



No Second Night Out London Street Outreach Protocol

Street outreach teams are at the heart of helping to meet the No Second Night Out Project (NSNO) objectives. This document outlines the outreach practices required and acts as a protocol for teams to follow in order to work alongside the London NSNO project.

Contents

Overview of No Second Night Out	1
Outreach Guidelines	7
CHAIN Guidelines	12
No Second Night Out Client Pathway	17
Single Service Offers (SSO)	18

Overview of No Second Night Out:

- The Mayor of London has committed to end rough sleeping in London and has set up the London Delivery Board (LDB) to achieve this. The outcome the LDB is seeking to deliver is that no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night.
- All boroughs represented on the LDB signed up to participating to the initial pilot and testing out new ways of working. After a successful pilot period No Second Night Out project is expanded to cover all London Boroughs and opened a third hub from 1st June 2013
- In order to achieve success, NSNO requires cooperation, flexibility and a shared vision across all partners involved, and a willingness to share learning and adapt approaches as the project develops.
- No Second Night Out (NSNO) is a project aimed at helping those who find themselves newly rough sleeping on the streets of London. Each week about 80 people are seen rough sleeping for the first time in London. Many exit rough sleeping independently or are helped off the streets immediately by outreach teams, others risk engaging in or adapting to, a longer term rough sleeping lifestyle. NSNO aims to make sure that someone new to rough sleeping and already in a dangerous situation does not further spiral downwards into a long term life on the streets, where they are even more vulnerable to crime, drugs and alcohol, at high risk of serious illness and potential early death. Sleeping rough is harmful and dangerous, it is a concern to all communities, and should not exist in London in the 21st Century.
- The introduction of the NSNO project is not intended to supplant the responsibility of London boroughs to tackle rough sleeping, nor is it meant to replace existing outreach or hostel services. It provides additional resources that are intended to be complementary to, and work in partnership with, existing services that operate to address rough sleeping.
- It is intended that NSNO will make clear that those people made homeless in other parts of the UK should not travel to London with the expectation that they will receive an offer of accommodation on arrival. The emphasis of NSNO will be to provide the pathway most likely to help people get off and stay off the streets and, for most, this will mean return to a home area where they are eligible to access services and not into accommodation in central London.
- Since NSNO operates a single offer approach for the target group, it is critical that borough outreach teams and staff based at the NSNO assessment hub work together to give the same consistent messages and are consistent in re-iterating single service offers given. All

assessment and reconnections work undertaken at the assessment hubs will be shared with relevant outreach teams, including London Street Rescue, through the CHAIN database.

No Second Night Out champions the importance of reconnecting people with their families or other support networks and returning to their home area where they are eligible to receive help. To this end, the teams based at the hubs provide new rough sleepers with assistance to access support and accommodation in their home areas, advocating with housing providers in those areas and providing the practical support for people to return closer to home where it is safe to do so. This is in line with existing London and national protocols and guidance for reconnection – see www.homeless.org.uk/reconnection.

- NSNO cannot force people to take up its service. The primary intention of the scheme is to give new rough sleepers the help and opportunity to voluntarily come off the street and so prevent the adoption of a harmful rough sleeping life-style. However, if some people refuse this opportunity and persist in staying on the streets, local authorities, outreach partners and stakeholders, such as the police and United Kingdom Border Agency, will use their existing assertive approaches and where appropriate other enforcement measures to deter people from a lifestyle that is inevitably harmful. Assertive approaches will always be linked with the offer of help to move permanently off of the street and not used simply as a tactic to displace people to a new area.
- Local authorities or services should not direct anyone towards central London or the street to get a service. It is intended that NSNO will challenge any practice that may exist where a rough sleeper is directed to central London in the expectation that services will be provided there.

Resources available within the NSNO project:

- A NSNO Project Director is accountable for delivery. The role of the Director is to ensure that the project is fit for purpose and meets its objectives. The Director reports to a project board that has been established to steer the project, holding it to account and ensuring its success. The project board includes representatives from local authorities, GLA, CLG, voluntary sector organisations and other key stakeholders.
- A NSNO assessment hub opened on 1st April 2011 in Islington and is staffed 24/7 to provide a resource for outreach teams, where they can refer new rough sleepers from the streets 24/7 to be assessed quickly and reconnected where necessary. A second hub opened in Hammersmith and Fulham on June 1st 2012 and a 3rd hub from 1st June 2013 in order that No Second Night Out can cope with the demand of new arrivals from all London Authorities. The assessment and reconnection team based within the hubs offer a holistic assessment and take an assertive approach to ensure that individuals have a service package appropriate for them that will prevent them from returning to the streets. They are also responsible for the rapid reconnection of individuals where appropriate to ensure that individuals access relevant services available in the location where they are entitled to receive them. The maximum length of stay at the assessment hub is 72 hours. No actual beds are provided at the hub.

- Additional outreach resources will be offered via London Street Rescue in order to ensure that all those new to rough sleeping receive their service offer within the designated period (48 hours). London Street Rescue will have 2 teams of workers available to work 7 shifts a week to fill gaps in service in boroughs. The shift workers will be expected to respond to reports of rough sleeping at times when it is known the local outreach service are not operating. The hope, however, is that local outreach teams will maximise their coverage in their boroughs and this service is needed only as a back up on rare occasions. If the team is not called upon to respond to new arrivals during a shift they will be used as an additional resource for London Street Rescue across the 20 London boroughs they already serve.
- To maximise the chances of rough sleepers being reached before they have to spend a second night out, a 24 hour phone line is being publicised to support residents, businesses and other stakeholders to report instances of rough sleeping. The existing London Street Rescue telephone line has been utilised for this purpose and widely publicised during the pilot phase. This 0870 8388888 number (the London line) is still in use, however a national rough sleeper reporting line, Street Link now answers that line as well as the new national number, 0300 500 0914. This recording system allows identification of NSNO calls, and the first intention will be to redirect callers to the relevant local teams for a response. If the relevant local team is unavailable the NSNO outreach shift provided by London Street Rescue will be deployed as needed.
- Data analysis will be provided by Broadway's CHAIN team. They will provide live monitoring data that will enable the project board to determine whether the project is succeeding, as well as contemporaneously evaluating the pilot to support decision-making around how to develop the project, drawing out lessons learned and service changes needed along the way.

Identified changes required to outreach practice:

In order to achieve success and achieve no second night out, there is a need for outreach teams to follow agreed protocol. During the pilot phase Directors signed up their commissioned services to these aims/changes via their involvement in the London Delivery Board. The main changes are set out below:

1. A more **rapid response** to all new rough sleepers that will enable the No Second Night Out target to be met. This may necessitate changes to shift patterns, ways of working, making use of local assessment beds or other measures that will vary from locality to locality. It is vital that when the assessment hubs are full and closed that these alternative ways of working (eg use of local assessment beds) are made use of effectively
2. Communicating a common **NSNO message and single service offer** which will ensure that all people coming to the street for the first time in central London will receive a

consistent message about what is, and is not, available to them regardless of where they arrive. Central to this message is that appropriate support will be given to secure accommodation for new rough sleepers. However, an offer will only be made available, as part of someone coming off the street before their second night out and it is likely to involve a return to a home area where they will be eligible to access support and services.

3. **NSNO requires real time data inputting and recording.** To achieve the NSNO aims workers will have to enter chain data as soon as possible (within the hour) into CHAIN, complete data entry at the end of every shift and also be able to find out in real time whether the person they have contacted on the street is new to CHAIN. It is unacceptable to omit or delay inputting information on CHAIN for any new rough sleeper that may impact on their true verification date and therefore their eligibility for the NSNO assessment hubs.

Critical Success Factors for NSNO:

- The consistency and clarity of the NSNO message on first contact
- The immediate and accurate collation and inputting of data on CHAIN
- Accountability of outreach workers to ensure follow up where required
- Quick assessment by the Assessment Hub
- Good quality reconnection decisions and actions
- Effective use of assessment beds and contingency fund by outreach services to begin the process of assessment & reconnection where the Assessment Hubs are closed or not available

Outreach Guidelines:

NSNO Target Group

- The definition of someone new to the streets in the context of NSNO is that they have not been previously verified as a rough sleeper on CHAIN. They must be NEW to CHAIN and have been seen bedded down as a rough sleeper. (People already on CHAIN who have had a previous bedded down action cannot be referred to the Assessment Hub)

Criteria for access into the Assessment Hub

- Outreach workers can refer new rough sleepers into the assessment hub on the first contact with a new rough sleeper or within 24 hours of that first contact. The decision about when to make the referral is dependent entirely on the initial judgment of the outreach worker; with the aim being to prevent a second night out. The outreach worker must be with the rough sleeper at the time of making the referral and available to take them to the assessment hub immediately. On occasions where the assessment hubs are not open, an attempt to refer the rough sleeper does not disqualify them when the hub re-opens, however, the outreach worker should not wait for the hub to open but begin working with that rough sleeper within other resources.
- It is recognised that approximately 19% of current new rough sleepers only spend one night on the streets before exiting without being seen rough sleeping again and, crucially, without being referred into accommodation by the outreach service that verified them. It is not the intention of NSNO to provide a service in such a way as to discourage or prevent rough sleepers from using their own resources to exit rough sleeping, and outreach workers should be mindful of this when deciding whether or not to refer to the assessment hub on first contact. However, where clients are particularly vulnerable and seem unlikely to mobilise their own resources to exit rough sleeping, or take up the initial reconnection offer made by the verifying outreach worker, they can be referred to the assessment hub on the first contact.
- New rough sleepers who have been assessed by the verifying outreach team as having a clear local connection that is likely to see them entering a hostel or other local pathways do not have to be sent to the assessment hub and the local outreach team should seek to use emergency beds/assessment beds available that would suit the person's needs better and avoid an unnecessary trip to the assessment hub.
- People can only access the assessment hub once and only for a maximum of 3 days.

Getting a person to the assessment hub

- If the outreach team has its own transport then this is the preferred option
- If the outreach team does not have transport a secondary option would be using a taxi or, as a last resort, using the assistance of London Street Rescue to collect and transport the person to the assessment hub. All clients are to be accompanied unless by agreement with the Hub.

Refusing the offer to attend the assessment hub.

- The offer made to an individual to stop them needing to sleep out a second night by the outreach team will form the bases of a single service offer, that if refused should be supported and reinforced consistently across all service providers in London boroughs. No alternative offers will be made and therefore continued rough sleeping will attract appropriate assertive activity.

On arrival at the hub

- The purpose of the assessment hub will be explained by NSNO Staff.: short stay, reconnection, one-off opportunity) and expectations and service offers will be made clear. Outreach workers are asked to be mindful of not giving false or inaccurate information about the hub and outcome for the client. Any action or reconnection option CANNOT and SHOULD NOT be determined until a full assessment has taken place.
- An hour after arrival an initial triage will take place. This will include; taking basic information; undertaking a risk assessment and immediate needs assessment; assessing language and communication needs; assessing the person's current ability to engage (e.g. are they intoxicated, immediate health concerns, have they eaten, are they in withdrawal?). Rough sleepers will be prioritised for support based on this initial triage.
- Following the initial triage an assessment will be completed, this may take some time to complete and a set of actions and recommendations will then be made. All relevant information is to be clearly updated on CHAIN . Based on the assessment, a realistic and appropriate Single Service Offer (SSO) offer of support will be offered and actions will include:

CLIENT SUPPORT NEEDS	NSNO SERVICE RESPONSE
Assessed as local to one of the London boroughs:	
Regardless of support needs, the client needs safe appropriate accommodation within local borough, where their needs can be fully assessed and a plan made to meet needs in the medium term.	Contact made with local outreach team and appointment made for client to be collected and moved to accommodation in local borough. Minimal time held at the hub.
Assessed as needing reconnection outside one of the LDB boroughs:	
<p>Low Support: None/few presenting support needs, willing to be reconnected, has accommodation in home area</p> <p>Medium support: Has support needs, some barriers to returning home exist (eg: not having accommodation in home area, may have issues regarding motivation to return)</p> <p>High support: Has high support needs; some barriers to returning home exist (e.g.: not having accommodation in home area, may have issues regarding motivation to return).</p>	<p>Ticket only and authenticating services and place of reconnection. Minimal time held at the hub</p> <p>Accommodation secured in home area, support package put in place and linked to services in home area. May require accompanying. Held for up to 3 nights</p> <p>Accommodation secured, support package put in place and linked to services in home area. Will be accompanied to home area. Held for up to 3 nights – could be moved to off-site reconnection bed if reconnection package is more complex.</p>
Assessed as needing international reconnection:	
International client may have no recourse to public funds or other immigration issues. Presenting support needs may be low, medium or high. Barriers to returning home exist (e.g.: not having accommodation in home area, may have issues regarding motivation to return).	Link with London Reconnections Team for reconnections service or to IOM or other relevant services. Support will be provided to take up offer in home country as needed.

- The NSNO Team will follow up with the client at 1 month and 3 month and 6 month points to see if the reconnection outcome has been maintained

- The NSNO Team will accompany people back to their home area if this is required in order to ensure a positive reconnection outcome.
- We cannot restrict people's legitimate wish to move from one area to another. However, many local services have legitimate qualifying criteria that often include an element of local connection. People assessed under such circumstances will be offered no service beyond assistance to return to a service, for which they will qualify, in their home area

Leaving the Assessment Hub

- If a client refuses the (SSO) service offer made through the hub, they must leave and will therefore be at risk of returning to the street. The assessment staff will ensure that the referring outreach team is immediately notified if this is the case and that details of the service offer is clearly entered on CHAIN so that all CHAIN users can clearly see what service has been offered, the reason for refusal and any further action recommended.
- It is expected that the outreach team in the area where the client subsequently decides to sleep rough will follow through on the agreed actions set out on CHAIN, including a reinforcement of the reconnections offer made (repeating the offer as necessary) and pursuing local assertive actions and enforcement measures if appropriate.

Outreach Initial Assessment on the street

- At the point of first contact basic information needs to be ascertained by the outreach worker in order to determine if the individual is **new to the street** . Beyond that, for a referral to the hub to be made no further assessment needs to take place. However if it obvious and apparent **the new rough sleeper has a local borough connection** where they have been met it may be more appropriate for the local rough sleeping pathways to be used, such as local borough assessment beds. Where a rough sleeper is met and verified for the first time but it is apparent that they have spent a long period sleeping rough prior to being found, it may not be appropriate to refer them to the hub. Similarly if a new rough sleeper is found and it is evident that they are particularly vulnerable and in priority need then it may not be suitable for that client to be brought to the hub and may be more appropriate to approach other services or present to the local authority or out of hours directly. In these cases it is important that the outreach worker use their discretion to use other resources to work with the client and avoid any further nights out. The NSNO hub staff and management will ask screening questions on first contact and will reserve the right not to take in a referral if it is deemed inappropriate.
- The function of the assessment hub is to provide additional resources and a safe place away from the street to conduct the in depth needs assessment and action plan for new rough sleepers. Therefore there is no need or requirement for outreach workers to conduct an in depth assessment on the street. Outreach workers are asked to use their discretion and to

access resources in such a way so as to prevent a second night out especially in the event when the hubs are closed to referrals or if it is clear that it is not appropriate for the client to come to the hub

Key messages to be relayed to all New Rough Sleepers

Outreach Teams are expected to provide the following response to all new rough sleepers and should encourage their local partners to also take this response:

- Rough sleeping is a harmful and a high risk lifestyle that is likely to result in your support needs and issues increasing.
- Rough sleeping in London is unacceptable and any outreach service or local authority will not support you if you continue to persist in this activity. Ultimately, you could encounter enforcement action taken by the police or UKBA.
- There is not enough accommodation in London and so access into services is restricted to people who have a local connection. NSNO can support you to access accommodation and services in your home area/ local borough and you will be provided with a one-off offer that best meets your needs following a thorough assessment.

It is important to note that outreach workers SHOULD NOT attempt to give any indication of a likely outcome of assessment at the hubs and this should only be given to the client once a thorough assessment has taken place. Any other explanation around potential housing outcomes prior to this or prior to arrival at the hub may set false expectations and increase the risk of a rejection of service offer or disengagement from the service. The above response and approach should be given to all new rough sleepers regardless of if they are referred to the hubs or workers with by outreach teams through other resources.

Street Coverage

- For Outreach Teams that are resourced to do so, should organise for at least one outreach shift every two days, in order to ensure that new rough sleepers are identified as early as possible. This should obviously include weekends and should be at times that are likely to lead to the maximum amount of contact – this may involve ensuring that the shifts are at differing times throughout the week.
- Outreach Teams are requested to share their rotas and on call systems with the assessment hub so that information sharing and deployment of resources are effective across London.
- Where Outreach Teams do not have the necessary resources to fulfil this street coverage additional support can be utilised through the deployment of the London Street Rescue NSNO shifts. Where possible this coverage should be agreed and planned in advance.
- In order to maximise contact with new rough sleepers within the local resource constraints,

Outreach Teams should utilise local intelligence. They should clearly advertise to local partners including street teams, the Police and the voluntary sector the ways to report all rough sleepers, including those who are new to the streets via Streetlink

- Intelligence and reports received via the Streetlink referral line will be passed onto the relevant local outreach team. The Streetlink team will check that the referral was followed up for the purposes of assessing the effectiveness of the onward referral arrangements. If a local team cannot be contacted or it is obvious that there will be no street coverage in that area to prevent a potential second night out (based on rotas provided), London Street Rescue's NSNO shift will be also notified and may be dispatched.

Responding to reports of new rough sleepers

- **Streetlink** will continue to publicise the 0300 500 0914 rough sleeping referral number and will seek to improve awareness of this, so that the public and others can help with ending rough sleeping by improving the chances of getting to new arrivals quickly by reporting incidences of rough sleeping via this phone line.
- The phone line will be answered 24 hours a day Monday to Sunday by existing Streetlink staff ensuring 24/7 coverage.
- All referrals and reports of rough sleeping locally will be passed onto the appropriate outreach team – London Street Rescue can be tasked to respond if no local team is available.
- A Streetlink website is also available for online referrals (www.streetlink.org.uk)

Accountability

- Once a new street contact has been made by an outreach worker the worker has responsibility for ensuring that the individual client does not have a second night out (and arrangements are made for them to go to the assessment hub as necessary), even if they are not on a follow up shift.
- This accountability includes data inputting and planning for the follow up contact with the individual through working with their team to ensure no second night out.

Checking and Recording Client Data

- Outreach teams should use CHAIN to ascertain information regarding individual rough sleepers' status. This is critical at the time of the first contact in order to establish if the person is new to rough sleeping.
- Outreach teams are required to record on CHAIN all new street contacts on the first street contact within an hour of that contact. NSNO requires that basic data on new rough sleepers is

input onto CHAIN within the hour of contact with the individual.

- To support teams who do not have access to mobile devices to receive or input CHAIN data on the street, individual outreach workers can call the assessment hub 24/7. Workers there will have access to CHAIN and will provide the necessary data to teams on the street. They will also be able to create a new client record on behalf of the worker / team if required.
- Under no circumstance should a new street contact not be entered on CHAIN within the given timescale as this may affect a clients eligibility for the hubs.

CHAIN Monitoring

There are a number of additions to CHAIN and new targets for outreach teams to help ensure that the system aids the No Second Night Out Pilot.

These are summarised below. For questions or comments or support workers can contact chain@broadwaylondon.org

- **‘Real time’ recording**

Outreach teams are being asked to add new people to CHAIN straight away. To see how well this works there is a new target that records for new rough sleepers are set up within an hour of first contact. *The first bedded down action for an existing client who had not previously been seen rough sleeping will also need to be entered within an hour.*

- **How do I enter data so quickly?**

There are two things you will need to be able to do:

- (a) Check whether someone is a flow client i.e. has not previously been seen bedded down.
- (b) Add a new record or a verifying action quickly where the person is new to rough sleeping

You can do this using handheld devices which enable you to access CHAIN (contact the team if you need more information about this) or by calling the Assessment Hub.

If you call the Assessment Hub and find that the person you have contacted is new they will be able to create a new record on your behalf to ensure the information is put onto CHAIN straight away. *If you call the Assessment Hub and find that the person you have contacted is not new*

but has never been seen sleeping rough before the Assessment Hub will be able to add a bedded down street contact.

- **Adding time to contacts**

There will be an option for you to add the time of contact to each street contact you make. This must be completed for all street contacts. This will help us monitor how quickly information goes on to CHAIN.

- **Telephone/Website referrals**

The Rough Sleeper Referral Line, Streetlink, will sometimes send a referral through to outreach teams. This will be received in the form of an email or by calling the team mobile, and will also appear automatically in the team's "Telephone/website referrals to team" report on CHAIN, or in their Open Referrals view, depending on how the team utilises the referral system. Each referral will have a unique reference number. This reference number will also be provided to the person who has made the referral.

If the 'LSR response requested' field has been ticked on the referral record on CHAIN, this means that Referral Line staff have determined that the borough outreach team would not be on shift in time to respond to the referral, and London Street Rescue have been asked to follow up.

The team should update the referral on CHAIN with the results of any searches made for the client, and the overall outcome of the referral. Up to three individual searches can be recorded in the Outcome 1,2 and 3 fields, and the overall outcome should be recorded in the Case Closed field.

In addition, if a street contact is made on the basis of a helpline referral, workers are required to add the unique number for the referral to the 'Referral (telephone/website) reference' field on the street contact timeline event.

- **Recording NSNO Action**

All clients seen bedded down for the first time will be required to have an 'NSNO Action' recorded as part of their initial bedded down street contact on CHAIN. The 'NSNO Action' field requires workers to state whether they referred the client to NSNO, and if not was this because the client refused to attend, or for some other reason (e.g. a positive alternative option within the borough was identified, or referral was not possible due to the Hub being at capacity). If the client is not referred to the Hub the worker will also be required to provide details of what actions they took as an alternative.

If a client attends the Hub as a result of an outreach worker's referral, the actual timeline event recording this will be entered by Hub staff upon their arrival.

- **Single Service Offers**

The Single Service Offer (SSO) constitutes a plan for a client's departure from the streets, and generally consists of a reconnection or accommodation placement that has been arranged for the client. All clients attending the Hub will have an SSO made before they leave, unless they abandon before this can be arranged. Any clients who have attended the Hub and are subsequently encountered on the streets should be reminded of their SSO, and not offered services which contradict the SSO. If a client has an SSO, this is indicated on CHAIN by a red flag icon which is prominently displayed on the client's record. Details of the offer, the team which made the offer, and the date the offer was made are also given.

If you remind a client of their Single Service Offer when you meet them on the street, you can record this by selecting "Restated single service offer" from any of the 'Work carried out' fields on the street contact timeline event.

Outreach teams can also make Single Service Offers to clients. To add an offer to a client's record, enter the offer details in the relevant field, and the date in the 'Date offer made' field. Once an offer has been entered on the client's record it cannot be changed, other than by contacting the CHAIN Team.

For further guidance on Single Service Offers, see Appendix 1 (Guidance For Recording Single Service Offers On CHAIN).

- **Flow data**

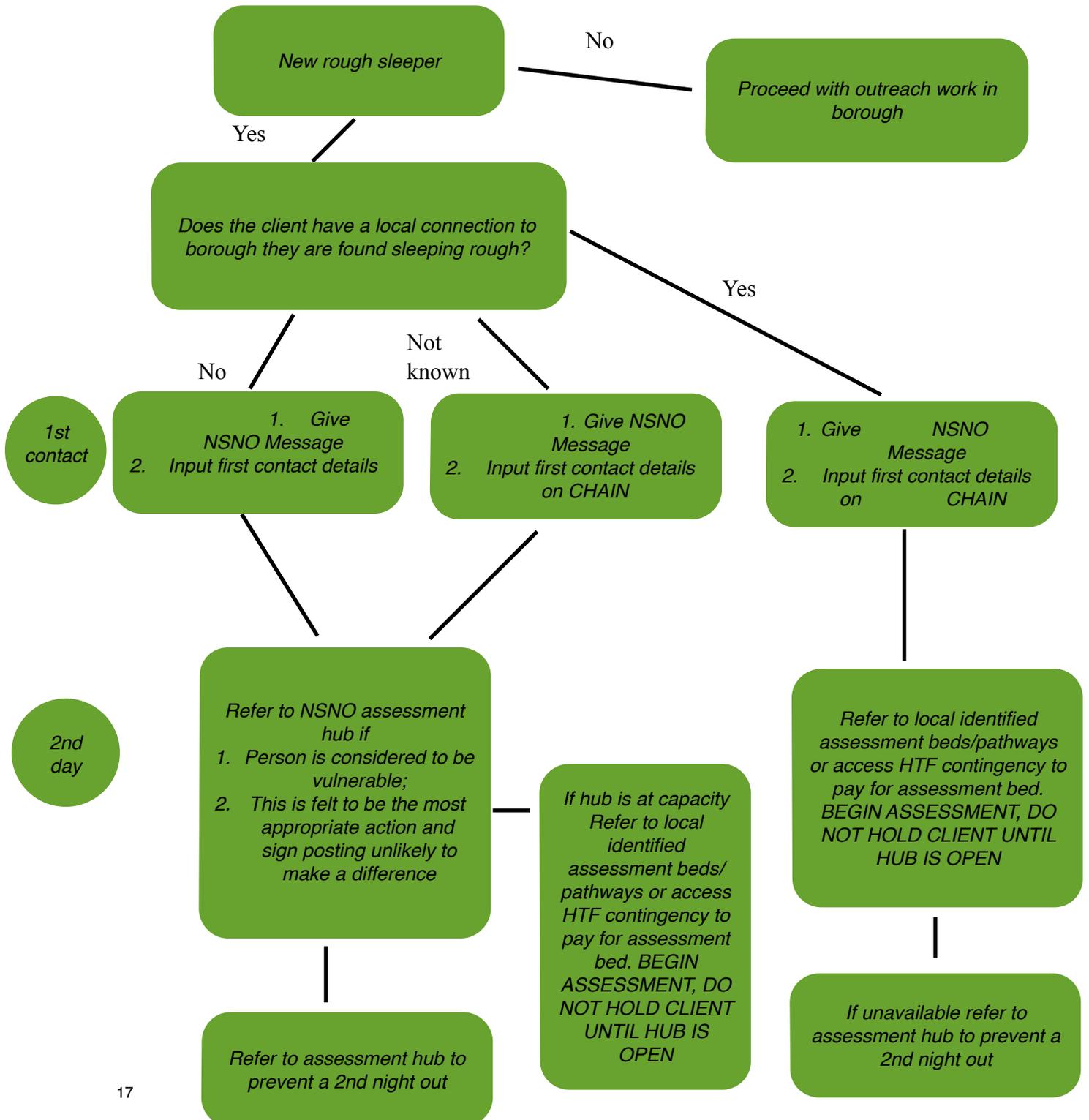
Teams should already be aware of adding flow data to CHAIN. This is being monitored in an ongoing way. It is very important that flow data is as detailed as possible so we know where new rough sleepers are coming into London from and their circumstances. The No Second Night Team will check and add additional information to flow fields on CHAIN for all those referred to the Assessment Hub.

- **Recording people who you have not been able to identify**

If workers see someone they think is or might be new but are unable to wake them for some reason it is important that they are recorded on CHAIN in the following way.

For first names add unidentified, the date and initials as one long word e.g. Unidentified11042011BR. Last name can be left blank. If workers see more than one person on the same date they should be recorded in the same way but with 1,2,3 etc at the end of the name: i.e. Unidentified11042011BR1, Unidentified1104BR2. This will help us monitor and manage information about those who are seen but not identified

NSNO Client Pathway



GUIDANCE FOR RECORDING SINGLE SERVICE OFFERS ON CHAIN

What should be recorded as a Single Service Offer (SSO) on CHAIN?

An SSO should only be made following an informed assessment of the best course of action for a client's long term interests, taking into account their local connections, support needs and other relevant factors. **It should constitute a plan for the client's departure from the streets**, and should therefore generally consist of a reconnection or accommodation placement that has been arranged for the client. Referral to another homelessness service should only be included if this is specifically expected to lead to reconnection or accommodation (e.g. the client has been referred to London Reconnect so that they can arrange reconnection to their home country).

By making the SSO you are effectively stating that the client should not be accessing services other than those stated in the SSO. If the offer has been made and the client has refused to take it up, then teams and projects subsequently encountering the client **MUST** restate the offer to them, and should not offer alternatives which assessment has already indicated are unsuitable.

SSOs can be made by any outreach teams working in all boroughs covered by the No Second Night Out initiative.

Summary details of the offer should be entered in the **Single Service Offer** field on CHAIN. This should include the type of offer (e.g. accommodation or reconnection), details of support offered (e.g. fare available), and who to contact about the offer. There is a maximum of 255 characters for this field. Some example offers could be:

- Reconnection to Oxford, fare available, contact BBS Passage
- Rolling Shelter space, contact Southwark SPOT
- Working with London Reconnect to secure return to Romania

You should also enter the date the SSO was recorded in the **Date offer made** field. Your team will automatically be recorded in the **Team making single service offer** field.

Once the SSO been recorded on CHAIN a large red flag symbol will be prominently displayed on the client's record, so that it is immediately apparent to all users that an offer is in place for the client.

What should not be recorded as an SSO on CHAIN?

Some things that should **NOT** be recorded in the Single Service Offer field on CHAIN:

- Generalised advice or signposting that does not involve a set plan for leaving the streets.
- Referral to the NSNO Hub – if the client has been referred to the Hub then NSNO staff will formulate and record an SSO for the client there.

- Refusal of referral to the NSNO Hub – this is not an SSO, and should be recorded using the relevant field on the street contact timeline event.
- The SSO field should not be used to record general case notes indicating that the client has been accepted onto a service. It should only be used where attendance at the service has resulted in an offer of reconnection or accommodation, which other services need to be aware of.
- An SSO should not just say “Please inform Joe Bloggs if seen”. Requests for a project to be contacted should only be entered alongside details of the reconnection or accommodation that have been offered.
- Where the SSO field has been used to indicate an offer of accommodation or reconnection then details should be given – i.e. just putting “Reconnection” does not provide enough information to other users.

Appealing or amending Single Service Offers

Where a client has refused to take a SSO up, the offer must be restated. In some cases however, the original SSO that has been made for a client may need to be altered. This could be because the client’s circumstances have changed, or because repeated attempts to effect the original offer have failed and an alternative is now considered to be more likely to succeed. In these circumstances, the team wishing to make a revised offer would need to contact the team that made the original offer, and explain why they feel the offer should be changed. If agreement is reached that this is the best course of action, then the manager of the team that made the original offer should contact the CHAIN team, providing details of the new offer. The CHAIN team will then update the client’s record to show the new offer details, date, and team.

In the event that agreement cannot be reached over a revised SSO, the issue should be referred to the NSNO Director or Deputy Director and a senior manager at CHAIN for arbitration. **Any offer outside or different to the SSO should not be made without having followed this process.**

The CHAIN team can be contacted on 020 7710 0562, or chain@broadwaylondon.org.