



Homelessness and Rough Sleeping Sub Committee

Date: FRIDAY, 4 OCTOBER 2019

Time: 1.45 pm

Venue: COMMITTEE ROOM - 2ND FLOOR WEST WING, GUILDHALL

Members:

Marianne Fredericks, Chairman	David MacKintosh, Safer City Strategic Partnership
Tijs Broeke, Deputy Chairman	Alderman Bronek Masojada, Court of Common Council
Randall Anderson, Chairman - Community and Children's Services	Benjamin Murphy, Community and Children's Services
Mary Durcan, Community and Children's Services Committee	William Pimlott, Community and Children's Services
Alderman & Sheriff Vincent Keaveny, Court of Common Council	Henrika Priest, Community and Children's Services
Paul Kennedy, City Church	Jason Pritchard, Community and Children's Services
Natasha Maria Cabrera Lloyd-Owen, Community and Children's Services	Ruby Sayed, Deputy Chairman - Community and Children's Services

Enquiries: Julie Mayer 020 7 332 1410
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Lunch will be served in Guildhall Club at 1pm
NB: Part of this meeting could be the subject of audio or video recording

John Barradell
Town Clerk and Chief Executive

AGENDA

1. **APOLOGIES**
2. **MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT**
3. **MINUTES**
To agree the public minutes and non-public summary of the meeting held on 1st July 2019.
For Decision
(Pages 1 - 6)
4. **OUTSTANDING ACTIONS LIST**
Members are asked to note the Sub Committee's Outstanding Actions list.
For Information
(Pages 7 - 10)
5. **NEW INTERVENTIONS AND APPROACHES FOR ROUGH SLEEPING: FINAL REPORT SUMMARY**
Report and presentation of the Director of Community and Children's Services.
Members are asked to note a non-public appendix to this report at Agenda Item 13.
For Information
(Pages 11 - 16)
6. **ROUGH SLEEPING OUTREACH SERVICE- COMMISSIONING UPDATE**
Report of the Director of Community and Children's Services.
For Information
(Pages 17 - 20)
7. **2018-19 ANNUAL SUMMARY AND QUARTER 1 2019-20 PERFORMANCE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 21 - 34)
8. **HOMELESSNESS AND HEALTH - UPDATE REPORT**
Report of the Director of Community and Children's Services.
For Information
(Pages 35 - 46)
9. **ALTERNATIVE GIVING AWARENESS-RAISING CAMPAIGN: HELP WITH REAL CHANGE, NOT SMALL CHANGE'**
Report of the Director of Community and Children's Services.
For Information
(Pages 47 - 62)
10. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**
11. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

12. **EXCLUSION OF THE PUBLIC**
MOTION – that, under Section 100(a) of the Local Government Act 1972, the public be excluded from the meeting for the following items on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government Act.
- For Decision**
13. **NEW INTERVENTIONS AND APPROACHES FOR ROUGH SLEEPING - APPENDIX**
To be read in conjunction with Agenda Item 5.
- For Information**
(Pages 63 - 148)
14. **QUESTIONS RELATING TO THE WORK OF THE SUB COMMITTEE WHILE THE PUBLIC ARE EXCLUDED**
15. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILST THE PUBLIC ARE EXCLUDED**

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HOMELESSNESS AND ROUGH SLEEPING SUB COMMITTEE

Monday, 1 July 2019

Minutes of the meeting of the Homelessness and Rough Sleeping Sub Committee held at the Guildhall EC2 at 1.45 pm

Present

Members:

Marianne Fredericks
Tijs Broeke
Randall Anderson (*in the Chair until
agenda item 4*)
Mary Durcan
Alderman & Sheriff Vincent Keaveny
Paul Kennedy

Natasha Lloyd-Owen
David MacKintosh
Alderman Bronek Masojada
Benjamin Murphy
Henrika Priest

In attendance:

Alderman Prem Goyal

Officers:

Chris Pelham	- Community and Children's Services
Sofia Sadiq	- Community and Children's Services
Simon Cribbens	- Community and Children's Service
Will Norman	- Community and Children's Services
Simon Young	- Community and Children's Services
Marcus Roberts	- Community and Children's Services
Kirsty Lowe	- Community and Children's Services
Julie Mayer	- Town Clerks
Sgt Cannell	- City of London Police
PC Foster	- City of London Police
Louise Said	- Chamberlains
Amy Kimbanji	- St Mungo's
Sophie Price	- Homeless Links

1. APOLOGIES

Apologies were received from Ruby Sayed and Jason Pritchard.

2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT

There were no declarations.

3. MINUTES

RESOLVED, that – the minutes of the meeting held on 1st May 2019 be approved subject to an amendment clarifying that, in the majority of cases, beggars were not rough sleeping in the City.

Matters arising

Members noted that a successful tenderer had been appointed in respect of alternative giving and this was expected to commence in July 2019. Members noted that the Chairman and officers would be meeting with the Director of Communications to discuss the media campaign, which would include social media as well as more traditional methods. Members asked to be kept informed of the campaign, and the location of the tap machines, in order to cascade the information within their wards. The Chairman was investigating the possibility of free advertising at a London mainline station.

Members also noted that a new British Transport Police (BTP) officer was in post at Liverpool Street. As the officer had given apologies to this meeting, the Chairman and Deputy Chairman would arrange to meet with him shortly. Members noted that there would be a BTP 'Week of Action' between 1st and 5th July, between 6 and 10 pm daily, and the team would be at the station and surrounding areas, seeking to engage with those rough sleeping, and directing them to the Outreach Team and Street Link. They would also be challenging beggars as a part of Operation Luscombe.

4. ELECTION OF CHAIRMAN

Members elected a Chairman in accordance with Standing Order no 29.

RESOLVED, that – being the only Member willing to serve, Marianne Fredericks be appointed as Chairman of the Homelessness and Rough Sleeping Sub Committee for the ensuing year.

On taking the Chair, the Chairman thanked retiring Members, Mark Wheatley and Dhruv Patel, for their work on the Sub Committee and welcomed new Members; Alderman and Sheriff Vincent Keaveny, Alderman Bronek Masojada, David Mackintosh (representing the Safer City Partnership); Natasha Lloyd Owen, William Pimlott and Jason Pritchard.

The Chairman thanked Members for their continued support, noting particularly the non-public report on today's agenda; '*New Interventions and Approaches for Rough Sleepers: Interim Report*', which would shape the Sub Committee's work over the coming year.

5. ELECTION OF DEPUTY CHAIRMAN

Members elected a Deputy Chairman in accordance with Standing Order no 30.

RESOLVED, that – being the only Member willing to serve, Tijs Broeke be appointed as Chairman of the Homelessness and Rough Sleeping Sub Committee for the ensuing year.

6. **OUTSTANDING ACTIONS LIST**

Members received the Sub Committee's outstanding actions list and noted those items which had either been, or would be, discharged on this and future agendas.

7. **PRESENTATION: ST MUNGO'S RECOVERY COLLEGE**

Members received a presentation from St Mungo's Recovery College and during the discussion and questions, the following points were noted:

- The officer explained that success levels could be mapped through to sustained employment. Members asked if they could see the metrics; which covered resilience, wellbeing, mental health and employability.
- St Mungo's worked pro-actively with perspective employees but were realistic about the numbers they could place. They also worked with clients to ensure a balance with the opportunities they were seeking.
- The client base at St Mungo's consisted of outreach worker referrals and, in some boroughs and if funding permitted, St Mungo's were able to present to the entire homeless pathway. Full information was available on St Mungo's website.
- Officers were creative in their key working practices and accepted that, for some resistant clients, engagement would always be challenging. St Mungo's continually refined their offers, noting that some clients' previous experiences of training and learning might have been negative.
- If a client was referred by an Outreach Worker, there would be no cost to a Local Authority. One vocational programme could cost between £150,000 and £200,000 pa and the majority of St Mungo's income came from fund raising. Members noted that St Mungo's had received CBT grant funding. The Homelessness Manager agreed to provide information as to the number of clients, who had been rough sleeping in the City, who had been referred onto the Programme. Members noted that clients falling back into rough sleeping could be far more expensive and St Mungo's would be working on producing comparable figures this year.

In concluding, the Chairman and Members thanked St Mungo's for an inspired presentation and their excellent work.

8. **ROUGH SLEEPING BUDGET 2019/20**

Members received a joint report of the Chamberlain and the Director of Community and Children's Services in respect of the 2019/20 Annual Revenue Budget for Rough Sleeping. Members asked if the next Budget report could provide more detail in respect of professional fees, consultancy and commissioned services.

RESOLVED, that – the report be noted.

9. **QUARTER 4 2018/19 ROUGH SLEEPING OUTCOMES REPORT**

Members received a report of the Director of Community and Children's Services in respect of the outcomes data for rough sleeping in the City of London for Quarter 4 2018/19. Members noted that all data in the report was derived from the Combined Homelessness and Information Network (CHAIN).

Members noted that the report acknowledged achievements and the longer term objectives in moving clients away from temporary into sustainable permanent accommodation. The officer explained that solutions were offered on a case-by-case basis, clients were not moved on until they were ready and all reconnections were followed up. Members noted that the Parkguard Officer had a good knowledge and relationships with the City's rough sleepers. Members were most frequently asked about long term rough sleepers and asked if the next report could have a more detailed breakdown within this sector.

RESOLVED, that – the report be noted.

10. **DRAFT HOMELESSNESS STRATEGY 2019-23**

Members received a report of the Director of Community and Children's Services which presented the City of London Corporation's draft Homelessness Strategy for 2019-23 for endorsement. Members noted that, as this report was still in draft, a couple of sections were due to be completed before the report was presented to the Community and Children's Services Committee on 12 July 2019. The final strategy would be scrutinised by an officer Strategy Group and reviewed annually by Members.

Members suggested that the following aspects of the Strategy could have more focus:

- Health improvements and accessibility to health care
- Partnership working
- Alternative giving
- Stronger communications with residents as to what the City was doing about homelessness and rough sleeping.

RESOLVED, that – subject to the comments above, the draft Strategy be recommended to the Community and Children's Services Committee.

11. **'NO FIRST NIGHT OUT' - HOMELESSNESS PREVENTION PROJECT**

Members received a report of the Director of Community and Children's Services in respect of the 'No First Night Out' Homelessness Prevention Project (NFNO), funded by the Ministry of Housing, Communities and Local Government. Member noted that NFNO provided a service to City and London Borough of Tower Hamlets residents at risk of homelessness, or currently rough sleeping, and assisted clients into secure accommodation. The Chairman asked for a report to a future meeting on the outcomes from the Homelessness Reduction Act, as it was a year since it had been implemented.

RESOLVED, that – the report be noted.

12. WARDMOTE RESOLUTIONS AND RESPONSES: HOMELESSNESS AND ROUGH SLEEPING

Members received a report of the Director of Community and Children's Services which addressed the four Wardmote Resolutions concerning rough sleeping.

The Town Clerk advised that all Wardmote responses would be fed back to the Aldermen. The Sheriff and Alderman in attendance explained that they faced some challenges in communicating to their wards, given GDPR restrictions when using Ward Lists. Members also felt that the gap between the Autumn Ward Newsletters and the Wardmotes in March was too long. The Aldermen offered to raise these matters at the General Purposes Court of Aldermen the following day.

The Town Clerk further advised that reports and minutes in respect of the responses to Wardmote Resolutions were very likely to be in public and therefore fully accessible on the relevant Committee's web pages. The Town Clerk would also circulate the slides and the notes from the Q&A session at the Breakfast Briefing on 18 June 2018, to all Members of the Court.

Finally, Members were reminded that the Sub Committee had commissioned an options appraisal into future provision for homelessness and rough sleeping in the City. The report would be presented to the Sub Committee in October 2019 and, given the very high level of interest in the last one, the Chairman suggested holding another All Member Breakfast Briefing in the Autumn, presenting the outcome from the options appraisal.

RESOLVED, that – the report be noted.

13. OPERATION LUSCOMBE UPDATE

Members received a report of the Commissioner, City of London Police, which provided an update on Operation Luscombe, which had been running for 13 months and had produced good results in tackling prolific beggars in the City. During the discussion, the following points were noted:

- There had been some comms issues with Community Impact Statements but this had been resolved. Members were encouraged to assist with statements wherever possible.
- There was a query as to whether the assessment hubs were going to be running fortnightly or monthly and officers agreed to clarify and advise the Chairman.
- Members were reminded to dial 101 to report beggars, or 999 for immediate threat or danger. Emails to Streetlink were not staffed 24/7.

- It was suggested that plain clothes officers should approach beggars as gangs were very vigilant to uniformed officers and tended to hide when they became aware of their presence.

RESOLVED, that – the report be noted.

14. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE

- Members noted that work was in hand in respect of tackling the modern slavery implications arising from begging.
- Members in Castle Baynard Ward had arranged to meet with officers in respect of a recent incident.

15. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT

There were no items.

16. EXCLUSION OF THE PUBLIC

RESOLVED, that – Under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in paragraph 3 of Part 1 (Schedule 12 A) of the Local Government Act.

Item no
17

Paragraph no
3

17. NEW INTERVENTIONS AND APPROACHES FOR ROUGH SLEEPERS: INTERIM REPORT

Members received a report of the Director of Community and Children's services.

18. QUESTIONS RELATING TO THE WORK OF THE SUB-COMMITTEE WHILE THE PUBLIC ARE EXCLUDED

There were no questions.

19. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILST THE PUBLIC ARE EXCLUDED

There were no items.

The meeting ended at 3.35 pm

Chairman

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Homelessness and Rough Sleeping Sub Committee – Outstanding Actions

September 2019 update

Date added/item	Action	PROGRESS UPDATE /OFFICER
18/02/2019 Service Options Appraisal	Officers to proceed with the scoping and research for a bespoke City approach.	Report and presentation by Homeless Link on Oct 4th
01/05/2019 Visits	To be arranged for the Lodge, Dellow and Anchor House	Requests sent to providers – awaiting suggested dates.
01/05/2019 Parkguard	Could Parkguard data be appended in a non-public appendix to future Performance Reports?	Appendix 3 and 4 to performance report
01/05/2019 British Transport Police	Invite the new Inspector to a future meeting.	Jess Wynne/Russell Pengelly
01/07/2019 Alternative Giving	Members asked to be kept informed of the campaign and the location of the tap machines in order to cascade the information within their wards.	Email sent from TC's 15/08
01/07/2019 Presentation: St Mungo's Recovery College	Members asked if they could see the metrics; which covered resilience, wellbeing, mental health and employability. The Homelessness Manager agreed to provide information as to the number of clients, who had been rough sleeping in the City, who had been referred onto the Programme.	Appended to the outstanding actions list*
01/07/2019 Rough Sleeping Budget - 2019/20	Members asked if the next Budget report could provide more detail in respect of professional fees, consultancy and commissioned services.	For a future Sub-committee - TBC
01/07/19 Quarter 4 - 2018/19 Rough Sleeping Outcomes Report	Members were most frequently asked about long term rough sleepers and asked if the next report could have a more detailed breakdown within this sector.	For a future Sub-committee - TBC

Date added/item	Action	PROGRESS UPDATE /OFFICER
18/02/2019 Service Options Appraisal	Officers to proceed with the scoping and research for a bespoke City approach.	Report and presentation by Homeless Link on Oct 4th
01/07/19 Draft Homelessness Strategy 2019-23	Members suggested that the following aspects of the Strategy could have more focus: <ul style="list-style-type: none"> • Health improvements and accessibility to health care • Partnership working • Alternative giving • Stronger communications with residents as to what the City was doing about homelessness and rough sleeping. 	Amended and final draft agreed and published
01/07/2019 'No First Night Out' - Homelessness Prevention Project	The Chairman asked for a report to a future meeting on the outcomes from the Homelessness Reduction Act, as it was a year since it had been implemented.	For future committee – Dec? TBC
01/07/2019 Wardmote Resolutions and Responses	1.The Town Clerk advised that all Wardmote responses would be fed back to the Aldermen. 2. Given the very high level of interest in the last one, the Chairman suggested holding another All Member Breakfast Briefing in the Autumn, presenting the outcome from the options appraisal.	Julie Mayer 1. Complete 2. Arranged for 4 th December at 12.30
01/07/2019 Operation Luscombe update	There was a query as to whether the assessment hubs were going to be running fortnightly or monthly and officers agreed to clarify and advise the Chairman.	Jess Wynne/Russell Pengelly

Outstanding action from Homelessness and Rough Sleeping Sub-committee – July 2019***Members requested more detail from Amy Kimbanga – representing the St Mungo's Recovery College.****Information provided by St Mungos is as follows:**

- In the last year, 132 clients gained paid employment.
- This represents around 10% of clients accessing all Recovery College courses. However, this figure rises to 16% of clients taking part in vocational training courses and up to 40% of clients taking part in some employment-focussed programmes.
- Data is collected using the WEMWBS (Warwick-Edinburgh Mental Wellbeing Scale) in some projects at present, but not all.
- For the projects where we do collect WEMWBS data, we saw an average change in score of +12 points (improvement) per client in the past year.

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Committee: Homelessness and Rough Sleeping Sub-committee	Date: 04/10/2019
Subject: New Interventions and Approaches for Rough Sleepers: Final Report Summary	Public
Report of: Andrew Carter – Director, Department of Community and Children’s Services	For information
Report author: Will Norman – Head of Homelessness Prevention and Rough Sleeping	

Summary

This report summarises the key findings and recommendations from the ‘New Interventions and Approaches for Rough Sleepers’ report commissioned from Homeless Link in March 2019.

Recommendation

- Note the report.

Main Report

Background

1. The City Corporation has several unique characteristics that render many traditional responses to rough sleeping problematic to deliver. Solutions are therefore required to respond to a local context that is quite different from neighbouring boroughs for example the high level of business activity, low levels of residential accommodation, together with the fact that the majority of rough sleepers do not have a local connection to the area, means that the CoL has limited resources to dealing with the challenges that rough sleepers present.
2. Therefore, making the most of existing resources through partnership working and innovative practice is key to achieving the desired outcomes for local businesses, the public, plus the appropriate support for rough sleepers in the City in helping to reduce the levels of rough sleeping in the square mile.
3. The report has been commissioned to support the City of London progress its strategic response to rough sleeping as a follow up to the Options Appraisal

report presented to the Homelessness & Rough Sleeping Sub-Committee held on 18 February 2018.

4. An interim report summarising the progress of the report was provided to this sub-committee In July.
5. The report focuses on the efficacy of the following four key services:
 - A rapid Assessment Hub
 - Day Centre /service provision (welfare-based approaches)
 - Increased and/or specialist Outreach capacity
 - Additional or Enhanced Accommodation provision
6. The report details Homeless Link's findings from extensive research and their knowledge base of services for rough sleepers, an assessment of supply and demand within the City of London and consultation with all key stakeholders including people with lived experience. The analysis makes recommendations for service improvements and potential additions in order to better meet identified needs.
7. Homeless Link carried out an initial scoping exercise to determine the most appropriate comparator areas to consult using the following criteria:
 - Rough sleeper street count
 - Similar cohort of rough sleepers
 - Business Areas
 - Neighbouring boroughs
8. As a result of our scoping the following comparator areas were agreed:
 - Westminster City Council
 - Southwark Council
 - Tower Hamlets Council
 - Liverpool City Council
 - Lambeth Council
9. This work entailed a desk top review of strategies followed by in-depth conversations and or meetings with the key rough sleeper leads in each area.

Current Position

10. Like other London boroughs rough sleeping numbers in the City of London have increased significantly in recent years. The number of long-term rough sleepers in City of London is consistently higher than in comparator boroughs.
11. Most people living on the streets in the City of London have support needs and at least a third have multiple support needs, most commonly in relation to drugs and mental health.

12. An estimated 15 - 25 rough sleepers with a local connection to the City of London are likely to have an eligible social care need. However, many are not engaging with Adult Social Care services and those that do, are being referred to expensive out of area placements.
13. Data and stakeholder feedback also indicate there are a significant number of non-UK nationals on the streets who do not have access to UK public funds and therefore are not able to access the full range of homelessness services in the City of London.

Options reviewed

Assessment Hubs

14. CoL lacks emergency accommodation for a range of rough sleepers, including new rough sleepers and people returning to streets. Some of these are highly vulnerable due to mental health or other support needs.
15. The current assessment hub and outreach services are only available for five days a week, which means there is nowhere for people to go or access support at the weekends and at other times of the month.
16. Many clients refuse to enter the existing monthly Pop Up Hub or drop out part way during the week.
17. Five days a week per month isn't enough time to find most people accessing the Assessment Hub suitable move-on accommodation. Access to NSNO hubs is very limited.
18. Comparator boroughs have evidenced the requirement for a permanent assessment centre allowing a longer time to assess and support people to find appropriate accommodation.

Day Centres

19. Day centres can be a lifeline for people living on the streets by supplying them with basic daily living amenities, food, social networks and immediate help and support they may need for both physical and mental health needs plus opportunities for engaging in meaningful activities and developing skills to help with gaining employment.
20. The level and type of support will very much depend on the resources available i.e. a mixture of local authority grant funding and charitable donations.
21. Day centres are expensive and there is very little research on outcomes which demonstrate their effectiveness in relation to moving people off the streets.
22. In addition, four out of five of the comparator areas fed back that day centres can attract people from out of area and it is very difficult to assess the value for money. Three are not commissioning day centres for this reason.

Outreach Services

23. The level of Outreach resource in the City of London should be enough to meet the needs of people sleeping rough. In terms of cost and size this resource is comparable to neighbouring boroughs.
24. Some of the most entrenched rough sleepers refuse to engage with the City of London outreach team.
25. A greater focus on reconnection and access to the private rented sector would help to reduce blockages within the pathway for people sleeping rough.
26. Outreach services in other areas have evidenced increasing success where the service is configured to provide more specialist interventions and lead worker roles. In addition, co-locating a social worker within the team would help to assess social care needs more effectively, resulting in early care intervention, preventing the need for more costlier provision in the longer term.

Accommodation

27. There is a significant shortfall in enhanced accommodation provision. The City of London's accommodation provision is also significantly lower than comparator boroughs.
28. Over half of the commissioned hostel placements are for low support needs and there is a long waiting list for the only hostel that currently provides the 6 high support bed spaces (Great Guildford Street).
29. There is low throughput within the CoL accommodation pathway. This means a significant number of rough sleepers with high/complex needs are remaining on the streets. An analysis of demand data indicates that the shortfall of enhanced accommodation for people with complex needs is approximately 30 bed spaces.

Proposals

30. City of London to commission a permanent 7 day a week Assessment Hub with a capacity of 10 bed spaces, whether this be in single rooms, partitioned rooms or small pods. We also recommend that the selected venue has enough space for communal areas, private office spaces and catering facilities which can be used during the daytime by non-assessment centre residents.
31. That the City of London does not commission a day centre and that resources are better targeted on services that have a greater impact on directing and supporting people off the streets, in order to achieve a longer-term vision of reducing rough sleeping.
32. There is no recommendation to increase the size of the current team, but it is recommended to reconfigure the service with specialist lead worker roles, sub-

teams working with flow and long-term rough sleepers and a co-located social worker.

33. The City of London should commission an additional 30 bed spaces of high support accommodation and that this is provided within a standalone unit. This would help to address the immediate shortfall in units plus ensure the success of other commissioning proposals above. Whilst accommodating this number of people within a single project may have some disadvantages in terms of hostel management and delivering personalised support to all residents, the consultants consider this option as preferable to any likely alternative options such as 3 x 10 units' schemes. These are neither practical nor feasible for the City of London, not least because they are likely to be significantly more expensive.
34. Consideration should also be given to providing an element of domiciliary care funding to meet the needs for people who are at or approach the care threshold.

Corporate & Strategic Implications

35. The options reviewed and subsequent proposals meet the following Corporate Plan outcomes;

- Contribute to a flourishing society;
 - People are safe and feel safe.
 - People enjoy good health and wellbeing.
 - People have equal opportunities to enrich their lives and reach their full potential.

36. The options reviewed and subsequent proposals meet the following Homelessness Strategy outcomes;

- Everyone has route away from the streets
- The impact of homelessness is reduced
- Nobody needs to return to homelessness

Implications

37. A more detailed Cost and benefit Analysis is available in Appendix 1 in the non-public part of today' agenda

Conclusion

38. There are currently service gaps as well as opportunities in the current service provision for rough sleepers.
39. Assessment hubs/centres, enhanced outreach, supported accommodation and day services all offer benefits, as well as some disadvantages.
40. Most new or adapted interventions will have some co-dependence upon other service areas in order to be successful.

41. All the recommendations in the final report can be expected to positively impact rough sleeping numbers in the Square Mile.

Appendices

- Appendix 1 – New Interventions and Approaches for Rough Sleepers: Final Report

Background Papers

- New Interventions and Approaches for Rough Sleepers: Interim Report (Homelessness and Rough Sleeping Sub-committee, July 2019)
- What Do We Need? – A Service Options Appraisal (Homelessness and Rough Sleeping Sub-committee, February 2019)

Will Norman

Head of Homelessness Prevention and Rough Sleeping

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Committee(s)	Dated:
Homelessness and Rough Sleeping Sub-Committee	4/10/19
Subject: Rough Sleeping Outreach Service- Commissioning Update	Public
Report of: Andrew Carter, Director of Community and Children's Services	For information
Report authors: Greg Knight, Department of Community and Children's Services	

Summary

This report provides an update on the commissioning of a new Rough Sleeping Outreach Service for the City. The new contract will be awarded in January 2020 and the service will begin on 1 April 2020 and run until 31 March 2025 at the latest.

Recommendation(s)

Members are asked to:

- Note the proposed commissioning activities and timelines to implement a new Rough Sleeping Outreach Service for the City.

Main Report

Background

1. The Rough Sleeping Outreach Service is the City's primary response to rough sleeping and aims to meet the needs of those engaged in the associated street culture, as identified within the City's Homelessness strategy 2019- 2023. The current service, delivered by St Mungo's, is due to expire on the 31 March 2020. To sustain provision of the service the service will be recommissioned.

Current Position

2. The current Rough Sleeping Outreach Service began in 2013 and is funded by a combination of City of London funding and a grant from the Ministry of Housing, Communities and Local Government (MHCLG). The annual value of the contract is currently £333,000.

3. St Mungo's deliver a substantive outreach service, in addition to a range of additional subsequent variations linked to MHCLG funding, designed to enhance the provision and better meet the outcomes of the service.
4. The outreach team works with those living on the streets, new to the streets, and returning to the streets, which in 2018-19 equated to a total of 441 people. The service is complemented by work undertaken by other providers not linked to this commission, including accommodation and day centre provision.
5. The outreach service aims to:
 - maintain the number of rough sleepers sleeping on the streets to zero
 - identify and protect those at risk of significant harm;
 - assess and meet the needs of the street homeless;
 - consult with rough sleepers in planning, delivering, and reviewing the Services;
 - ensure that the City fully explores and develops opportunities for joint working and partnerships for the well-being of rough sleepers;
 - ensure City of London streets are safe and clean;
 - minimise street drinking and begging;
 - assist on the night and to prevent tomorrow's rough sleepers;
 - ensure an integrated response involving the police and other statutory and voluntary service providers; and
 - balance the social care and enforcement agenda by providing an integrated multi agency response and a co-ordinated cross departmental City of London response.

Options

6. Two options to continue deliver the service were identified within the procurement strategy; delivering the service in house and competitively tendering the service contract.
7. Following a review of the benefits and limitations of both options it was concluded that redesigning the service specification and competitively tendering the contract is the preferred option.

Proposals

8. A detailed review of the current service has shaped the proposals for the new service specification. Additionally, officers referred to the recommendations identified by Homeless Link, the national membership charity for organisations working directly with people who become homeless in England, who were commissioned to complete a strategic review of the existing and future service provision in the City.
9. A summary of the most significant proposals for the new service include:
 - building in the flexibility into the contract to incorporate additional funding from the MHCLG to deliver additional grant funded activities;

- splitting the service into two tiers, one of which focuses on rapid response and the other that provides more intensive support to those more entrenched people sleeping rough with complex needs;
- providing a greater focus on providing social work and mental health;
- providing a service seven days per week;
- specifying a staffing model based on detailed demand analysis;
- using insight gained to ensure staff have specialist skills and expertise to meet identified needs of specific groups such as women that have experienced domestic violence, BAME service users and those with a history of substance misuse;
- developing key performance indicators relating to staff such as training, ongoing competency, absence etc; and
- ensuring that enhanced assertive outreach standards are met.

10. In order to develop a service specification that best meets the identified aims, and that is attractive to potential bidders, the commissioning approach will include both stakeholder and market engagement.

11. Insight from these activities will ensure that the specification is market tested and deemed suitable, feasible and achievable. This will increase the likelihood of implementing a successful service which achieves value for money.

12. It is proposed that the new service contract will be three years, with two optional one-year extensions. The proposed commissioning timeline is set out below:

Activity	Date
Stakeholder engagement	September 2019
Market engagement	25 September 2019
Finalise service specification	30 October 2019
Issue tender	15 November 2019
Tender evaluation	3 January 2020
Contract award	15 January 2019
Service begins	1 April 2019

13. Members will be given the opportunity to participate in the evaluation of bids.

Corporate & Strategic Implications

14. It is anticipated that by commissioning a new service, with an improved specification and outcomes, shaped through market and stakeholder engagement, will have a positive implication on the corporation's strategic aspirations relating to people sleeping rough in the City.

Health Implications

15. The insight and evidence gained throughout the recommissioning will ensure the service has a positive impact on the health and wellbeing of people sleeping rough in the city.

Conclusion

- 16.** The report provides an update on the commissioning intentions and timescales to deliver a new Rough Sleeping Outreach Service for the City of London which better meets client's needs.

Appendices

- None

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Committee	Dated:
Homelessness and Rough Sleepers Sub-Committee Rough Sleeping Strategy Group	04/10/2019 14/11/2019
Subject: 2018-19 Annual Summary and Quarter 1 2019-20 Performance Report	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Tinu Williamson-Taylor, Senior Performance Analyst	

Summary

This report updates Members on the level and nature of homelessness and rough sleeping activity within the City of London during the year 2018/19 as well as the first quarter (Q1) of 2019/20. Summary reports for Parkguard can be found as Appendices 3 and 4.

- The City of London Corporation is one of the top five London local authorities with high numbers of rough sleepers recorded during the year 2018/19. The number of people seen rough sleeping has remained relatively stable in recent years, albeit the number of those seen for the first time during the year 2018/19 had increased from the previous year.
- The total number of rough sleepers in the City of London dropped for the first time in 9 months to 174. This however is still above that reported for same quarter in 2018/19.
- The rough sleeper 'flow' (number of new rough sleepers to the street) continues to drop contributing to the decline in total number of rough sleepers. This rate of decline is the second fastest compared with London and benchmark groups.
- The proportion of new rough sleepers in the City of London is below that of the London average and other benchmark local authorities. However, the proportion of those living on the street longer term (stock) as well as intermittent returners is high in the City of London.
- 63% of new rough sleepers in Q1 did not spend a second night out nor were they seen rough sleeping again in the period. This indicates a slight drop in performance from Q4. However, only two rough sleepers migrated into the Living on the Streets cohort during the same period.
- A total of eight people are now identified as most entrenched, RS205 clients,¹ and difficult to engage rough sleepers in the City. This is slightly less than eleven reported in previous quarter.
- Eighteen people seen rough sleeping in the City of London in 2018/19 had experience of serving in the armed forces and of whom six were UK nationals. In

¹ RS205 (rough sleepers 205) clients are identified as the most entrenched and prolific and hard-to-help rough sleepers

Q1, 8 people seen rough sleeping had previous history of military service and 7 are non-UK.

- Mental health support is the most prevalent need for those seen rough sleeping in the City of London.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. This report sets out information relating to homelessness and rough sleeping for the full year 2018/19 as well as for the Q1 2019/20 period.
2. Rough sleeping is a form of homelessness and, according to the Combined Homelessness and Information Network (CHAIN)², rough sleepers are:

“people sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations, or ‘bashes’)”.

For the purpose of this report, the definitions of the three categories of rough sleepers considered are described in Table 1.

Table 1: Categories of rough sleepers

New rough sleepers	Those who had not been contacted by outreach teams and identified as rough sleeping before the period.
Living on the streets	Those who have had a high number of contacts over three weeks or more, which suggests that they are living on the streets.
Intermittent rough sleepers	People who were seen rough sleeping at some point before the period began, and who were contacted in the period – but not seen regularly enough to be ‘living on the streets’.

Source: CHAIN Quarterly Report

Rough sleeping population in the City of London

3. Eight in ten of people seen rough sleeping during 2018/19 were males and four in ten of the rough sleeping population are between the ages of 36 to 45.
4. 18 people seen rough sleeping in the City of London in 2018/19 had experience of serving in the armed forces, of whom 6 were UK nationals. Time spent in the forces

² CHAIN is a multi-agency database recording information about rough sleepers and the wider street population in London.

could have been at any point in the person's life, and it is not necessarily the case that the person has recently been discharged. Eight had a history of armed forces in Q1 and seven were non-UK.

5. The number of people seen rough sleeping during 2018/19 remained relatively similar to recent years. There was an increase of 27% in the number of people sleeping rough compared with that of Greater London (18.3%) and Inner London (16.4%) averages. The increased number of rough sleepers is attributable to increased number of new clients that migrated to the City of London in the last year, however, their numbers has now dropped in Q1.

Table 2: Annual trend of rough sleepers in the City

Annual rough sleepers	2014/15	2015/16	2016/17	2017/18	2018/19	DOT (change from previous)
Total rough sleepers	373	440	379	348	441	↑
Flow (New)	168	225	200	122	211	↑
Stock (longer term)	149	158	129	168	165	↔
Returner (Intermittent)	56	57	50	58	65	↑

6. The City of London is one of the London local authorities that had the greatest number of rough sleepers seen in 2018/19. Others include Westminster, Camden, Newham, Southwark and Tower Hamlets. City of London performance and numbers are now regularly benchmarked against these authorities.
7. During the period April to June 2019, the total number of individual rough sleepers in the City of London dropped in comparison with the previous quarter. This decline is the second fastest when compared with benchmark groups (table 3).

Table 3: Number of rough sleepers – comparing quarterly trends

	2018/19				Q1 2019/20	% change from previous quarter
	Q1	Q2	Q3	Q4		
City of London	↓ 125	↓ 113	↑ 212	↑ 213	↗ 174	-18.3%
Southwark	135	171	152	131	142	8.4%
Tower Hamlets	98	137	76	104	137	31.7%
Camden	248	281	298	298	183	-38.6%
Westminster	774	836	905	986	888	-9.9%
Greater London	2595	3103	3289	3217	3172	-1.4%
Inner London					2288	~

8. The rough sleeping population in the City of London during Q1 comprised:
 - 48 (28%) new rough sleepers of which 2 joined the living on the street population

- 65 (37%) longer-term rough sleepers described as 'living on the streets', of which 8 people were identified as part of the most entrenched hard-to-help RS205 group
- 63 (36%) people who sleep rough intermittently and have returned to the streets (as defined in table 4).

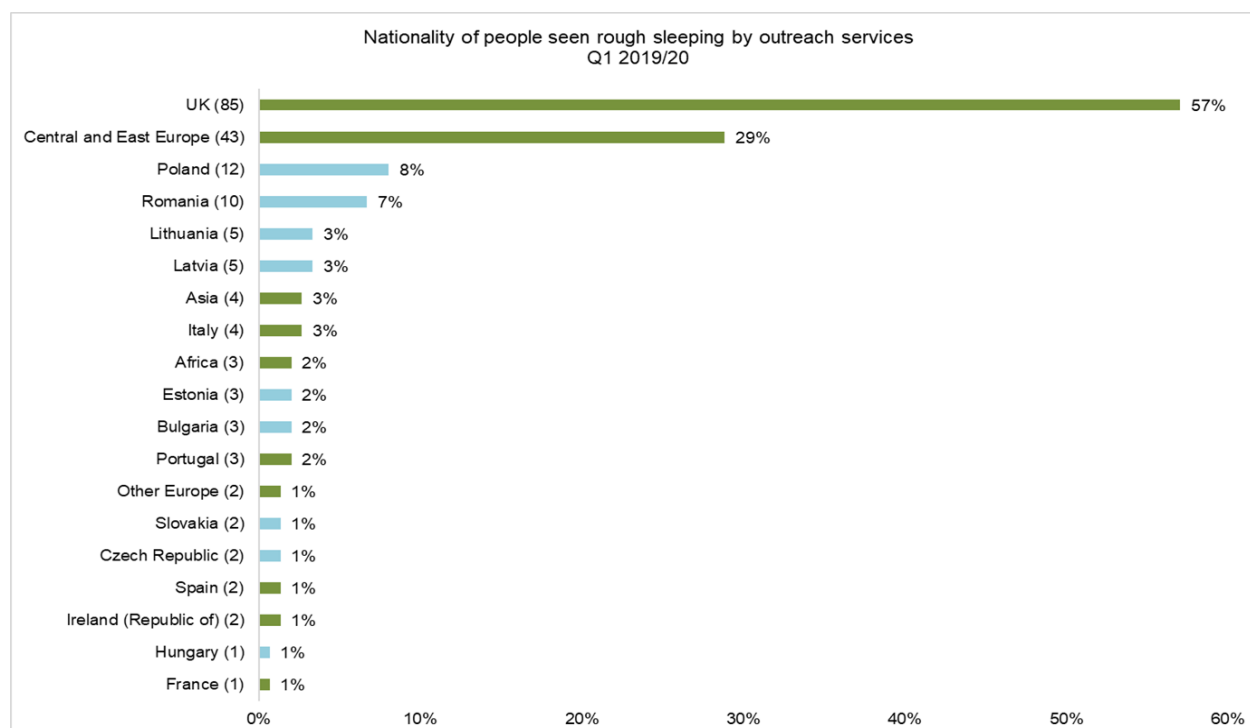
9. In Q1, the proportion of people new to rough sleeping in the City (28%) is below that of London-wide average of (48%) as well as all other benchmarking local authorities. This is the lowest in recent months and is in part a reflect of the efforts of outreach and support teams to reconnect clients with family, friends' and previous communities.

Table 4: Composition of rough sleepers in Q1 2019/20

	New rough sleepers	New Rough Sleepers - Joined LOS ³	Intermittent Rough Sleepers (returner)	Living on the Streets (All) Longer Term	LOS - RS205+ (entrenched)	Total
City of London	48	2	63	65	8	174
Southwark	57	3	65	23	5	142
Tower Hamlets	67	1	54	17	3	137
Camden	57	4	97	33	3	183
Westminster	434	16	311	159	18	888
Greater London	1513	32	1298	393	47	3172

10. 57% of the City of London rough sleeping population are UK nationals. Those from Central and East Europe account for 29% of which three in ten are from Poland.

Graph 1: Nationality of City of London rough sleepers during Q1 2019/20



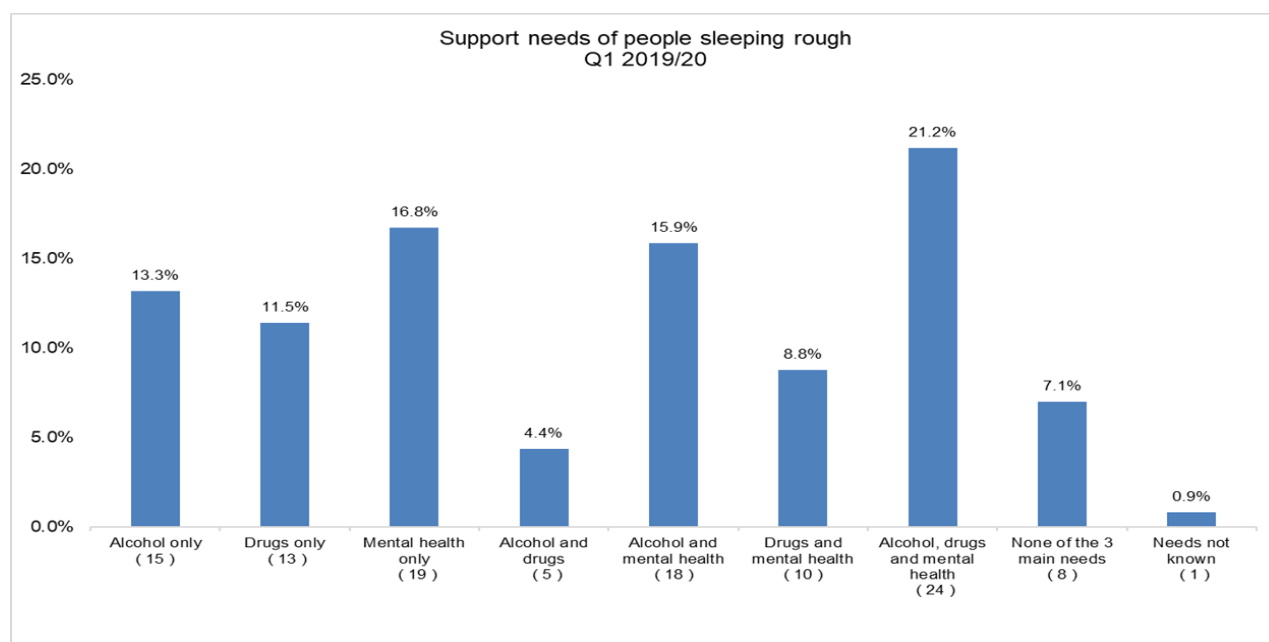
³ New rough sleepers - Joined LOS = New rough sleepers who have joined the living on the street's cohort. This category is counted in two categories (new rough sleeper and the living on the streets categories) so the overall total will only include these figures once to avoid double counting.

11. The ethnic profile and distribution of people seen rough sleeping in the City of London is not entirely dissimilar to that of the City population, as reported in the 2011 national census, where 61% of those aged 25 and above were of White-UK ethnic origin, 5% where Asians and 20% where White-Other, including White Europeans.

Support needs of rough sleepers in the City of London

12. Seventy-one (63%) of rough sleepers during Q1 were supported for mental health needs, this is followed by those with alcohol (55%) and drug (46%) related problems.
13. Twenty-four people (21%) had more complex needs - a combination of the three main needs supported. Eight people had other needs that are not part of the three main categories. Sixty-one clients were not assessed for needs during this period.

Graph 2: Support needs of rough sleepers during Q1 2019/20



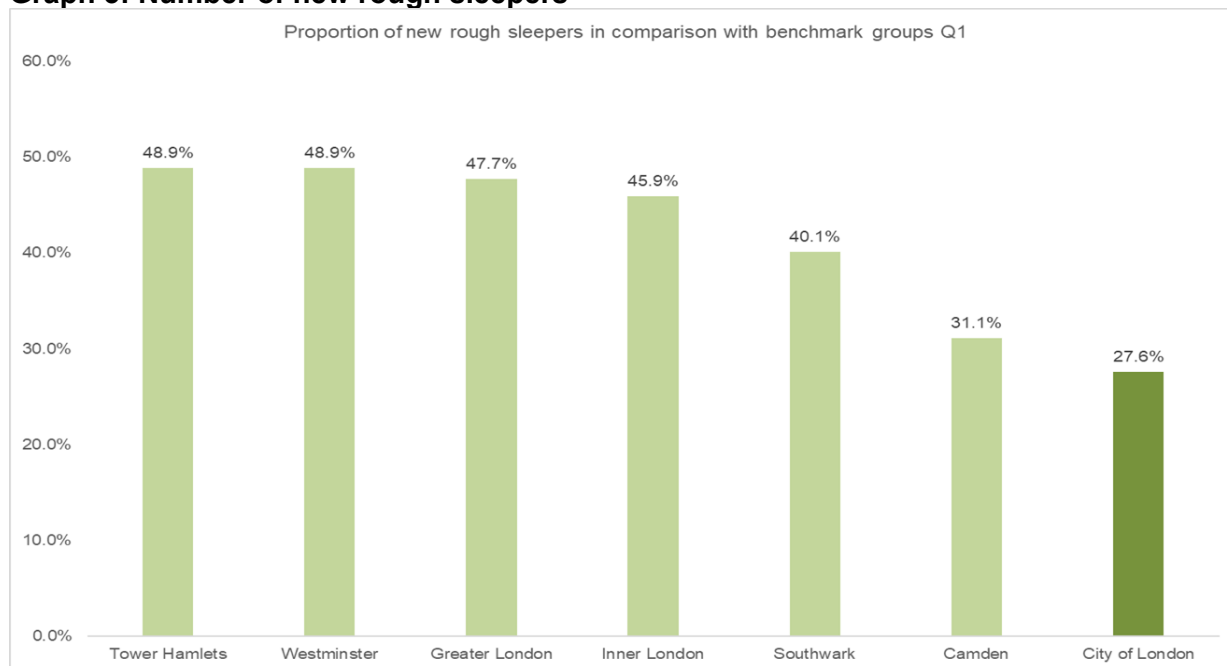
New rough sleepers (Flow)

14. The proportion of rough sleepers that are new (flow) has declined in recent years and for Q1 is the lowest it has been in five years (*Table 5*). The City of London average is now below that of London and benchmarking local authorities (*Graph 3*).

Table 5: Proportion of people that are new to rough sleeping (Flow) over time

	2014/15	2015/16	2016/17	2017/18	2018/19	Q1 2019/20	DOT
City of London	45.0%	51.1%	52.8%	35.1%	47.8%	27.6%	↓
Greater London	67.4%	65.2%	62.8%	59.5%	62.4%	47.7%	↓
Inner London	62.1%	61.6%	59.6%	56.7%	60.3%	45.9%	↓

Graph 3: Number of new rough sleepers



Rough sleepers not spending a second night out

15. Thirty people new to rough sleeping (63%) in Q1 did not spend a second night out⁴ and two people joined the longer-term living on the street cohort.
16. City of London's performance for this measure is below that of London average and other benchmarking local authorities. Note however, that the number of people that spent a second or more nights reduced slightly from 22 to 18 this quarter even though the performance is low
17. Two out of the eighteen 18 new rough sleepers that spent more than one night out, joined the 'living on the streets' cohort. This is better than 7 reported between June and September of 2018 (Q3).

Table 6: Percentage of new rough sleepers not spending a second night out (NSNO)

	2018/19				2019/20	Direction of travel (DOT)
	Q1	Q2	Q3	Q4	Q1	
City of London	76%	59%	76%	70%	63%	↓
Southwark	62%	78%	77%	69%	70%	↑
Tower Hamlets	71%	76%	64%	82%	84%	↑
Camden	79%	75%	82%	70%	75%	↑
Westminster	82%	78%	83%	83%	77%	↔
Greater London	80%	80%	83%	81%	80%	↔

Living on the streets longer-term rough sleepers (stock)

⁴ Those who spent a single night out but were not seen rough sleeping again during this period.

18. The total number of rough sleepers categorised as living on the street (stock) declined this quarter to 65, indicating a 12% drop. However, this is still more than that reported for same quarter in 2018/19.
19. The proportion of longer-term rough sleepers in the City remains higher than benchmark groups at 36% compared with the London average (12%) and other benchmarking local authorities.

Table 7: Proportion of rough sleepers living on the street longer term (stock)

	2014/15	2015/16	2016/17	2017/18	2018/19	Q1 2019/20	Yearly DOT
City of London	39.9%	35.9%	34.0%	48.3%	37.4%	37.4%	↓
Greater London	21.0%	22.6%	24.4%	25.5%	23.5%	12.4%	↔
Inner London	24.8%	25.5%	26.9%	27.7%	25.6%	14.2%	↔

20. The number of longer-term rough sleepers is also noticeably higher in the City of London compared with geographical neighbours, apart from Westminster (table 8).
21. Eight RS205 clients, (i.e. the most entrenched and hard-to-engage help205 identified rough sleepers), were reported sleeping rough in the City of London during Q1. This is better than eleven reported in the last 2 quarters and reflects good achievement given the number of challenges faced with this group.

Table 8: Number of longer-term rough sleepers compared with previous period

	2017/18				2018/19				2019/20	% share of LOS
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q1
City of London	👉 46	➡ 49	➡ 49	👉 40	👎 34	👎 30	👈 66	👈 74	👉 65	37%
Southwark	15	24	26	25	19	24	23	17	23	16%
Tower Hamlets	16	26	16	13	18	20	13	18	17	12%
Camden	36	33	39	43	64	54	58	42	33	18%
Westminster	190	196	185	173	144	115	168	130	159	18%
Greater London	362	376	384	393	382	340	435	374	393	12%
Inner London									326	14%

Intermittent rough sleepers (returners)

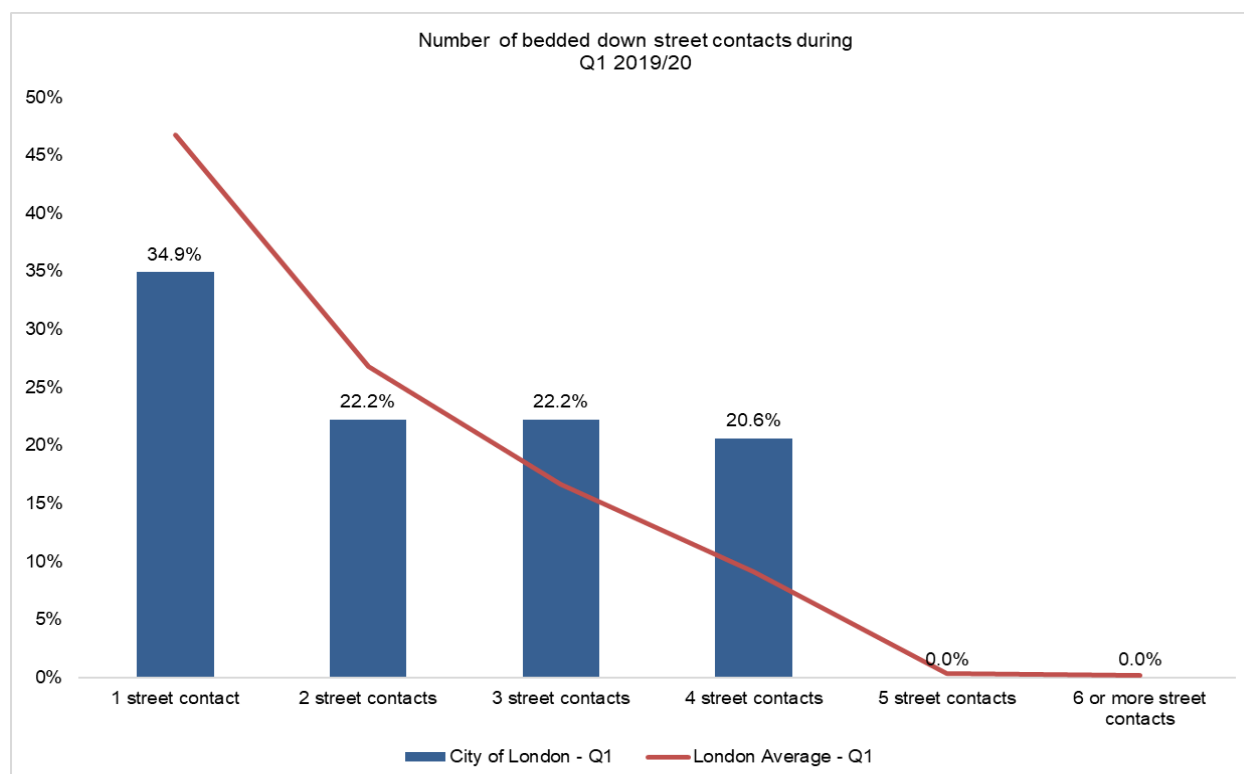
22. Sixty-three people were reported as intermittent rough sleepers during Q1, indicating a slight drop from previous quarter. These are people who have returned to the street during the reporting period but where not seen regularly. This represents an 8% drop from previous quarter.
23. Analysis of previous outturns shows that three in twenty rough sleepers are intermittent, that is, not seen regularly.

Table 9: Number of intermittent rough sleepers compared with previous period

Intermittent/Returners	2018/19				Q1 2019/20	Direction of Travel
	Q1	Q2	Q3	Q4		
City of London	62	63	54	68	63	↓
Southwark	63	78	75	63	65	↑
Tower Hamlets	49	59	41	44	54	↑
Camden	114	130	145	152	97	↓
Westminster	340	433	381	361	311	↓
Greater London	1159	1406	1330	1309	1298	↓
Inner London					938	

24. During 2018/19, 184 people (42%) had one bedded down contacts and of which 65 are returners. 257 people had two or more contacts and 25 had more than 20 contacts. During Q1 of 2019/20, Twenty-two intermittent rough sleepers (35%) had one 'bedded down' contact with outreach workers. Forty-one people had two or more contacts, of which 13 (21%) had four or more contacts.
25. The City of London proportionate rate of contacts made with intermittent rough sleepers demonstrates a high tempo of engagement between outreach workers and rough sleepers. A relatively high proportion of rough sleepers were engaged 3 or more times compared to the regional average.

Table 4: Bedded down street contacts made with intermittent rough sleepers – Q1



Accommodation stays during the quarter

26. Outreach teams and other services work to help rough sleepers into a range of

accommodation types. These commonly include assessment centres, hostels, private rented sector and local authority temporary accommodation. During the year 2018/19, over 200 accommodation stays were provided for 103 individuals seen rough sleeping in the City of London. A total of 76 individuals arrived at temporary accommodation during the year and 78 individuals departed over the same period.

27. People are also helped to reconnect to their home area or country, where they have more options available to them, for example through appropriate support networks, entitlement to accommodation or access to an alcohol treatment centre. During the year 2018/19, thirteen people seen rough sleeping had confirmed reconnections, 14% were to destinations outside of the UK and 7% were to Central and Eastern European countries.
28. The use of Assessment Hubs account almost half of the type of accommodation provided. Provision of Severe Weather Emergency Protocol (SWEP) accommodation was predominant during Q3 of 2018/19.

Table 10: Number and percentage of Q2 accommodation stays

Accommodation	No. of stays			% share		
	2018/19 Q3	2018/19 Q4	2019/20 Q1	2018/19 Q3	2018/19 Q4	2019/20 Q1
City Assessment Hubs	44	47	22	59%	38%	47%
Bed & breakfast	13	25	11	18%	20%	23%
Clinic/detox/rehab						
Hostel	7	10	5	9%	8%	11%
Long-term accommodation	1		1	1%		2%
No second night out						
Temporary accommodation (local authority)	2	7	6	3%	6%	13%
Supported reconnection	7			9%		
SWEP (Local)		18			15%	
SWEP (Pan-London)		11			9%	
Winter/Night Shelter		5	2		4%	4%
Total Stay	74	123	47	74	123	47

Implications

29. The prevention and relief of rough sleeping in the City of London links directly to the 2018/23 corporate plan, particularly the aim of contributing to a flourishing society.
30. There are no direct financial or legal implications associated with this report.

Health Implications

31. There are no direct health implications associated with this report. The service however continues to support rough sleepers with their health needs.

Conclusion

32. The number of rough sleepers seen during Q1 2019/20 in the City of London is now below that of the previous quarter but is still higher than that of benchmark local authorities. The City of London's rate of decline is faster than most in benchmark group.
33. A significant proportion of the City of London rough sleeping population are longer term rough sleepers, referred to as being stock or returning clients.
34. In Q1, 63% (30 of the 48) of new rough sleepers spent just a single night out and were not seen rough sleeping again. This is in line with the previous outturn but below the London average.
35. Twenty-two (30%) of the 73 new rough sleepers spent more than one night out or were not seen rough sleeping again in the period. And only two new rough sleepers joined the 'living on the streets' cohort.
36. Over one hundred individuals were provided with accommodation stays during 2018/19 and 14 were helped with reconnections with their local areas or countries.

Appendices

- Appendix 1 – Greater London spatial map of the number of bedded down street contacts recorded in 2018/19 by Middle Super Output Area (MSOA).
- Appendix 2 – Spatial map of number of rough sleepers in London 2018/19
- Appendix 3 – Parkguard Report July 2019
- Appendix 4 – Parkguard Report August 2019

Tinu Williamson-Taylor

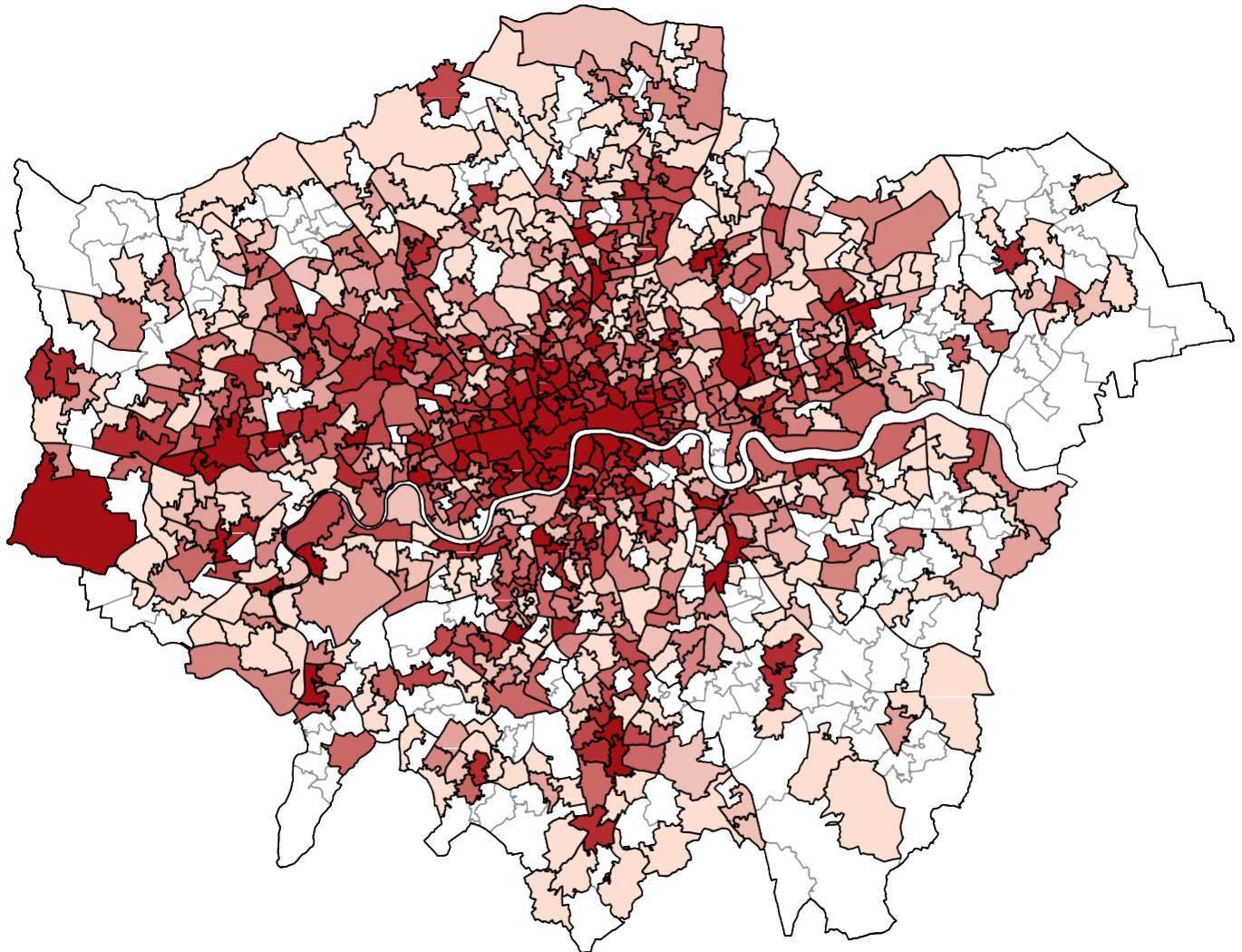
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Appendix 1 – Greater London map of bedded down street contacts 2018/19

The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across Greater London during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given area.

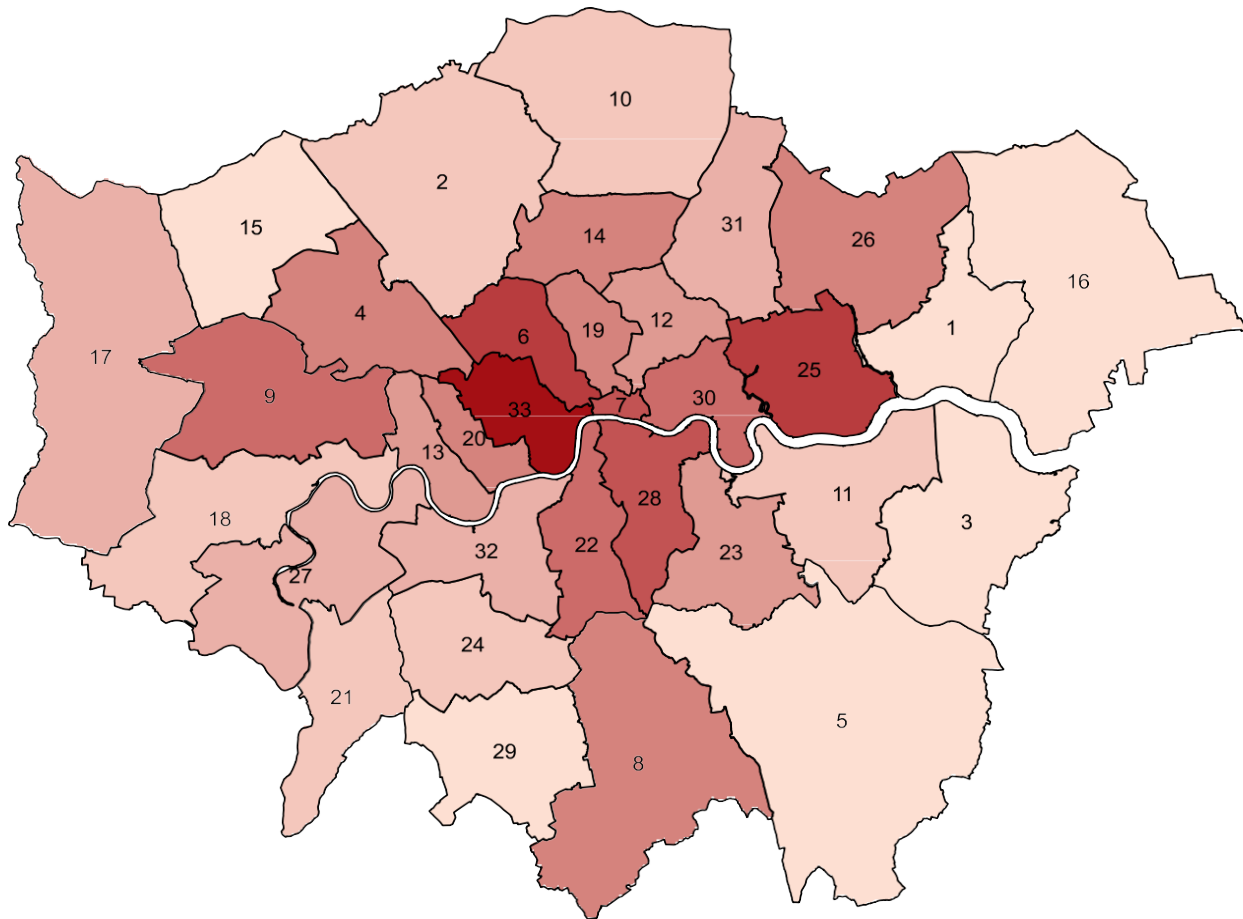


No. Bedded Down Contacts

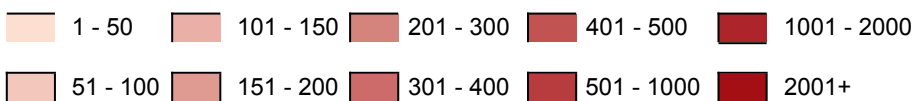
1	3	6-10	21-50
2	4-5	11-20	51+

Appendix 2 – Greater London map of bedded down street contacts 2018/19

The below is a colour coded spatial representation of the total number of people seen rough sleeping in each borough during the year 2018/19. City of London is one of the top five local authorities with high numbers of rough sleepers recorded during the year.



No. People Seen Rough Sleeping



Key	Borough	Total
1	Barking & Dagenham	49
2	Barnet	94
3	Bexley	32
4	Brent	248
5	Bromley	47
6	Camden	815
7	City of London	441
8	Croydon	274
9	Ealing	382
10	Enfield	100
11	Greenwich	91

Key	Borough	Total
12	Hackney	163
13	Hammersmith & Fulham	171
14	Haringey	253
15	Harrow	30
16	Havering	32
17	Hillingdon	123
18	Hounslow	87
19	Islington	276
20	Kensington & Chelsea	265
21	Kingston upon Thames	86
22	Lambeth	363

Key	Borough	Total
23	Lewisham	165
24	Merton	57
25	Newham	612
26	Redbridge	214
27	Richmond	128
28	Southwark	435
29	Sutton	49
30	Tower Hamlets	316
31	Waltham Forest	137
32	Wandsworth	111
33	Westminster	2512
34	Heathrow	283

Appendix 3



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City Of London SPT

Patrol Summary Report (01/07/19 to 31/07/19)

Report filter: Contract = City Of London SPT, Ward/Zone = All, Site = All

Incident Synopsis

*These statistics are the number of incidents only not the number of people processed in relation to the incident and do not include time spent, actions and visits by Motorbike Patrol Units

Ward Information

Ward	Number of visits to parks in this ward	Number of offences / action required
City of London	90	175

Occurrence Codes

LW	Liaised - Other	1
LWCS	Liaised - Client/ Client Staff	5
LWMOP	Liaised - Public/ Park User	17
MTG	Meeting Attended (Specify)	1
N-A	Nuisance (Adult/over 18)	8
PC	Person Check and/or Sus Person	1
Pol-LW	Liaised - Police Officers	1
SP-B	Street Pop (Begging)	13
SP JP	Joint Shifts with Outreach Worker	
SP-V	Street Pop (Homelessness)	19
W-HRC	Welfare Check of a person(s)	20

Outcome Codes

AIO	All in order during patrol	65
Alert-RP	Relevant Person Informed	3
Disp-R	Requested/directed to leave from known sleep/begging site	9
Disp-WA	Warning/ Advised at scene	9
M-R	Monitored a location and provided re-assurance	3

Appendix 4



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City Of London SPT

Patrol Summary Report (01/08/19 to 31/08/19)

Report filter: Contract = City Of London SPT, Ward/Zone = All, Site = All

Incident Synopsis

*These statistics are the number of incidents only not the number of people processed in relation to the incident

Ward Information

Ward	Number of visits to locations in this ward	Number of occurrences / action required
City of London	85	194

Occurrence

Liaised - Client/ Client Staff	2
Liaised - Public/ Park User	22
Nuisance (Adult/over 18)	8
Street Pop (Begging)	13
Street Pop (Homelessness)	30
Street Pop Joint Patrols with Outreach	3
Welfare Check of a person(s)	29

Outcome

All in order during patrol	64
Requested/directed to leave from known sleep/begging site	9
Warning/ Advised at scene	10
Monitor issue on future visits	5
Monitored a location and provided re-assurance	2

Committee:	Dated:
Homelessness and Rough Sleepers Sub-Committee	04/10/2019
Subject: Homelessness and Health – Update Report	Public
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Zoe Dhami – Strategy Officer, Housing and Adult Social Care, Department of Community and Children’s Services	

Summary

This report updates Members on the recent actions and progress made toward homelessness and health provision.

Recommendations

The Homelessness and Rough Sleepers Sub-Committee Members are asked to:

- Note the progress made on homelessness and health.

Main Report

Background

1. Being homeless has a negative impact on someone’s health, and makes it difficult for them to access health services. People who have experienced homelessness are more likely to have poor physical and mental health than the general population. Poor mental and physical health is both a cause and consequence of homelessness. Chronic and multiple health needs are common and often go untreated. Homeless people are also far more vulnerable to issues relating to alcohol and drug use. Multiple health needs, alongside drug and alcohol use, can act as a barrier to accessing mainstream health services and, as a result, people with these needs often end up using more costly primary healthcare services.
2. This report provides Members with an update across all health services, within the Square Mile and as part of the wider priorities of the Inner North East London (INEL) System Transformation Board.

Primary Care

3. There are several issues that affect our City of London rough sleepers from accessing primary care. While the Greenhouse walk-in centre in Hackney does offer specialist GP services, it is not accessed by Square Mile rough sleepers due

to its location. Further, due to the comorbidity of our rough sleepers, there is a need for clinical oversight across multiple health issues.

4. Health participation in the Square Mile requires a multi-disciplinary approach. The new Greenhouse contract may allow some flexibility for this in terms of delivery, but the new provider is still in a mobilisation phase.
5. However, the non-profit organisation, Groundswell, has been funded to deliver a peer advocacy service in the City of London, through which people who have experience of rough sleeping work with current clients to support access to, and compliance with, medical services.
6. Discussions have also begun with the human rights organisation, Doctors of the World, on a three-month trial of a mobile GP service, providing a weekly clinic in the Square Mile. In the summer of 2018, Doctors of the World UK's first mobile clinic was piloted at migrant support centres in London. The clinic, a fully fitted-out vehicle, enables an outreach service to provide 'pop-up' style clinics in a wider range of community venues, as well as in spaces where our more excluded service users may meet or feel safe.

Mental Health

7. The mental health pathway for City of London rough sleepers can be unclear or difficult to co-ordinate across service providers. This has been exacerbated by fragmented and short-term funding received through the Rough Sleeping Initiative (RSI), Greater London Authority (GLA) and Public Health England (PHE).
8. There is also a need to tackle cross-authority working for a group that can be highly mobile. There needs to be greater flexibility around delivering services on the streets, in day centres and hostel settings across boundaries.
9. Finally, the delivery of mental health services is also being hampered by the struggle to recruit sufficient and suitably qualified staff.

Drug and Alcohol Services

10. Rough sleepers are particularly at risk of harmful alcohol use, and are correspondingly more at risk of harms related to alcohol misuse than the wider population. Drug misuse is also prevalent in this population.
11. City and Hackney are commissioning an integrated adult drug and alcohol treatment system that will provide specialist and structured community treatment to residents of the City of London and the London Borough of Hackney (LBH). The new system will have regard to the needs of the Square Mile rough sleeping population. The new system will provide:

- an integrated and responsive specialist drug and alcohol service that serves both the LBH and the City of London
 - specific resource allocated to adult City of London residents and rough sleepers (with a City of London connection) who have a problematic relationship with drugs or alcohol (including prescription drugs, over-the-counter and novel psychoactive substances)
 - assertive outreach in the City of London to engage with the rough sleeper population to assess and motivate them into drug and alcohol treatment in City and Hackney, or link them in with their local service
 - specialist community prescribing interventions
 - specific capacity allocated for the service to work with supported housing and accommodation charities and services to manage service users' living environments, including helping individuals with unstable accommodation (including those rough sleeping) to find suitable living arrangements.
12. The tender was issued on 10 September 2019 and will close on 12 November 2019. The current contract award date is 11 February 2020, and the new service will go live on 1 October 2020.

Social Care

13. People sleeping rough tend to be identified as 'homeless' and not vulnerable adults in need of care. Due to this, there is limited evidence of Care Act assessments of this group.
14. Social care can be a complicated area to navigate. 'Habitual residence' is ambiguous and often used to exclude individuals from accessing the service. Further, social care costs can be significant for an authority to cover, and it is not centrally supported by government.
15. While there remains a clear responsibility for health providers and commissioners to provide services for the homeless and rough sleepers, this is not always matched by the social care offer. There is ambiguity among providers as to referral rights and routes into mainstream services. An example of this is discharge from hospital, which often leads rough sleepers back on the streets without further assistance.
16. The City Corporation is working with other local authorities and the Sustainable Transformation Partnership (STP) to strengthen hospital discharge co-ordination. The City has also contacted the Association of Directors of Adult Social Services to initiate a discussion on how a better – and funded – social care offer might be achieved.

Hospital Discharge

17. As mentioned above, hospital discharge can be a key trigger point for those who are homeless. There are issues on whether social care should be provided, and by whom. There is also limited step-down accommodation. Rough sleepers are

very transient and often have limited or ambiguous local connection. Due to this, it is a key opportunity to intervene and tackle homelessness.

18. Homerton Hospital is considering adoption of the Pathway (care co-ordination) model.
19. Pathway is the UK's leading homeless healthcare charity, helping the NHS to create hospital teams to support homeless patients. Each team includes a specialist GP, nurses, allied health professionals, housing experts and, in some hospitals, Pathway Care Navigators (people who were once homeless who are trained to support homeless patients).

Inner North East London (INEL) System Transformation Board

20. The health needs of rough sleepers have been identified as a priority for the INEL System Transformation Board. This includes City of London, London Borough of Newham (LBN), London Borough of Tower Hamlets (LBTH), London Borough of Waltham Forest (LBWF) and LBH.
21. Simon Cribbens has been appointed as the Senior Responsible Officer (SRO) for this strand of work. There is an opportunity to shape the STP's long-term plan submission to better inform future services and their commissioning. The provision and prevalence of rough sleeping is uneven across this geography, and the INEL grouping is somewhat arbitrary.
22. It is proposed that the submission reflect:
 - the specialist primary care offer: a combination of specialist practices and specialism in mainstream practices
 - specialist (and flexible) mental health services – both community and acute
 - 'Pathway' style care co-ordination model in secondary settings
 - consideration of a step-down (discharge to assess) type model.
23. Homelessness and Rough Sleeping representatives from City of London, LBN LBH, LBTH and LBWF met in August 2019 to discuss issues spanning the five boroughs. Some of the points raised included:
 - Bringing together cross-borough experience for commissioning new services so that known gaps experienced across boroughs were not repeated and could be mitigated against.
 - The need for service development to be led by a clinical voice (such as Enabling Assessment Service London) with professional interest in tackling rough sleeping.
 - Agreement that an on-street nurse model with dual diagnosis skills can have good results and be effective when registering supporting administrative services. However, the role can lack clinical reach when it is not embedded within wider services. There also needs to be the right setting and facilities

available. The role can be hard to recruit to, as the nurse must be skilled in dual diagnosis.

- Mental health thresholds are set too high to get street-based assessments.

Conclusion

24. The report reflects the ongoing commitment of the City of London Corporation in delivering short-term health support for our rough sleepers, while working across partners and boroughs to shape the longer-term response.

Appendices

- Appendix 1: Doctors of the world: Mobile Health Clinic

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Doctors of the World is developing a mobile clinic service in London to provide a new low-threshold service that will support vulnerable people to overcome the barriers they face when trying to access healthcare integrate into the mainstream healthcare system.

DOCTORS OF THE WORLD UK – REACHING THE MOST VULNERABLE IN LONDON



BACKGROUND

Doctors of the World fights to reduce health inequalities by improving long-term access to healthcare in the UK and internationally. We believe access to healthcare is a human right, but all too often it is denied to the most vulnerable in society, such as refugees, the homeless and trafficked people. We focus on long-term systemic changes, rather than quick fixes.

Doctors of the World UK is part of the global Médecins du Monde (MDM) network, which delivers over 400 projects in more than 80 countries through 3,000 volunteers. Our vision is of a world in which vulnerable people affected by war, natural disasters, disease, hunger, poverty or exclusion get the healthcare they need. Through our health programmes and advocacy we work to ensure excluded people overcome barriers to realising their right to health. Since opening in the UK in 1998, we've raised £14m for overseas programmes, helped 9,000 service users here and fought for health as a human right for all.

SUPPORTING THE MOST VULNERABLE

In the UK, as the government continues its policy of using healthcare to create a 'hostile environment', our patients experience increasing barriers when accessing healthcare, both legislative and administrative. Our clinic, currently based in Bethnal Green has been established for more than 10 years, helping some of the most marginalised people in the UK to access healthcare. We have also run a sister clinic in Brighton and a fortnightly family clinic, providing care for pregnant refugee and migrant women and families with children. Our volunteer doctors and nurses provide consultations to service users, while our caseworkers help with issues such as registering with a GP which everyone in the UK, regardless of immigration status has the right to.

Last year, Doctors of the World saw almost 2,000 patients (1,924), including 132 pregnant women, accessing our services, a 20 per cent increase from the previous year. In 2016, 89 per cent of our service-users were not registered with a GP when they first came to us, even though they had been in the UK for 5.9 years on average. In addition, 87 per cent were living in poverty. However we also saw first-hand how this climate of fear is affecting destitute and vulnerable people, with 1 in 10 of our patients afraid to access healthcare services because of the threat of detention or deportation by the Home Office.

After coming to our clinic, 91 per cent of those service-users are now accessing healthcare. Of those we asked, 9 out of 10 felt more confident about going to their GP and 7 out of 10 had seen an improvement in their health.



Argentina | Belgium | Canada | France | Germany | Greece | Italy | Japan | Netherlands | Portugal | Spain
 Sweden | Switzerland | United Kingdom

TAVISH

"I have a lot of pain on the body and I am not sleeping well, I have really bad dreams. I think a lot, reliving things."

Tavish and his family suffered severely during the Sri Lankan civil war. The family lost their land and property and one of Tavish's brothers was killed. Tavish himself was arrested and tortured because of his suspected involvement with the Liberation Tigers of Tamil Eelam (LTTE), the group that was at war with the government. Tavish was tortured again by the Sri Lankan authorities in 2015 and only released after his father paid a bribe. He was then brought by a smuggler to the UK, where he applied for asylum and was moved to Birmingham. He contacted his brother in London, his only relative in the UK, who collected him from Birmingham and supports him.

Tavish was in urgent need of medical help, as the torture he had suffered took a heavy toll on his physical and mental health. His lower back bears the scars of being beaten with a large stick. Yet his local GP surgery in London would not register him, saying that he did not have the correct proof of address documents.

When Tavish came to Doctors of the World's clinic in London in late 2015, volunteers identified his PTSD and helped him to register with a GP. Doctors of the World also referred Tavish to Freedom from Torture, an organisation that provides him with regular counselling. Tavish has been granted leave to remain in the UK as his asylum claim has been accepted by the Home Office.

HAMID

Hamid came to study in Britain in 2006, but he feared for his safety if he returned to Pakistan and he registered with the Home Office to claim asylum after his course finished. Hamid's isolated time in the UK, exacerbated by the fear of being deported, saw him develop severe social anxiety and depression. Experiencing suicidal thoughts, as well as excruciating toothache, he finally came to Doctors of the World's clinic in February 2016. He was seen by a volunteer GP Craig who tried to register him with a local GP –but it proved difficult.



Alarmingly, it was the GP practice where Craig worked that was stubbornly refusing to accept Hamid despite him being fully entitled to register there.

"My heart sank when I realised," says Craig. "I spoke to my practice manager but even with me fighting his corner, it was still a real battle."

Doctors of the World issued an official complaint to NHS England and after three months of trying, Hamid was finally registered with the surgery. As a result, Craig became Hamid's GP and saw him regularly.

"Things are brilliant now," says Hamid "My mental health is improving every day and I'm in a much better place. Once my asylum claim has been processed I look forward to completing a master's degree and getting my life back."

However, although the mobile clinic has been bought outright by a donation from Help Refugees, we will need to generate additional funding to enable us to resource its ongoing work in the UK.

OUR PROJECT

A photograph showing the interior of a mobile medical unit. Four people are present: a woman in a grey blazer, a man in a white lab coat, another man in a white lab coat, and a man in a blue plaid shirt sitting on a white examination table. The room is compact, with medical equipment, shelves, and a red door visible in the background.

Those with serious medical problems or legal issues will be linked in with appropriate healthcare providers or a relevant advisor.

Argentina | Belgium | Canada | France | Germany | Greece | Italy | Japan | Netherlands | Portugal | Spain
Sweden | Switzerland | United Kingdom

Through the new mobile clinic, we will target groups such as undocumented children, domestic workers subject to exploitation, the homeless and sex workers.

The mobile clinic has a mobile consultation room and separate information desk. This allows us to be close to the places people live and work to provide healthcare in a quality, confidential space. It will allow us to be flexible and reactive depending on the need and will help us overcome the logistical issues that are present in our current pop up clinics (where we are sometimes hosted in inappropriate spaces with a lack of privacy or no heating/internet/light)



A case-work team focuses on telephone follow up to ensure the advocacy has been effective and any high-risk cases receive enhanced support. Each session will be staffed by a clinician (volunteer doctor or nurse), a volunteer support worker and a driver/supervisor/logistician. We use telephone translators whenever necessary to communicate with the service user.

WE WILL DELIVER:

- A consultation with a doctor or nurse for those who need it
- Advocacy to help registration with a GP/access NHS care
- Referrals to other support organisations e.g. support for mental health, domestic violence, human trafficking, immigration, housing
- On-site screening service for sexual and infectious diseases

BENEFICIARIES:

- Migrants in vulnerable situations including asylum seekers and undocumented migrants
- People homeless or living in unstable accommodation
- Sex workers
- Domestic workers and migrant workers

OUTCOMES

- We will reach the most excluded migrant communities and individuals living in London
- Each clinic will see between 5 and 10 patients who will receive necessary basic medical treatment and referrals.
- Based on our previous experience in our Bethnal Green clinic, almost 90 per cent of the patients we will see won't be registered with a GP. Our Case Workers will work closely with these patients to enable them to access mainstream care. In turn, 90 per cent of the patients we will see (based on previous experience from our Bethnal Green clinic) will be empowered with an understanding of how to access healthcare.



- Those with serious needs will be provided with individual advocacy after their appointment from a team of office based case workers

IMPACT, MONITORING AND EVALUATION

The clinic can provide unique information on the health needs and barriers of people in vulnerable circumstances. We will provide data on:

- Number and types of people reached
- Barriers experiences
- Outcomes achieved for service users
- Assessment of long-term impact and sustainability of the project

PER CLINIC			
Staff costs (Management, Recruitment and Supervision of volunteers)			£525
Programme costs (Volunteer expenses, medical and admin equipment/consumables, interpreting, parking, maintenance)			£343
Database and IT			£51
Insurance (Vehicle and employers)			£69
Office costs for case work and staff (IT, IT support, telephones, office space)			£51
Organisational costs (Finance, HR, Governance)			£15
Total			£1054

Committee: Rough Sleeping and Homelessness Sub-Committee	Dated: 04/10/19
Subject: Alternative Giving awareness-raising campaign: 'Help with real change, not small change'	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Sofia Sadiq, Interim Strategic Communications and Engagement Manager, Department of Community and Children's Services	

Summary

The City of London Corporation remains committed to supporting rough sleepers in the Square Mile. As such, there is a public need to promote best practice around alternative giving in order to support the most vulnerable people on City streets in the most effective way.

This report provides an update on the Alternative Giving campaign, which launched on 12 August, 2019, to help raise awareness of this issue with the general public, City of London (CoL) businesses and City Corporation employees.

Recommendations

Members are asked to:

- Note the Alternative Giving Report

Main Report

Main Aims

1. The main aims of the 'Help with real change, not small change' campaign are to:
 - raise awareness of alternative giving as a means to donate to homelessness charities
 - test and refine key messages on homelessness to engage the public and businesses
 - test contactless technology with the public and businesses.
 - review the CoL commitment to alternative giving as an initiative to support the rough sleeper population in the City

Launch Update

2. The Department of Community and Children's Services (DCCS) launched an Alternative Giving campaign to help the City's homeless and rough sleeper population on 12 August, 2019.

3. Four new contactless card points were set up to allow Londoners to donate £3 a time to homelessness charity, Beam, by tapping their debit and credit cards on the contactless devices at the following locations:
 - Guildhall West Wing reception window
 - Guildhall North Wing reception
 - City of London Information Centre, St Paul's Churchyard
 - Barbican Library
 - Tower Bridge Engine Room
4. People are also able to support the campaign by donating online on the CoL website: www.cityoflondon.gov.uk/tapforchange
- 5.
6. City firms can sign up to put devices in their premises at:
www.cityoflondon.gov.uk/tapforchange
7. The campaign will run for three months, and if it is successful, more contact points could be rolled out across other City locations.
8. An awareness-raising promotion was also launched to support the campaign. Please refer to Appendix 1 for the list of locations for kiosks and digital screens in the CoL.

Communications Channels

9. DCCS used the following communication channels to raise awareness of the Alternative Giving campaign:
 - An article placed in *City AM* on 21 August – 5 September, which has a readership of 399,000 weekly (target audience is City workers).
 - An article in *City Resident* in October, which goes to residents in the Square Mile.
10. CoL website - www.cityoflondon.gov.uk/tapforchange
 - CoL Intranet -
<https://corpoflondon.sharepoint.com/sites/Intranet/SitePages/City-orporation-launches-new-campaign-to-help-City%27s-homeless.aspx>
 - eLeader
 - Twitter campaign.

Media Coverage

11. A press release about the Alternative Giving campaign was placed in *Financial News*

<https://www.fnlondon.com/articles/city-sets-up-contactless-payment-points-to-help-rough-sleepers-20190815>
12. Continuing coverage in [Londonist](#) and [FS Tech](#) of a new City Corporation initiative to install contactless payment points around the City to help rough sleepers. Marianne Fredericks, Chairman of the City of London Corporation's

Homelessness and Rough Sleeping Sub-Committee, is quoted. This coverage also appeared in [*Scottish Financial News*](#).

Money raised through the Contactless Points 12 August to 24 September, 2019

11. The campaign has raised the following amounts to date:

• West Wing Guildhall Window Mounted	£ 24.00
• North Wing Guildhall	£ 12.00
• Barbican Library	£ 36.00
• Tower Bridge Engine Room	£323.00
• City Information Centre	£ 15.00
TOTAL	£410.00

Current Position

12. DCCS will continue to build consensus for the Alternative Giving campaign and refine the key messages to engage target audiences and drive change.

13. DCCS will seek to collect quantitative data and qualitative responses from selected CoL businesses to determine:

- whether the awareness campaign has raised business awareness of the complexities surrounding rough sleeping
- whether the campaign has changed people's thinking or behaviour in terms of how they donate
- what materials or content businesses would like in the future (should the campaign be repeated?)

Phase 2 (Autumn/Winter)

14. As part of phase 2 of the campaign, DCCS will be incorporating outcomes-based qualitative evidence into our recording, as appropriate, to investigate audience behaviour change resulting from the campaign. This activity will take the form of:

- a. public surveys, feedback forms at public engagement events, feedback forms with partners at meetings/events (not an exhaustive list)
- b. benchmarking with other similar-sized local authorities, such as Westminster and/or Tower Hamlets, taking into account in differences in demographic size/scale of the issues, to compare our performance and identify what improvements to make
- c. revisiting service key performance indicators (KPIs) to determine communication KPIs that will support this work and enable us to better show impact and return on investment.

15. DCCS will consider the possibility of running another winter awareness campaign alongside the Alternative Giving campaign to raise awareness of the City's homeless and rough sleeper population.
16. Based on the qualitative data and quantitative responses, DCCS will consider setting up more contactless points across the City and extending the campaign beyond City borders.
17. Open Spaces have approached DCCS to discuss the possibility of acquiring devices for Hampstead Heath where the rough sleeper population has increased.

Lessons Learned

18. Identifying locations for the contactless devices has been challenging and time-consuming.
19. Businesses have been slow to respond to the campaign demands for locations for the contactless devices.
20. CoL buildings have not generated significant donations.
21. More resources need to be dedicated to the campaign if we want to increase the number of locations for the contactless devices.

Conclusion

22. The DCCS is seeking feedback on the next steps to the Alternative Giving campaign, in particular the intention to expand the campaign beyond the CoL.
23. Members are also asked to review locations of the devices to ensure that the locations provide the maximum footfall.

Appendices

- Appendix 1: Location of Kiosks and Digital Screens
- Appendix 2: Contactless Devices
- Appendix 3: Digital Screens
- Appendix 4: Phone Kiosks
- Appendix 5: News Cuttings

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Appendix 1: Location of Kiosks and Digital Screens

Kiosks

Panel Name	From Date	To Date
Cheapside adj St Paul's Stn LHS	12/08/2019	25/08/2019
Cheapside adj St Paul's Stn LHS	26/08/2019	08/09/2019
Outside 128-129 Nr Wood St Cheapside London	26/08/2019	08/09/2019
Cheapside St Pauls Stn RHS	09/09/2019	22/09/2019
Cheapside adj St Paul's Stn LHS	23/09/2019	06/10/2019
Cheapside St Pauls Stn RHS	23/09/2019	06/10/2019
Outside 128-129 Nr Wood St Cheapside London	23/09/2019	06/10/2019
Cheapside adj St Paul's Stn LHS	07/10/2019	20/10/2019
Cheapside St Pauls Stn RHS	07/10/2019	20/10/2019
O/S Bucklersbury Hse (3) Queen Victoria Street London	07/10/2019	20/10/2019
Outside 128-129 Nr Wood St Cheapside London	07/10/2019	20/10/2019
Cheapside adj St Paul's Stn LHS	21/10/2019	03/11/2019
Cheapside St Pauls Stn RHS	21/10/2019	03/11/2019
O/S Bucklersbury House (3) Queen Victoria Street London	21/10/2019	03/11/2019
O/S Bucklersbury Hse (3) Queen Victoria Street London	21/10/2019	03/11/2019
O/S H.S.B.C. No.60 Queen Victoria Street London	21/10/2019	03/11/2019
Outside 128-129 Nr Wood St Cheapside London	21/10/2019	03/11/2019

City Mainline Stations

12.8.19 – 28.8.19 – 1 x 6 sheet @ Liverpool Street, Cannon Street & Blackfriars – total of 3 sites
 9.9.19 – 6.10.19 – 2 x 4 sheets @ Liverpool Street – total of 2 sites
 7.10.19 – 20.10.19 – 1 x 6 sheet @ Liverpool Street, Cannon Street & Blackfriars – total of 3 sites
 21.10.19 – 3.11.19 – 1 x 6 sheet @ Liverpool Street and Cannon Street – total of 2 sites

Appendix 2: Contactless Devices

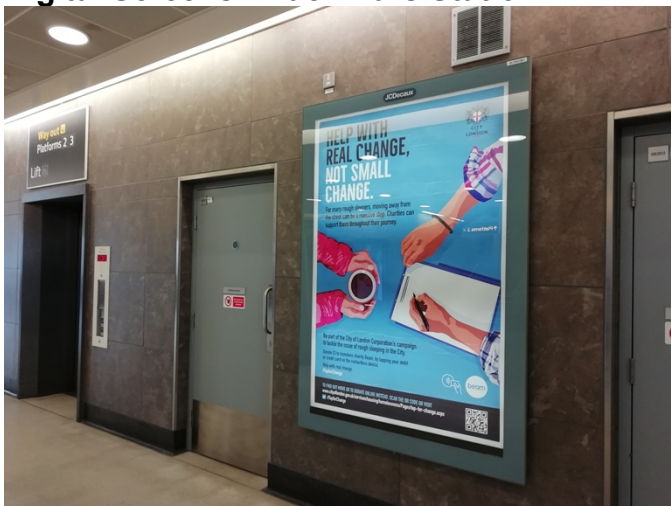


Appendix 3: Digital Screens

Digital Screens: Cannon Street Station



Digital Screens: Blackfriars Station



Digital Screens: Liverpool Street Station



Appendix 4: Phone Kiosks

Phone Kiosks – Cheapside adjacent to St Paul's Station LHS



Phone Kiosks – Outside 128 –129 Nr Wood St, Cheapside, London



Phone Kiosks - Cheapside adjacent to St Paul's Station LHS



Appendix 5: News Cuttings

THINGS GET WILD
A day of excitement for the whole family awaits those stopping in at Culture Mile's Smithfield Street Party on August Bank Holiday Monday Page 11



HOOK, LINE AND DINNER
Get hooked on some of the very best seafood the City of London has to offer: the restaurants in our line-up serve up the catch of the day Page 12



CITY MATTERS

21 Aug - 03 Sep 2019 The City's SOCIAL ENTERPRISE newspaper with 35,000 READERS  Edition 105

City urged to tap for change

■ ALTERNATIVE GIVING CAMPAIGN UP AND RUNNING IN BID TO SUPPORT SQUARE MILE'S HOMELESS POPULATION

THE City of London Corporation is launching an alternative giving campaign to help the City's homeless and rough sleeper population by donating money through their mobile phones and PCs.

Londoners will be able to donate £1 a time to hundreds of charities by tapping their debit and credit cards on cardless devices at the City of London Information Centre at St Paul's Churchyard, Barbican Library, Tower Bridge Engine Room, and the Guildhall West Wing reception window.

Devices

People can also support the campaign by donating online, and City firms can sign up to put devices in their premises, as by visiting cityoflondon.gov.uk/tapforchange.

The campaign will run for three months, and, if successful, more contact points could be added across other City locations.

Martina Henderson, chairman of City of London Corporation's

fundraising and rough sleeping sub-committee, said: "In a charity where people are increasingly using their debit and credit cards and carrying very little cash, this is an obvious and efficient way to help the homeless in our society.

"The funds raised through these devices will go towards the essential, often life-saving work being carried out by those."

Business

"Working with our partners we are supporting rough sleepers to make real life changes, looking to find stable jobs and long-term accommodation and helping them get off the streets for good.

"I hope City business will embrace this campaign and help provide even more locations for the alternative giving tap machines."

If you would like to know how you can get involved in the campaign, send an email to tapforchange@cityoflondon.gov.uk.

HELP WITH REAL CHANGE, NOT SMALL CHANGE.

Be part of the City of London Corporation's campaign to tackle the issue of rough sleeping in the City.

Donate £1 to hundreds of charities by tapping your debit or credit card on the new tap-for-change devices.

Tap for change

TO FIND OUT MORE GO TO CITYOFLONDON.GOV.UK/TAPFORCHANGE



help with real change: The Mayor of London has announced the campaign

+10 PAGES OF LIFESTYLE



3

Paint the Square Mile red



11

Bet on Casino Royal experience



15

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You Can Now Give Money To Homeless People Using Contactless In The City



Londoners can donate to homeless people, by making contactless donations in the City of London.

Four Tap for Change points dotted throughout the Square Mile now allow you to tap a phone, debit or credit card, making a £3 donation each time. The money goes straight to homelessness charity [Beam](#).

The four locations of the Tap for Change points are:

- City of London Information Centre, St Pauls Churchyard
- Barbican Library
- Tower Bridge Engine Room
- Guildhall West Wing reception window



Marianne Fredericks, Chairman of the City of London Corporation's Homelessness & Rough Sleeping Sub Committee, tapping her phone on the contactless card device at City of London Information Centre.

The points will be run as a trial for three months, with the hope that more will be installed afterwards.

Marianne Fredericks, Chairman of City of London Corporation's Homelessness and Rough Sleeping Sub-Committee said:

In a culture where people are increasingly using their debit and credit cards and carrying very little cash, this is an effective and efficient way to help the most vulnerable in our society.

Working with our partners we are supporting rough sleepers to make real life-changes, leading to training, jobs and long-term accommodation and helping them get off the streets for good.

It's a great idea — although the City of London Corporation is not the first to think of it. [Tap London](#) already has 90 permanent contactless points around London, including some in the City itself.

More information about [Tap for Change](#).



Contactless donation points installed for City homeless

Written by Peter Walker
16/08/19

The City of London Corporation has installed four new contactless card points to help the area's homeless and rough sleeper population get donations from those that don't carry cash.

Londoners will be able to donate £3 a time to homelessness charity Beam, by tapping their debit and credit cards on the contactless devices at the following locations:

- City of London Information Centre, St Pauls Churchyard.
- Barbican Library.
- Tower Bridge Engine Room.
- Guildhall West Wing reception window.

The campaign will run for three months, and if it is successful, more contact points could be rolled out across other City locations.

Marianne Fredericks, chairman of City of London Corporation's homelessness and rough sleeping sub-committee, said: "In a culture where people are increasingly using their debit and credit cards and carrying very little cash, this is an effective and efficient way to help the most vulnerable in our society.

"The funds raised through these devices will go towards the essential, often life-saving work being carried out by Beam," she continued, adding: "I hope City business will embrace this campaign and help provide even more locations for the alternative giving tap machines."

In May last year, The Mayor of London partnered with iZettle to [launch a contactless payments initiative for buskers in London](#).

The Swedish FinTech firm's Repeat Payments feature allows street musicians across the capital to set a fixed amount on their iZettle Reader and accept continuous contactless contributions, whilst performing, as passers-by can tap to show their support.

This followed a student from Brunel University London [developing a payment device](#) that enabled buskers and street performers to accept contactless and mobile payments.

The City of London is launching an alternative giving campaign to help the City's homeless and rough sleeper population, by donating money through four new contactless card points.



The City of London Corporations said those working and living in one of the world's biggest financial centres will be able to donate £3 a time to homelessness charity Beam, by tapping their debit and credit cards on the contactless devices at the following locations:

- City of London Information Centre, St Pauls Churchyard
- Barbican Library
- Tower Bridge Engine Room
- Guildhall West Wing reception window

People can also support the campaign by donating online, and City firms can sign up to put devices in their premises at www.cityoflondon.gov.uk/tapforchange.

The campaign will run for three months, and if it is successful, more contact points could be rolled out across other City locations.

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and credit cards and carrying very little cash, this is an effective and efficient way to help the most vulnerable in our society.

“The funds raised through these devices will go towards the essential, often life-saving work being carried out by Beam.

“Working with our partners we are supporting rough sleepers to make real life-changes, leading to training, jobs and long-term accommodation and helping them get off the streets for good.

“I hope City business will embrace this campaign and help provide even more locations for the alternative giving tap machines.”

By virtue of paragraph(s) 3 of Part 1 of Schedule 12A
of the Local Government Act 1972.

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