

FAQs Routes Home

What is Routes Home? Routes Home is a service run by the homelessness charity St Mungo's. This project works with people who are non UK nationals who sleep rough in London. In brief, our role is to support and help you to find a route off the street. This could be into treatment or sustainable accommodation.

What can you do for me? We can help you to move off the streets and move on with your life. We will listen to you and find out about your support needs and your current situation. Throughout the assessment process, we will work with you to create a plan to help you move away from the streets. If you need help to get into treatment or housing, we will make an offer based on your needs and your eligibility. Even if you are a non UK national you may have rights to access services. Our role is to find out what you are entitled to and where in order to help you off the streets.

How do you work? First of all, we listen to you. Secondly, we don't work alone. We recognise the need to work alongside and in partnership with other services and people (eg health, social services, family) both in the UK and abroad so that the best plan can be developed for you. We will always involve you in everything that we do because we believe this is the best way to work and the best way to support you.

Will you give me some place to stay? We believe the best way to help everyone is firstly to get a person somewhere safe to stay. Unfortunately, this is not always possible. If we can, then we will try to find you a safe place to stay in one of our projects. You may need some time and stability away from the street to think in order to make decisions about your choices so we will always try to offer you an option to access a bed.

Can you give me legal advice? We can arrange an appointment with our OISC registered Immigration Advisor through Street Legal and their recommendation will be included in your support plan. If they can't give you satisfactory advice on particular matters, we will signpost you to other relevant legal advice.

Do you work with the Home Office? Where there are complex immigration issues we may need to liaise with the Home Office in order to support your case. However we will only do this with your consent. We don't share information with the Home Office, unless with consent, or there is a serious risk of harm to yourself or others.

What if I don't want your help? You do not have to take up our offers of support or help. You may have been referred to us by another outreach team or agency but the choice to work with us is yours.

I don't want to be reconnected so what can you do for me? Our experienced workers will find out about your needs and eligibility and provide as much advice and guidance about your options as we can. We work with a range of support services and partners abroad who can provide ongoing accommodation and support for those who accept reconnection offers. If we believe that reconnection is your best option, that is what we will offer you, including ensuring you have an offer of a safe place to stay and the appropriate support. It is your choice to accept or reject this.

Can you help me find a home here in the UK? In many cases people have rights to access health and housing services here in the UK. Our role is to support you off the

streets and we will absolutely help you find housing in the UK if you can afford this and/or are eligible.

I have nowhere to live back in my home country so how can you help? If we support you to return to your home country, we will only do so if we can find you a safe place to stay with the appropriate support. Routes Home works with a number of services abroad and is developing new partnerships to ensure that you will have a place to live. Our help is tailored to your support needs - we often assist our clients in to treatment and accommodation services in their home country. We have also helped people to re-establish contact with their families.

Are you a charity? Yes, St Mungo Community Housing Association became a registered charity in September 2012.

How can I complain? If you would like to make a complaint about the service you can do so by contacting complaints@mungos.org or 0203 856 6000. If you would like help making a complaint then staff members will offer to help write down your complaint and give it to the correct person to deal with.

Are you going to pass my details to the Home Office so that they can remove or deport me. No

I was sleeping rough and I have been served removal papers by the Home Office - can you help me. Immigration rights is a complex matter and requires specialist advice. We can arrange an appointment with OISC registered Immigration Advisor or a legal advisor to help you understand your rights and where there is merit to put in an appeal. Additionally, Routes Home can liaise directly with the Home Office should you require access to treatment and support.

If you have any other queries or require advice from Routes Home please call us on 0203 092 7455 or visit www.routeshome.org.uk

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 principles (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 and/or forced labour

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 the 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 relevant services in clients' 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 whose 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 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 on the Routes Home web site (www.routeshome.org.uk) and send it to referrals@routeshome.org.uk. If you have any questions about the criteria, contact us directly on 02030927455 for more information.
2. Upon the receipt of the referral form completed, the Routes Home Casework and Information Coordinator will contact you within 72 hrs to arrange either face-to-face or joint assessment with the person you are referring at an agreed location (e.g. NSNO assessment hub, Day Centre, a Routes Home office or, if necessary, assessment might be carried out 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 that the client does not meet Routes Home criteria, we will write to you with the reason supporting such a conclusion and will provide you with the 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 formulated at this stage 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 Assessment and Reconnection Worker that will provide an intensive, assertive and structured recovery programme moving the said client 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 principles – Multidisciplinary, Engagement, Treatment and Reconnection Offer (see the 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 so that a sustainable plan can be developed for our clients who have complex needs and so that they can be enabled and motivated 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 finding themselves in chaotic situations, it is not simply a case of asking if they want to return home. We believe in the understanding and consulting with our clients about their goals and ambitions. We believe in setting out the options and empowering them to take up an offer that will help them move towards their goal.

T

Treatment: High level substance use, mental or physical health needs do not go away overnight. We believe the short term solutions might be necessary to stabilise clients in order for them to engage further and help them understand their choices. Clients will also need to have a long-term plan that works. We work with treatment providers in the UK and abroad to ensure that each step of their journey can be achieved and they are supported throughout the process.

R

Reconnection: Reconnection isn't just a ticket home. We believe in developing plans with our clients that will enable them to see how they can take control of their lives and responsibility for re-building them with support from their families and partners in their home country, and relevant agencies involved.

O

Offer and Outcome: We believe that the reconnection offer made to each client should be holistic and sustainable. An outcome to us does not just mean that someone is off the London's streets but that they are having their needs met and are in a position to re-build their lives and become independent.

Routes Home Resolution List Criteria:

Introduction:

As well as supporting EEA Nationals to end rough sleeping, Routes Home also seeks to assist Non-EEA nationals with complex immigration issues to exit rough sleeping. To do this Routes Home employs a Street Legal Immigration Advisor who will work with clients who are rough sleeping to either help resolve their case and secure accommodation and support during this process and following its resolution, or, will facilitate a dignified return to a home country through assisted voluntary return

Who the resolution list for:

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.

What Routes Home will do for those referred to the Resolution list:

Clients who are referred to and accepted onto the resolution list will be case worked by our Street Legal Immigration advisor who will work towards resolving their immigration status.

Routes Home will where possible provide accommodation for the client whilst their case is being worked on. Where Routes Home are not immediately able to source a bed space at the point of referral, Routes Home will inform the referring agency. The Street Legal worker will begin case working the client in advance of any Routes Home bed space becoming available.

Where a client's immigration status is resolved and the client is eligible for assistance in the UK, Routes Home will support the client into appropriate accommodation in the UK.

If the client's case cannot be resolved (eg: if leave to remain is not granted) and the client is ineligible for assistance in the UK, then Routes Home will support the client to make a dignified voluntary return to their home country.

Routes Home works in partnership with the Home Office to obtain information on client's immigration status or application status and to progress client's applications in order to help them exit rough sleeping and destitution

Fund: the GLA provide a small fund available to NSNO and outreach team to apply to which is administered by Routes Home for the purpose of facilitating applications for leave from long term non-EEA national rough sleepers with no recourse to public

funds. More information about the resolution fund can be seen on the resolution fund criteria and application form on www.routeshome.org.uk

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