

## Referrals Procedure Guidelines 2018/9

### Referral Agencies Responsibility

The shelter has a responsibility to ensure that referrers are competent to fulfil the requirements of the referral procedure. This includes an agreement to use appropriate guidelines.

The referrer has a responsibility to the shelter to ensure that any person delegated to deal with referrals for homeless individuals, who may be eligible to access the project, are competent.

Referrers acting on behalf of the Dartford Winter Shelter should deal with individuals face to face. Whilst the welfare of the individual is paramount, referrers also have a responsibility to consider the safety of volunteers and venues.

Where the referrer does not know the individual well or has doubts, this should be flagged up so the Co-ordinator can make additional checks.

It is the referrer's responsibility to inform each homeless individual being referred that if they arrive at a venue under the influence of alcohol, drugs or solvents they are at risk of forfeiting their place.

Dartford Churches Winter Shelter has a duty to ensure that records are kept for every referral and outcome, and that checks carried out are recorded in accordance with the Data Protection Act.

### Referral Procedure

Dartford Churches Winter Shelter has a responsibility to ensure referrers are clear of their role and that standard procedure is followed for each referral.

Referrals must come through designated agencies. Referrals will be received from Dartford Churches, Dartford Porchlight Worker and the Food Bank. Referrals will also be considered from the local authority through the Shelter Project Administrator in consultation with Venue Managers and Project Co-ordinator.

The Dartford Winter Shelter Project Administrator will discuss borderline referrals with designated outside support agencies e.g. Police.

If the referral is accepted, relevant information must be passed on to the prospective host church. This is usually done via email or a phone call to the Project Administrator.

### Inappropriate Referrals

Dartford Churches Winter Shelter cannot accept

- Individuals who are known to have committed serious violent or sexual crimes. Schedule one offenders may not need to be banned.



- Individuals with special needs that require specialist support e.g. serious physical/ mental health issues
- Individuals who at the time of referral are under the influence of alcohol, drugs or solvents.
- Individuals who at the time of the referral are presenting as aggressive and challenging
- Individuals banned from accessing Dartford Churches Winter Shelter this winter
- Individuals direct from prison or as an inpatient awaiting hospital discharge.

### **Arrival at the Dartford Churches Winter Shelter Venue**

Guests need to arrive when the shelter opens.

Guests that arrive after 8pm will have lost their place to someone on the waiting list.

Any guest who arrives under the influence of drugs or alcohol will either have to wait outside with a cup of tea to sober up or not be admitted if they are being aggressive or disruptive.