

HOST RECRUITMENT

INNOVATION AND  
OVERCOMING  
CHALLENGES



# Who is who at Refugees at Home

**11 Trustees**

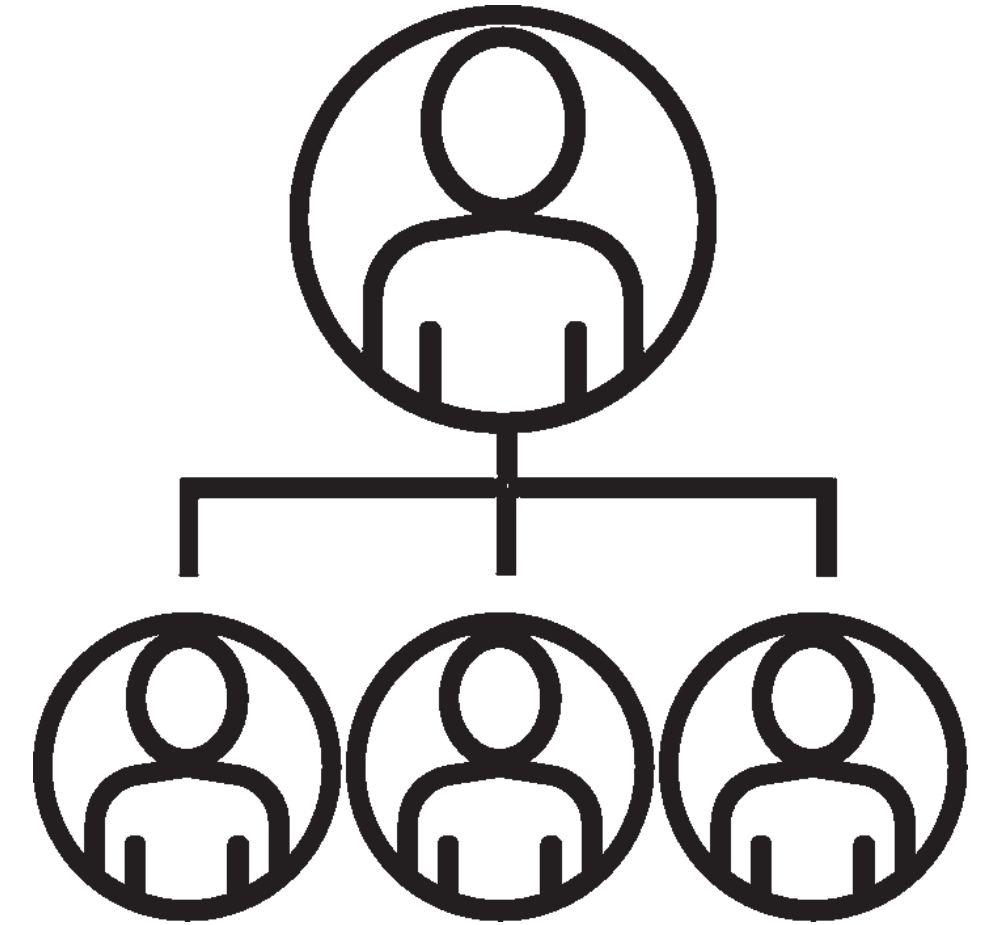
**1 Executive Director**

**4 Placement Coordinators**

**1 IT Analyst**

**1959 Suitable Hosts**

**969 Active Home Visitors**



Key Challenges and how  
best to overcome these

# Hosts and essential boundaries

Naturally, our hosts are kind and generous people who want to help our guests. Because of this many, of our hosts go above and beyond what we would expect of them....but when can this become a problem?

Our approach is to address these boundaries at the beginning and throughout a placement

Please post in the chat what you think might be a 'red flag' for host boundaries





# Building Host Confidence





# Host Engagement

1. Online community for key areas (social media and closed groups)
2. Local hubs for hosts and home visitors
3. Individual home visitors for each host
4. Clear escalation pathways for each host

Host → HV → Placement Coordinator → ED

Building hosts up to hosting for certain lengths of time or hosting in certain situations.

Our team - our placement team are trained and experienced in making assessments for hosting and managing the needs of hosts

**Essential - hosting has to work for the host!**

Building  
Confidence

# Move on plans and casework

We don't provide casework, so every guest who is still claiming asylum has to have a referrer who commits to a level of support that we expect for the entire duration of the placement. This includes sourcing emergency move on should a placement breakdown. This is a guarantee we give our hosts and while plans don't always work out, referrers must be able to adapt and respond.

Depending on the referrer and our experience of them, more flexibility can be given by RAH. We can accept self referrals from guest with Refugee status and who have a good level of English and can navigate PRS themselves.





# Referral Agreements and SLA's

Every guest will have a referral agreement which outlines expectations and responsibilities of the referrer.

Where we have organisations that have a poor record of meeting these expectations we will introduce an SLA. If there continues to be issues we may stop accepting referrals from certain organisations - thankfully this is rare!



“Once again, all of us are incredibly grateful for the brilliance that is Refugees at Home, your unflagging patience and refusal to accept that there can never be a solution. It is always a pleasure working with you and without this support I don't know how we would have been able to help F”

A REFERRER,

# Importance of clear roles



## **REFERRERS**

What are our expectations of caseworkers?



## **HOSTS**

What is expected from a host and what do they need to avoid?



## **GUESTS**

What is our offer and how are expectation managed?

Marketing...

# Three points of contact to recruit a host



## PERSONAL CONNECTION

Most of our hosts have some connection to another host, home visitor or guest



## RAH EVENT

Hosts may then decide to attend an event about hosting...



## TRIGGER

Usually a third point of contact is needed. Unfortunately we often see hosts sign up after something awful is reported in the news

# Expected challenges for 2022 (and beyond...)



## PANDEMIC

Working from home means a lot of spare rooms are now offices. Appealing to new audiences is key for new hosts



## LENGTH OF HOSTING

We anticipate guests are going to need hosting for longer, meaning more hosts in key areas needed



## HOME OFFICE AND LEGISLATION

Many hosts are unfamiliar with the challenges we all experience with the Home Office. The Borders Bill looks set to add to this further. This can mean some hosts have a romanticised view of claiming asylum in the UK



## SPECIALIST SUPPORT

More referrals of people who need specialist support, such as survivors of trafficking and care leavers.

Thank you

[www.refugeesathome.org](http://www.refugeesathome.org)