#### Accommodation

As an interim measure Routes Home may provide:

- Short term reconnection beds
- Supported bed spaces for those requiring stabilisation prior to travel
- Detox beds
- Short term transition beds in the client's home country following detox or supported reconnection
- Provide interim accommodation for rough sleepers whilst support is provided by street legal to resolve the immigration issue

#### **Hot spot interventions:**

Routes home can supply specialist staff to work alongside outreach teams and local authorities in multi agency hot-spot operations by prior arrangement

### **Assessment, Case Allocation and Action planning**

For Non-UK national clients with support needs not eligible to access services in the UK). Routes Home will:

- Meet client at an agreed location within 24hrs of the referral and conduct a comprehensive assessment
- Develop a sustainable reconnection plan if appropriate

For non-UK National clients with complex immigration issues that are destitute Routes Home will:

- · Allocate a street legal advisor to assess and manage the case
- Develop an agreed case management plan that may include allocating a grant from the resolution fund.

## Referrals

Referrals can be made by calling Routes Home on 0203 092 7455 or emailing referrals@routeshome.org.uk. The Routes Home coordinator will review the information and determine how we may be able to help. Following options will be pursued:

# Prevention & Diversion: (for those that do not meet the projects support criteria )

For individuals who are willing and able to reconnect and do not have support needs Routes Home can:

- Provide advice on appropriate services to conduct direct reconnection
- Provide resources and information on best practice around supporting non UK rough sleepers via <a href="www.routeshome.org.uk">www.routeshome.org.uk</a>
- · Sign post to alternative services

## Supported or Voluntary Assisted Reconnection:

Routes Home will assist rough sleepers to be reconnected into accommodation and services in home countries directly from the street or from NSNO assessment hubs. Routes home will also provide support to vulnerable clients who may be subject to home office removal orders by aiming to offer voluntary and supported reconnection as an alternative.

## **Reviewing & Monitoring:**

Routes Home will follow up and monitor reconnections at regular intervals to ensure that the reconnection is sustainable and provide intervention at an early stage if there is a risk of the reconnection breaking down.