cannot be stored in the service, this includes the office.

3. I understand that I may use the office phone in conjunction to any issue agreed with Staff; I also understand that the office phone is **not** available for personal calls.

4. If there is no volunteer available to provide support for staff, I understand that there will only be soup available for lunch.

OPEN DOOR ACCESS TO SERVICES

I AGREE THAT I WILL FOLLOW THESE DROP IN GROUND RULES WHILST ACCESSING OPEN DOOR DROP IN.

Name:.....

Signature: ..... **Date:** .....