

**Guidance and support for Hosting Projects**

This information has been collected from our NACCOM members, it is offered as a guide only and we urge all members to follow and share the governments guidelines <https://www.gov.uk/coronavirus>.

Individual hosts should always seek guidance from the host projects as guidance and advice may change depending on the type of hosting and project.

**Should I take on new hosts and guests?**

* The government have made it clear that Local Authorities must accommodate anyone who is homeless, this includes those with NRPF. As a way of protecting everyone we would advise Host Projects to refer any new referrals to your local authority but ensure they are given adequate housing that is safe for self-isolating, has cooking facilities and subsistence is given. We are recommending the host projects issue notice to quit letters to guests so that they have proof of homelessness. ***NACCOM have issued a Briefing on working with Local Authorities***, this will be sent all members and posted on the resources section on our website.
* If you are continuing to accommodate people with hosts, it’s most probably they’ll have to consider taking guests on for longer periods during this imposed isolation period. Ask your hosts if this is possible – you don’t want to add any more pressure on them.
* Ideally have written confirmation from your hosts confirming they are happy to continue.
* It’s great to hear that some of our members are still able to take on new referrals and find them host accommodation. Please do consider all the guidelines before continuing and ensure you are able to conduct the appropriate assessments and offer support without putting anyone or yourself at risk. Online platforms such as ZOOM can help with interviewing perspective hosts and delivering training. If you can continue to take referrals and guests, please make sure follow government guidelines to ensure everyone is safe. If you are still recruiting for hosts be specific about the type of accommodation needed right now – ideally guest rooms that can be used for self-isolation with separate bathrooms for hygiene safety.

[[1]](#footnote-2)

**Vulnerable at-risk Hosts:**

* If your hosts are in the vulnerable category, we would advise you to move the guest out and where possible liaise with your local authority. We are recommending the host projects issue notice to quit letters to guest so that they have proof of homelessness. See the NACCOM briefing on ***Working with Local Authorities*** for more support.
* Contact all hosts in the Covid – 19 vulnerable at-risk categories asking them to think carefully if it is appropriate for them to be hosting and be clear they understand the risks.

*To All Hosts – it is advised you to have written confirmation (in an email) from your hosts confirming they are happy to continue to accommodate guests.*

**How can I support my hosts?**

* Keeping in regular contact with your hosts by offering regular weekly calls, texts or emails is essential, and to do so more regular if needed. Being a listening ear will help them feel they are not alone; and ensure hosts have provisions of Coronavirus guidance for guests in their own language along with any cleaning or hygiene products they may need.
* Creating a support network is a great way to keep people connected and up to date. [www.whatsapp.com](http://www.whatsapp.com) is a good platform for this and can be used to set up groups so you can send regular updates and information, identify and share resources (eg. online ESOL) to multiple hosts, and for them to offer peer to peer support to each other.

**How can I support the guests?**

* It’s just as important to keep guests up to date with information as it is with hosts. You can help do this by either ensuring the referral organisations or other support projects are in regular contact and sending relevant information and updates, ideally in their own language. A good example of this is supporting guests with texts in their own languages with corona advice from Doctors of the world about self-isolating and symptoms <https://www.doctorsoftheworld.org.uk/coronavirus-information/>

**How do I move guests on if the host can’t accommodate them?**

* NO one should feel under obligation to host. We strongly recommend that any issues with moving guests out of accommodation if the host can no longer offer support to be dealt with by the referring organisation.
* We advise organisations to contact their Local Authorities to highlight that here is a potential risk of people being without accommodation (either guests who must move out or new referrals). Local Authorities should be offering temporary emergency provision to anyone regardless of their status. If this isn’t happening please contact NACCOM. We are recommending the host projects issue notice to quit letters to guest so that they have proof of homelessness. **Please see our briefing on working with Local Authorities.**
* Alternatively, if your project has the funds available some B&B’s and hotel chains are offering reduced rates to charities to offer people rooms. Student accommodation is also a possibility. Pease contact NACCOM for more information.

**What can my guest do through the day? Where can they go?**

* The change in Government guidance means that people will be around the house and this could cause tension in your household. It’s a good idea to share with your hosts resources with ideas on what they can do with their guest. You can do this via a variety of ways e.g. www.whatsapp.com, email or your own project websites. Good examples of these are links to ESOL material, films, games, creative activities. <https://wrc.wales/about/esol/>
* It is also advisable to advise host to have a chat with their guest and set any conditions within the household e.g. if people are working from home they may need to ask the guest not to use the living room form 9-5. It's better to be up front and honest about this so it doesn’t cause any issues.
* There are lots of resources being posted on the web right now so please have a look and share with your hosts. Also [www.wavelength.org.uk](http://www.wavelength.org.uk) works to fight loneliness across the UK by giving media technology to vulnerable people.

**What should I do if the host / guest or family member is showing symptoms and has to self-isolate?**

* Make sure your host informs you as soon as possible if either they, the guest or anyone in the household is showing symptoms and needs to self-isolate. If this is the case offer guidance from the government website and ensure they have regular supplies of food and medicine.
* Keep in daily contact and regularly review the situation.
* The [NHS guidelines for working out if someone has coronavirus are](https://lassndb.org.uk/sites/all/modules/civicrm/extern/url.php?u=182&qid=1451): ***High temperature and a new, continuous cough.*** If you suspect someone in your house has symptoms, please use the 111-coronavirus advice line. The NHS have issued [guidance for households where there is a suspected case of coronavirus](https://lassndb.org.uk/sites/all/modules/civicrm/extern/url.php?u=194&qid=1451). The infected person would need to stay in their bedroom for 7 days. You would need to establish a safe way for them to access the bathroom, and to have food.
* If the host needs to move the guest out it may mean looking for other hosts. It's advisable to be finding the availability of other hosts who can accommodate anyone who may need to self-isolate. This may be extremely difficult, and you may have to move the guest into a hotel or refer them for emergency accommodation through your Local Authority.
* It might be that a guest has to move around from place to place, which is obviously extremely undesirable in the present climate.
* We are currently getting an advice note translated either as an audio or video file explaining to guests what to do if they need to self-isolate. Please contact development@naccom.org.uk with a phone number and we can send these files to you either by email or WhatsApp. So far we have Arabic, Farsi, French and Vietnamese and expect to have Amharic, Tigrinya and Sorani completed by 1st April. Open Doors Plymouth have also issued some general Covid 19 advice guidance in a range of different languages <https://www.youtube.com/user/opendoorsplymouth/playlists>

**What to do if guests are not following government guidance about handwashing and staying in?**

* To help overcome this we advise all host projects to ensure hosts have the relevant guidance in their own language and guests have been contacted and made aware of the importance of following the guidelines. NACCOM are currently getting an advice note translated either as an audio or video file explaining to guests what to do – this will be made available as soon as possible.
* If a guest is not following the government guidance and putting the host and other at risk, we advise you to speak to the referral organisation. The guest may need to be moved on or may simply not understand the severity of the coronavirus. Keep in regular contact with your host and be as supporting as you can.
* Remember the guest maybe struggling with isolation and may just want company or something to do – this is where ensuring your hosts and guests have access to online resources and activities can help.
* Think about putting in place written conditions that the guest has to sign. This can be emailed or posted out to hosts who can then go through it with the guests.

**Where can my guest get support?**

* Ideally anyone who is being hosted will have support from a referral organisation who can offer destitution support. Many projects are now issuing guests with prepayment cards with 2 – 4 weeks’ worth of support. This reduces face to face contact, travel and allows the individual to buy their own food and medicines. If prepayment cards are not an option can your project send the payment to the host and they can give out the cash?
* Some projects are giving out extra destitution support as travel cards are no longer required due to strict isolation rules that only permit people to go out for essential food and medicine.
* It’s advisable to keep in regular contact with the hosts to see if they need any extra help with food and support with bills (if possible).
* Please do speak to guests and check in about their access to food and money and liaise with any supporting organisation to ensure they are in contact with the guest.

**Please feel free to share with NACCOM any case studies of successes and where challenges still lie. To do this please send them to** **Jessie@naccom.org.uk**

[[2]](#footnote-4)

1. Updated 31.03.2020 [↑](#footnote-ref-2)
2. Updated 31.03.2020 [↑](#footnote-ref-4)