

Committee:	Dated:
Homelessness and Rough Sleeping Sub-Committee	01/05/2019
Subject: Rough Sleeping Initiative Workstreams Update	Public
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Summary

This report seeks to inform members of outcomes related to Central Government funded increase in Rough Sleeping provision within the City of London.

Recommendation

- Members are asked to note the report.

Main Report

Background

1. As a result of Central Government funding, City of London commissioned additional provision to reduce Rough Sleeping figures within the Square Mile. The City did this by increasing positive engagement with rough sleepers, coupled with an increased overview and development of existing commissioned services and Rough Sleeper response within the Corporation.
2. The increased service provision took the form of:
 - **Workstream 1** – A Rough Sleeping co-ordinator employed within the Corporation
 - **Workstream 2** – An increase from quarterly to monthly, week-long emergency overnight assessment space (the ‘pop-up hub’) including embedding a specialist City-focused worker within Providence Row’s Day Centre on Commercial Road, increasing the casework capacity of the ‘pop-up hub’ while also delivering services to City rough sleepers who present to Providence Row.
 - **Workstream 3** – The creation of a specialist role, within the commissioned Outreach team, focusing on supporting rough sleepers with the most extensive and complex rough sleeping history.

- **Workstream 4** – Increased capacity within ‘No First Night Out’ (NFNO) to prevent individuals from rough sleeping.
- 3. Much of the service development centred around engaging with more complex rough sleepers, as this was the group that statistically counted for the majority of rough sleepers verified in the City. The pop-up hub was to be utilised as a tool to engage those rough sleepers who are more reluctant, or less able, to accept support, while also increasing availability for those defined as ‘intermittently’ sleeping within the City.

Current Position

- 4. Size and demographics relating to rough sleeping figures in the City have statistically changed since the Corporation applied for funding. In Quarter 3 (Q3) 2017, a total of 149 individuals had been recorded as having been met while sleeping on the streets of the City (‘bedding down’). The same period in 2018 recorded an increase of 63 individuals seen ‘bedded down’, amounting to 212. Within this group, the largest increase was seen within the cohort of new rough sleepers: 37 new rough sleepers were found in Q3 2017, while 99 were found in Q3 2018, equating to an increase of 167.6%. The longer-term ‘living on the streets’ cohort increased by 17, while the ‘intermittent’ cohort reduced by 11.
- 5. **Workstream 1: The Rough Sleeping coordinator** has now been implemented. Achievements to date include:
 - quarterly whole pathway monitoring, including a new aggregate data monitoring system to fully investigate and develop the commissioned accommodation pathway
 - quarterly partnership meeting to explore the development of the partnership between services funded by Central Government
 - a new multi-agency meeting to discuss joint response to areas of high risk, or high density, rough sleeping
 - a streamlined and more effective multi-agency ‘task and action’ meeting for the most complex cases, including the provision of increased accountability for agencies in completing actions
 - increased levels of Corporation direction in the action of the Outreach team, including through the instigation of a Corporation-led ‘complex case’ discussion for the team.
- 6. **Workstream 2:** A total of **7 Assessment Hubs** have been delivered since Central Government funding was awarded. This equates to a figure of 35 available nights of safe, emergency, overnight space for rough sleepers.
- 7. The hub has recorded 98 stays, supporting 67 individual rough sleepers who stayed during one or more of the seven periods of hub delivery.
- 8. The hub was accessed by 49 individuals on a single occasion; nine individuals on two occasions; five individuals on three occasions; and four individuals on four occasions. No one has accessed the hub on five or more separate occasions. Note that this information relates to stays separated by an individual having left

the hub, either through the delivery week having ended, an accommodation outcome occurring or the individual abandoning the location. It does not reflect the number of days an individual has stayed as part of having been 'booked into' the service.

9. The average length of stay for an individual across all of the hubs is 2.7 days. Work undertaken recently to change the delivery of the hub to better induct and offer support to individuals has resulted in an increase in the length of average stay, with the figure for the March 2019 hub being 3.5 days. This has included changing the objectives of the hub from specifically targeting intermittent/living on the street clients, to ensuring that all those found rough sleeping in the City have the offer of safety and assessment.
10. Of the 98 recorded stays within the Assessment Hubs, 43 are recorded as ending with a further accommodation stay elsewhere. This equates to 44% of all hub stays ending with further available accommodation. Consequently 66% of hub stays ends with an individual returning to rough sleep. While further work occurs for individuals who have left the hub to return to the streets, we are currently looking into ways of developing data to reflect positive outcomes that have occurred post-hub when an individual has not been immediately accommodated.
11. Data for March 2019 expresses that 67% of all recorded stays during the week of delivery ended with immediate further accommodation. This is 13% higher than the percentage total for the period of delivery to date.
12. **Workstream 3:** 21 individuals have received accommodation outcomes through expansion of the Outreach team to include the specialist worker. This has included some of the most complex, multiply excluded individuals who have been sleeping on the streets of the Square Mile. The work they have undertaken to ensure that, once accommodated, individuals remain safe and engaged in their accommodation, has also led to individuals remaining away from the streets.
13. **Workstream 4:** The increased capacity of NFNO enabled an achievement of 39 prevention interventions for individuals facing an immediate risk of rough sleeping, the cohort monitored specifically for Ministry of Housing, Communities and Local Government (MHCLG) funding. Since 1 June 2018, the NFNO have recorded 241 prevention interventions. These interventions equate to 151 individuals being prevented from becoming homeless.
14. While these interventions relate to a combination of Hackney, Tower Hamlets and City clients, it is of note that we have developed NFNO as a service to work with those found rough sleeping in the City with low to no support needs that come into an Assessment Hub. Through immediate placement in Temporary Accommodation and ongoing work to secure longer-term accommodation through NFNO, it is hoped that we can support newer, and less complex, rough sleepers away from the streets before any potential support need increase arises. This change correlates well with the changed trend towards an increase in the number of new rough sleepers in the local authority area. As new rough sleeping in the City has increased, we need to look to place individuals faster in low-support-needs hostels and the private rented sector.

Conclusion

15. The sizes of Rough Sleeping cohorts on the streets of the Square Mile have changed: we see an increase in newer rough sleepers and a decrease in the level of those with longer-term rough sleeping histories. The Assessment Hub and NFNO have been developed to reflect this change, offering an increase in both immediate and long-term accommodation options for individuals with less support needs and a short rough sleeping history.
16. The increase in the capacity of the Assessment Hubs has considerably increased the number of immediate placements away from the streets for a short term.
17. Work to develop the Assessment Hubs has resulted in increased usage and outcomes. There must be continued effort to increase the outcomes of the overall delivery of the Hubs.
18. There must be continued work to look into the longer-term outcomes that are associated with bringing individuals into the Assessment Hubs.
19. We have brought a more holistic view to Rough Sleeping services commissioned in the City, creating new data systems and multi-agency ways of working to ensure increased knowledge of efficacy of commissioned services as well as directing service provision to better meet presenting needs.
20. Specialist caseworkers have delivered an increase in housing outcome for the City.
21. NFNO has secured a high level of outcome, in relation to its Rough Sleepers Initiative expansion and its overall delivery. This has prevented a high number of individuals from rough sleeping.

Appendices

- None

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