



## **Winter Shelter Programme Referral Procedure for Partners**

Dear Partner

In partnership with the local Churches, the Rainbow Centre is once again delivering a Winter Shelter and are pleased to invite you to partner with us so that we provide an effective service to rough sleepers.

Similar to last year and because of the continuing risk of transmission of Covid-19 in shared spaces, we will run a static shelter and have pre-booked guest rooms in a local B&B from 1st December 2023 to 31st March 2024. We will offer guests a self-contained room, breakfast and a day club at the Rainbow Centre on weekdays and evening meals in the B&B dining area.

We believe that to deliver a lasting route out of homelessness, our guests need to be supported to not only find more stable accommodation but also to help them to rebuild their lives. Hence, we will rely heavily on you to help us identify and prioritise clients and your continued support for the clients you refer to us. Together with additional support from us, we aim to achieve good outcomes.

Our guests can stay with us for periods that can be a few days or months. The length of their stay with us depends upon their particular circumstances and how quickly we can find alternative more suitable accommodation for them.

Many of our guests are vulnerable due to health or circumstances such as family breakdown. Our project workers will assess their needs and work with them to access the services to help them rebuild their lives and, where possible, move onto stable accommodation.

### **REFERRALS AND ASSESSMENT**

- We are unable to accept self-referrals or walk ins. Homeless charities and organisations can refer potential guests to the Winter Shelter Programme.
- Our Project Workers will forward a referral form to partner agencies, read the referral form and meet with every potential guest to assess their suitability for the night shelter environment and to ascertain whether we will be able to meet their needs

### **SUPPORT**

- We will support people to find more stable accommodation wherever possible, which can be through partnerships with housing associations, private landlords, migrant hosting services, other homeless service providers.

- If you are a housing provider, homeless support agency or landlord who may be able to offer move-on accommodation, please contact our project workers to discuss your provision
- Our project workers signpost and help people to access a wide range of other services and support according to individual need.

We will provide this support to Rainbow centre referrals and in partnership with our referring agencies who will maintain the responsibility for continuing intervention with the guest.

### **MOVING ON**

- We work closely with our guests to support them when they move into new accommodation and ensure that when necessary, ongoing support is in place to enable them to maintain their tenancy and independent living for a minimum period of 3 months and maximum of 6 months

### **Referral criteria**

To qualify for our Winter Shelter, potential guests must be:

- Homeless people sleeping rough
- Preference to women
- Preference to people with a local connection
- Single (**although we may be able to take couples on request**)
- Aged 18+

**Only individuals assessed as LOW TO MEDIUM risk will be accepted**

We are unable to accept individuals who:

- Are known to have committed serious violent or sexual crime, or with schedule one offences.
- Require specialist support, for example those with serious physical or mental health issues, or those who at the time of referral are heavily under the influence of alcohol, drugs, solvents or 'legal highs'.
- Have previously been barred.

Guests can be referred for up to 7 nights initially, but staying beyond this is behaviour-dependent, and staying beyond 3 nights depends on being willing to engage with services.

Guests must sign a code of conduct specifying no alcohol or drugs, no swearing, no weapons and no smoking inside the accommodation. Violent or threatening behaviour will not be tolerated and guests will not be allowed in under the influence of drugs or alcohol.

Dogs may be admitted depending on the capacity of the available accommodation at the time.

### **Making a referral**

Please contact the Winter Shelter Coordinator, first to check whether we have space, and to do a provisional assessment of the guest.

If we have space and the referral is considered appropriate, we will ask you to make a formal referral using the form provided. You will be emailed a copy of the completed referral.

Please ensure that all sections of the form are completed. **In particular, referrals will not be accepted without a referral agency contact number and worker contact details.**

We expect those workers referring to the Winter Shelter to maintain contact with the guest and the Rainbow Centre staff to ensure they still work to find move- on accommodation as soon as possible.