Refuge The Journey Part 1



Preparation and Entry into Refuge

Advertise Room on Routes to Support

Check Kitchen & Room & Inventories

Prepare Welcome
Pack

Provide Welcome Pack in Room

Initial Referral Form Interview (phone) COVID Status Risk Assessment

Panel - Sign off
Acceptance/decline
after consultation
and inclusion of
Childrens Team

Journey Plan
Digital & Safety
& Safety
& Food in
Kitchen

Referral to
Adult/children
services for
financial
Provision

Create
Oasis
(CRM) File

Delete vacancy from routes to support

Email team when women/children are expected

Input info on white board

Welcome
Licence & T&C sign off

Refuge

The start of a long Journey Part 2



The First Day

Introduction into Refuge Door Keys & NMO's

Introduction to Child Services Our Space CRISIS
Management
COVID Test
Court Cases?
Becks
Inventory
Or Mental
Health CORE

Introduction to house mates & Locality

Copy Family ID Family Photo Safeguarding Issues & Safety Planning

Staff considerations...What are the multiple oppressions of the client and barriers to overcome for equitable access to services? When these are identified working with external orgs, resident to access and log the plan into Case Management system and report to team weekly. Ie honour based crimes, translation needs,

cultural needs.

Complete Licence
Agreement/house rules
Consent Forms
Confidentiality forms

Provide On call & Emergency Information

Complete Front Sheet Create Occupancy & Rent Account on Oasis

Refuge Settling In Part 3



Within the first week – Inclusion and expectations of mother in Childrens Service in the child(ren's) bespoke journey for improved outcomes and parental and mother child relationship.

Day 2 Complete Refuge **Standard Forms** Foodbank trip if required

Register with local GP

Support Plan & Connect with identified agencies

Welfare check-in

Support Plan

Register for Universal Credit

Court letters of

Day 3 DASH & APP Profile MARAC qualified?

DAILY CHECK INS – DAILY CLIENTS CAUSING

CONCERN SAFEGUARDING PANEL MEETINGS Adult, Children & Resettlement Outreach Leads. Escalated where required to Herts Safeguarding/Police/Health & Social/Schools etc.

OASIS

Start to develop Journey plan **Discuss WHWR** expectations and service deliverables

Within 3 working days week **Housing Benefit & Dual Submission**

Inform benefits of COA

Update Safety Plan and add to Support Plan Input info onto

Refuge

Thriving & Growing

Part 4



Weekly House Meetings chaired by key worker – Resident's service steering group informing needs in service delivery now and in the future. Planning weekly activities and

DVA **Awareness Workshops**

Food & Financial **Budgeting Budget Management Inadmissible Payment**

Plan

Arranging appropriate counselling

Connect to Future Living work projects and network partners

Tracking & recording

Weekly 1:1's

speakers

progress additional support/encouragem ent

> Resident & former resident Online forum and surveys – anonymous.

Group activities Social Networks (Church, cultural groups)

And outside social activities

Keep fit plan & **Healthy Living** Invitation to driving lessons & Tests

E-online learning **Higher Education Job Activities** CV building

Review of the journey travelled

Resettlement & Outreach Preparing to Move On Part 5

12 to 16 weeks



12 Weeks to resettlement & official handover

Check for whites/furniture and bedding

Apply to relevant funders

Quotes for removal vans

In 12th week Create Exit & Resettleme nt Plan & Outreach if in Borough

Review Dash VA Data Review
Safety
Plan &
develop
coping &
safety
strategy

Refer to MARAC if needed

Give notice to dual housing benefits of the property move date

Give notice to relevant social workers agencies/network partners

Week 12 give notice to vacate (end of licence)

Extension request if required

Take cleaning deposit for room

Refuge Moving On Part 6



The countdown within 1 week of leaving

Exit Survey and Outcomes Review

Map the journey and difference made

Resettlement Provide information on new local area

Resident to pack
Tidy and clean room

DAY or Previous
Evening of EXIT
Tea with staff
Official handover to
resettlement worker
Exit Pack, Good bye
send off

Day of Exit

Return cleaning deposit

Organise inhouse deep cleaning

A few days after exit COC forms

Apply for UC for those moving out of borough

Close out Refuge of Service on OASIS

Inform benefits of COA