

# ACORN HOUSE

## Initial Referral Pack

Please read this pack carefully  
and complete each section in full



## Eligibility

The organisation's philosophy of support is to give each individual to whom we offer a service the best possible opportunity to gain the skills and confidence necessary to enable them to play an active role within the community and go on to live productive clean sober lives. As a result we can only offer support to those who we feel can benefit from a service of this nature.

The support services we offer are funded through the housing benefit process with this in mind all applicants must be legitimately eligible to claim both Employment Support Allowance together with Housing Benefit.

Acorn House is a 16 bed unit located in Shoreditch, next door to St. Leonard's church. It is part of the Spitalfields Crypt Trust, a Christian organisation that was established in 1965 to provide residential care and rehabilitation for homeless men with alcohol problems.

### Who is it for?

Admission is exclusively for men with a history of substance misuse and homelessness who are post detoxification and in need of the support offered, (please note detoxification is not available at Acorn House. Applicants should meet the following criteria...

- Over 25 years of age,
- Able to share with people from a variety of backgrounds, ages, sexual orientation, race, colour, cultures and disability.
- Able to engage in the activities of the New Hanbury Project, a life skills centre located on the lower ground floor of the building.
- Able to manage on a day-to-day basis with background practical support, the level of which may vary according to different needs.
- Able to budget for themselves, with support.
- Able to manage own medication, if prescribed and with support.
- Able to negotiate the physical aspects of the building (with necessary adaptations made by the organisation where possible) and manage simple household tasks.

Applicant will, in general, be expected to meet all the above criteria.

In addition to the above criteria, Acorn House is for any who is serious to achieve their

goal in life and would like to do something positive and constructive in dealing with their problems.

We are determined in the words of the rough sleepers unit, "to get people off the streets and into accommodation, with the right sort of support..." and we add the right attitude.

If you or your client wants to make a real change towards independent living, motivation and self confidence, Acorn House would give you the tools and provide pathway to progress.

#### **PLEASE NOTE:**

Detoxification Is Not Available At Acorn House.

## How long can someone stay?

A resident can stay as long as he needs to, provided he is still reaping the benefits by participating in the rehabilitation programme. Ideally we feel that residents should stay or between 6 to 12 months. We have very limited move-on options available and no referral rights to Local Authorities or Housing association from Acorn House.

### **Expectations**

Acorn House is a twelve step based, abstinent life skills hostel, so residents must not use alcohol or indeed any drug whilst in residence. Each client is expected to actively participate, co-operate and apply themselves to our set programme outlined to them. Clients attending for assessment interview must be sober and willing to work with us.

Acorn House is a friendly project and staff will seek to provide every resident with all their support needs in a way that is fair and equitable, with all necessary steps taken to address the needs of minority and disadvantage groups.

### **Referral**

Acorn House takes referrals from different sources such as:

- Social Services
- Probation/Prison
- Community Mental Health Teams
- LA Housing Dept (homeless unit)
- Health Authority/GP services
- Detox Unit
- Self Referral/Direct Application
- Other Statutory/Voluntary Agencies

The initial enquiry is generally made by Telephone. On receipt of their enquiry, details of the caller/Correspondence/ and prospective resident are taken and this is kept in our referral file.

A referral form is immediately faxed to the caller/ correspondence responded, which he/she would have to fax back/post to us once the form is completed.

On receipt of the completed application form, the Manager or a Senior Support Worker makes the initial consideration as to the suitability of the prospective resident.

If the applicant is suitable, a member of staff would make contact with the person enquiring and an interview would be arranged.

Prospective residents are expected to be sober on the interview date; otherwise, the interview would have to be re-scheduled when the client is sober.



## Interviews

Interviews are conducted by at least two members of our senior staff using our interview form. During the course of the interview, the management, service charges and the ethos of Acorn house would be explained to the prospective applicant.

After the interview, the two members of staff that conducted the interview would review the suitability of the applicant. The applicant will be informed of the outcome as soon as possible except in cases where a decision could not be agreed immediately.

At this stage the interview notes and application forms should be kept together for filing. If the applicant is accepted he will be asked to move in immediately if there is a vacancy. Otherwise, the applicant would be added to our waiting list until a vacancy becomes available.

If applicant is moving in immediately, Staff on duty would go through the check in procedures before keys are handed over to them and they get introduced to other members of the household. Once they have moved in a member of staff will go through the welcome pack and complete all the necessary forms with them which would then be filed in the new residents' folder. In the first week, the needs of the new resident would be critically assessed by their keyworker. Where a prospective resident cannot move in immediately a suitable date would be arranged.

Where an applicant is refused, they would be informed immediately and a letter of our refusal would be sent to the referral agency as soon as possible. The applicants' records would be kept on our file for future reference for at least 12 months.

### **How appeals can be made**

The applicant/referral agency can appeal against any negative decision in writing within 7 days of the application being rejected. The project manager will consider the appeal and will take into account all information already provided plus any new/additional information that is available and will make the decision. A decision will be made within 7 days and will be communicated to the applicant/referral agency in writing.

If the applicant/referral agency is still dissatisfied with the decision they have the right to appeal to the assistant director within 7 days following the receipt of the appeal outcome. The assistant director will consider the appeal and other information available and will make a decision. The decision will be made within 7 days and will be communicated to the applicant/referral agency in writing. The assistant director's decision is final.

Date Referral Received:

## Acorn house referral form

Thank you for your enquiry about a vacancy at Acorn House. Please read the notes to ensure that only appropriate referrals are made. The referral agent should explain the nature of the support service offered at Acorn House before completing the form with the applicant.

### Personal details of applicant

Client's Name

Date of Birth

Nationality

N.I No

Present address

If NFA, in which Borough?

How long in that Borough?

What links do you have with Hackney?

### Ethnic origin (please tick appropriate box)

#### White

White British  
White Irish  
White Other

#### Mixed

White and Black  
Caribbean  
White and Black African  
White and Asian  
Other

#### Black or Black British Black African

Black Caribbean  
Black Other

#### Asian or Asian British

Indian  
Pakistani  
Bangladeshi  
Other Asian

#### Chinese or Other

Chinese  
Other  
Refused

## Benefits

Referrals will only be considered from applicants with legitimate eligibility to claim both Employment Support Allowance and Housing Benefit.

### Please complete the boxes below in full

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Eligibility for ESA/JSA/DLA or other Benefit

Types of Benefit

Amount paid?

When Paid?

How Paid?

Any Savings?

Any Assets?

Receiving Housing Benefit?

Please use the box below to provide further information

How Long in The UK?

Have you worked while in the UK?

Have you had Habitual Residency Test?

**Please complete the boxes below in full**

Referred to Acorn House by:

Name of referral agency

Name of referral worker



Contact address (including borough where agency is located.)

Contact Tel/E-mail address

How long have you known the applicant?

**Source of referral**

LA Housing Dept (HPU)

Social Services

Probation Service/prison

Community Mental Health Team

CAT worker

Voluntary Agency

Self referral

Health Services/GP

Police

Day Centre

Detox unit

Other (please specify)

**Other information**

Details of detoxification received

Details of alcohol/drug abuse



History of homelessness

History of treatment received

## Communication / Mobility

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Interpreter Required:                      Yes                      No  
   

Vision Impairment:                      Yes                      No  
   

Mobility Impairment (please state)

Primary Language (please state)

Can read/write English:                      Yes                      No  
   

Other (please state)

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### To be completed by acorn house staff

Suitable for interview:

Yes                      No  
                     

Date of Interview

Reason for rejection for Interview (if applicable)

Place offered:

Yes                      No  
                     

Date of Admission

Reason for rejection (if applicable)

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**Please email this form to:** [nancy.akwani@sct.org.uk](mailto:nancy.akwani@sct.org.uk)

**Alternatively you can Fax this form to 020 7613 0025 or post it to:**

Referrals, Acorn House  
116-118 Shoreditch High Street  
London E1 6JN

Tel: 020 7613 3055



## Risk Assessment

**IMPORTANT:** This section must be completed by either self referral or referral agency. Please use the following definitions to answer the questions:

<b>LOW</b>	Isolated or occasional incidents of non-significance or a low potential of incidents occurring or recurring
<b>MEDIUM</b>	Regular incidents
<b>HIGH</b>	Likely, severe or significant incidents

**A. Does the applicant have a history / is there a risk of any of the following violent offences / incidents to others:**

Category	LOW	MEDIUM	HIGH	If identified, please comment
Physical Abuse				
Mental Abuse				
Sexual Abuse				
Racial Abuse				
Verbal Abuse				
Damage to Property/Arson				

**B. Is there a history of difficulties regarding previous tenancies?**

Category	LOW	MEDIUM	HIGH	If identified, please comment
Rent Arrears				
Disputes				
ASB				
Evictions				
Harassment				
Non engagement with support/Others				

**C. Is there history of or risk of any of the following?**

Category	LOW	MEDIUM	HIGH	If identified, please comment
Suicide or self-harm				
Accidental Overdose				
Abuse to others				
Vulnerability- Abuse from others				
Mental Health				

**D. Please describe any potential triggers and who will be at risk:**

**E. Further information:**

Please state how long you have known the applicant?	
Has the applicant ever been refused support? If yes, please state why?	
Please provide any other relevant information	

I confirm that the information contained in this document is true and accurate to the best of my knowledge and includes all relevant information required to assess my referral correctly.

**Applicant**

Signed

Name Printed

Date

**Referral Agency**

Signed

Name Printed

Date