



# Signpost

## Services for prisoners and the homeless

### What is Signpost?

[www.signpost.services](http://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 is designed to produce a paper document for people who don't have access to technology as well as online information.

*“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 details of 250 nationwide organisations which provide services across England and Wales, so it is a valuable source of information across both countries. Local information is also available for Greater London, the North East of England, Greater Manchester, the West Midlands and Norfolk – totalling 2200 organisations in all.

*“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 hundreds of 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 and arranges it so that it can be easily accessed by chaplaincy teams, probation officers, charity volunteers – anyone looking to help those in need.

*“Most of our prisoners ask for a Signpost report. It's a **wonderful tool** to have at our disposal and we use it for every Prison release.”*  
(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 they get details that are relevant to them. The database behind **Signpost** is regularly updated using AI generated tools to ensure that the information is current.

### 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 is a leaflet on the web site that can be used to capture this – see links at the bottom of [www.signpost.services](http://www.signpost.services). Once you have their request you can enter it into **Signpost** and produce a report tailored for them which you can talk through with the person you are helping and encourage them to start contacting the relevant service providers.

*“It's such a practical tool and **easy to use**.”*  
(Volunteer Chaplain)

### 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 the information.

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