



Signpost

Services for prisoners and the homeless

What is Signpost?

www.signpost.services is a website that provides information for people leaving prison and those who are homeless. **Signpost** pulls together information about services that will help you find:

- Somewhere to live
- Support with your finances
- Suitable work or education
- Health Services
- People to support you
- Supportive Faith Communities.

It **produces a paper document** for people who don't have access to technology.

*"The Signpost service is **fabulous**."*
(Prison Chaplain)

*"Signpost has been a **gamechanger** for resettlement at our prison. This tool saves so much time and is of enormous benefit."*
(Managing Chaplain)

What areas does it cover?

Signpost has a database of **over 3300 services**. It has detailed coverage of Greater London, Essex, Kent, Hertfordshire, Bedfordshire, Norfolk, Suffolk, the North East of England, Greater Manchester, Merseyside and Cheshire, and the West Midlands. There are 280 nationwide services that can provide support in the rest of England and Wales.

*"It is a great intervention and also very helpful in giving the prisoners **something tangible** that they can take with them."*
(Prison Chaplain)

Why has it been created?

There are many organisations which are willing to provide help to those leaving prison or who are without accommodation: government services, local authorities, charities, and businesses. The issue for those helping people is where to find these services. **Signpost** pulls together information on **all types of services in one place** so that it can be easily accessed by chaplaincy teams, probation officers, charity volunteers – anyone looking to help those in need.

*"It provides a straightforward way of **connecting people with the support** and services available in their local community."*
(Prison Chaplain)

Why a web site?

Many organisations have paper leaflets that they give to those they support. The web site approach enables people to select just the services that they need in the locations that they will be living in, so that you get **details that are relevant to you**.

Is the Information up to date?

Yes! The **Signpost data is regularly checked** against the organisations' websites using **AI generated tools**. These check that the information is still active and data is updated where necessary.

How could I use Signpost?

If you are helping a prisoner who is coming up for release, has just been released, or someone who is homeless, then you can ask them which services they are interested in. There are one-page forms on the web site that can capture this – see links at the bottom of www.signpost.services. Once you have a request you can enter it into **Signpost** and tailored report which you can talk through with the person you are helping and encourage them to start contacting the relevant service providers.

Are the service providers vetted?

No. The information in **Signpost** has been taken from public web sites. No work has been done to check the quality of the services provided and no guarantee can be given as to the accuracy or timeliness of their information.

*"The form is easy to complete, and the website is **easy to navigate and use**."* (Prison Chaplain)

*"It's **absolutely amazing**. I couldn't ask for a better resource to help my client group."*
(Head of Criminal Justice Services at a leading homeless charity)