

# CroydonReach

## Dedicated Service for Rough Sleepers in Croydon

### Summary

The Croydon Reach Service aims to engage and assist rough sleepers by providing a comprehensive support and case management approach. The service will work with people on the street and through to long term resettlement.

### Referral

All rough sleepers in Croydon can be referred to Streetlink by agencies and members of the public by using the number below:

**0300 500 0914 - StreetLink**

A self-referral can also be made by calling us directly on:

**0207 870 8855 – Croydon Reach**

Rough sleepers can also attend our offices to make a self-referral where team members will be able to deal with any enquiries. We are based at: **CAYSH Head Office, 2 Whitgift Street, Croydon, CR0 1FL**

We will take as much information as possible about the person, where they are sleeping rough and what approximate times they are there. Do not worry if for example the person's name is not known. All information regarding rough sleepers is useful to the team.

### Verification

Outreach workers will visit the person where they sleep to confirm the details provided. At this point they will become a client of the service and the process of assessment will begin immediately. We will follow up on all referrals within a period of 3 days and feedback will always be provided to the referrer. Croydon Reach will not give up on engaging with rough sleepers people no matter how complex or challenging.

### Assessment

Once verified outreach workers will assess each individuals needs as quickly as possible and begin to deal with immediate issues, working alongside the client to remove the barriers to accepting appropriate accommodation options.

### Placement

On the basis of the assessment an action plan will be drawn up with appropriate placement options identified. This may involve intermediary stages such as hostels but an appropriate long term housing option is the eventual goal for all client of Croydon Reach.

### Support

At all stages the team will work alongside partners in providing a comprehensive support plan that addresses the issues that led to rough sleeping and aimed at allowing the person to move forward in all areas of their lives. In doing so the team aims to provide resettlement options that last. There is a strong emphasis on learning employment and training as well as developing positive social networks, in this way Croydon Reach will assist people to permanently break away from a street lifestyle.

### Closure

Cases will be closed in the following circumstances:

- The client has been successfully resettled and the team's assistance is no longer required.
- The client cannot be found consistently (cases can be reopened as necessary).
- Sufficient support is being provided by other agencies.

## “The Well”

The Salvation Army, Croydon Citadel, Booth Road, Croydon, CR0 1XY

Tel: **02086809924**

Every Monday at 11am – 2.30pm except bank holidays.

We operate with a charter offering a **‘Hand Up rather than a handout’**

Working in partnership with professional agencies – Crisis, Jobcentre, Rainbow Health Centre, Croydon Reach and Turning Point.

We offer showering/shaving facilities, a hot meal, clothing exchange and friendly faces to talk to.

