

Referral criteria and guidelines

Routes Home is a service specifically designed to work with and support London's non-UK rough sleepers by following our METRO principals (multi-disciplinary, engagement, treatment and reconnection offer). It works alongside and complements existing services that already work with rough sleepers in the capital and specialises in providing legal advice, access to treatment and supported reconnection.

Routes Home focuses on supporting two distinct client groups:

EEA nationals with support needs who are stuck rough sleeping in London.

Routes Home's priority is to work with and support EEA nationals that have **medium to high support needs** and are:

- Rough sleeping and at risk of continuing to deteriorate on the streets of London
- Require support to exit rough sleeping but are not eligible for housing and support in the UK.
- Unable to, or ambivalent about, returning home and require support to return back to their home country in a safe and sustainable way
- Ineligible to access welfare benefits in the UK
- Have indicators of possible human trafficking

Routes Home will provide advice, resource and support in person or via our web site (good practice section of the web site is currently under construction) to assist referring agencies to facilitate reconnections directly for EEA nationals with **low or no support needs**. For further support and information on how to facilitate these types of reconnection services can contact routes home at referrals@routeshome.org.uk or on 02030927455

The Routes Home intervention is intended to help EEA national rough sleepers to understand their strengths and capabilities to move off the streets. We believe that our clients have rights to return to their home country with dignity and respect. In many cases they also have rights to access health and housing services in their country regardless of number of years living in UK. Routes Home is developing partnerships with services in client's home countries so that we can support clients to access these services.

Non EEA Nationals with complex immigration issues sleeping rough.

Routes Home will provide immigration advice and case work via our Street Legal partnership to those with complex immigration issues who, because of this, are stuck sleeping rough. Routes Home aims to resolve their situation and secure accommodation and support both during the process and following its resolution, or, facilitate a dignified return to a home country through assisted voluntary return.

Routes Home is responsible for the management and development of the Resolution List, formerly known as the GLA's Home Office resolution list. Additionally Routes Home oversee the Resolution fund in order to help facilitate this work (please note that clients do not need to be on the resolution list in order to apply for the resolution fund). Clients accepted by Routes Home onto the resolution list will be case worked by our street legal worker. The resolution list is aimed at clients with support needs who have a history of rough sleeping and who's immigration status is the key issue in preventing them from exiting rough sleeping. At the point of referral the client's immigration status should be unknown or unresolved. More information on the resolution list and the resolution fund can be found on our web site.

How to refer to the resolution list:

- Clients referred to the resolution list from outreach teams must have the agreement from their local authority street population lead or equivalent.
- Clients can be referred to the resolution list by using the Routes Home referrals form found on our website www.routeshome.org.uk. The form can be emailed to referrals@routeshome.org.uk. Referring agencies can contact routes home on 0203 092 7455 to discuss referrals or to speak to our Immigration advisor

Referral process:

1. Complete the form found on the Routes Home web site (www.routeshome.org.uk) and send it to referrals@routeshome.org.uk If you have questions about the criteria, contact us directly on 02030927455 for more information.
2. The Routes Home Casework and Information Coordinator will contact you to arrange, within 72hrs, either face-to-face or joint assessment with the person you are referring at an agreed location (eg NSNO assessment hub, day centre, a routes home office or if necessary on the street). Any additional information may be requested at this stage, e.g. NSNO assessment form, EASL reports, risk management plans or hospital discharge notes.

If we feel the client does not meet the criteria for routes home, we will write to you confirming why and we will provide advice, guidance or signposting to support referring agency to facilitate the reconnection, including sign posting to relevant embassies and agencies in the UK or abroad. This will be done in person or via our web site .

3. Following the assessment, if the person you are referring is accepted onto the routes home caseload, you will be informed about the initial action plan and at the earliest possibility we will try and access:
 - *A locally provided emergency or short term bed space*
 - *Short term reconnection beds*
 - *Supported bed spaces for those requiring stabilisation prior to travel*
 - *Detox bed spaces*
 - *Short term transition beds in the client's home country following detox or supported reconnection*
 - *Interim accommodation while support is provided by street legal to resolve immigration issues*

**please note, if there is no immediate bed space available within the routes home service, this will not delay the team taking the case on and beginning the assessment and reconnection process until a bed space is available.*

5. The client will be allocated a Routes Home A&R worker that will provide an intensive, assertive and structured recovery programme from the streets of London back to services in their home country. The aim of our work is to find sustainable solutions for clients who have medium to high support needs to ensure that they do not return to the street and are able to rebuild their lives. We do this by following our METRO principals – Multidisciplinary, Engagement, Treatment and Reconnection Offer (see next page)

M

Multi-disciplinary: We don't work alone. We recognise the need to work alongside and in partnership with other services and people (e.g: health, social services, family) both in the UK and abroad in order to develop a sustainable plan for clients who have complex needs and enable and motivate them to see a credible path to recovery

E

Engagement: deciding to return home is not an easy choice. For people with significant needs and often in chaotic situations, it is not simply a case of asking if they want to return home. We believe in understanding and consulting with our clients about their goals and ambitions. We believe in setting out options and empowering them to take up an offer that will help them towards their goal

T

Treatment: high level substance use, mental or physical health needs do not go away over night. We believe in the short term is it necessary to stabilise clients in order to engage them and help understand their choices. Long term they need a plan that works. We work with treatment providers in the U.K. and abroad to ensure that each step of their journey can be achieved

R

Reconnection: reconnection isn't just a ticket home. We believe in developing plans with people that enable them to see how they can take control and responsibility to re-build their life with support from their families, agencies and partners in their home country

O

Offer and Outcome: we believe reconnection offers to clients should be holistic and sustainable. An outcome to us does not just mean someone off of London's streets but that they are having their needs met and are in a position to re-build their lives and become independent