



## Homelessness and Rough Sleeping Sub Committee

**Date:** TUESDAY, 25 FEBRUARY 2020

**Time:** 1.45 pm

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

**Members:** Marianne Fredericks (Chairman)  
Tijs Broeke (Deputy Chairman)  
Randall Anderson  
Mary Durcan  
Alderman Vincent Keaveny  
Natasha Maria Cabrera Lloyd-Owen  
Alderman Bronek Masojada  
Benjamin Murphy  
William Pimlott  
Henrika Priest  
Jason Pritchard  
Ruby Sayed  
Paul Kennedy  
David MacKintosh

**Enquiries:** Kerry Nicholls 020 7 332 1262  
kerry.nicholls@cityoflondon.gov.uk

**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 4 December 2019.

**For Decision**  
(Pages 1 - 6)

4. **OUTSTANDING ACTIONS**

Members are asked to note the Sub Committee's Outstanding Actions list.

**For Information**  
(Pages 7 - 8)

5. **ANNUAL STREET COUNT 2019**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 9 - 14)

6. **CAPITAL BIDS UPDATE**

Report of the Director of Community and Children's Services.

Members are asked to note a non-public appendix at Agenda Item 15.

**For Information**  
(Pages 15 - 16)

7. **ROUGH SLEEPERS PERFORMANCE REPORT - QUARTER 3**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 17 - 30)

8. **WINTER PROGRAMME UPDATE REPORT**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 31 - 36)

9. **PATHWAY END OF STAYS REPORT**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 37 - 42)

10. **ALTERNATIVE GIVING CAMPAIGN - EVALUATION REPORT**

Report of the Director of Community and Children's Services.

**For Information**  
(Pages 43 - 62)

11. **QUESTIONS ON MATTERS RELATING TO THE WORK OF THE SUB COMMITTEE**

12. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

13. **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**

14. **NON-PUBLIC MINUTES**

To approve the non-public minutes of the meeting held on 4 December 2019.

**For Decision**  
(Pages 63 - 64)

15. **CAPITAL BIDS UPDATE - APPENDIX 1**

Members are asked to note an appendix in respect of Agenda Item 6.

**For Information**  
(Pages 65 - 66)

16. **QUESTIONS RELATING TO THE WORK OF THE SUB COMMITTEE WHILE THE PUBLIC ARE EXCLUDED**

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

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## **HOMELESSNESS AND ROUGH SLEEPING SUB COMMITTEE**

**Wednesday, 4 December 2019**

**Minutes of the meeting of the Homelessness and Rough Sleeping Sub Committee held at the Guildhall EC2 at 11.00 am**

### **Present**

#### **Members:**

Marianne Fredericks (Chairman)  
Tijs Broeke (Deputy Chairman)  
Randall Anderson  
Mary Durcan  
Alderman Vincent Keaveny  
Paul Kennedy  
Natasha Maria Cabrera Lloyd-Owen

David MacKintosh  
Alderman Bronek Masojada  
Jason Pritchard

#### **Officers:**

Simon Cribbens	- Community and Children's Services
Chris Pelham	- Community and Children's Services
Will Norman	- Community and Children's Services
Simon Young	- Community and Children's Services
Ellie Ward	- Community and Children's Services
Lauren Walker	- Community and Children's Services
Sinead Collins	- Community and Children's Services
Mark Jarvis	- Chamberlains
Jess Wynne	- City of London Police
Chandni Tanna	- Communications
Julie Mayer	- Town Clerks

#### **1. APOLOGIES**

Apologies were received from Ben Murphy, Henrika Priest and Ruby Sayed.

#### **2. MEMBERS DECLARATIONS UNDER THE CODE OF CONDUCT**

There were no declarations.

#### **3. MINUTES**

RESOLVED, that – the public minutes and non-public summary of the meeting held on 4<sup>th</sup> October 2019 be approved.

#### **4. OUTSTANDING ACTIONS**

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.

In respect of the visits to the Lodge, Dellow and Anchor House in the New Year, at dates to be confirmed, the Chairman stressed that once Members had made a commitment to attend, it was very important to do so, given the arrangements required.

5. **HOMELESSNESS REDUCTION ACT (HRA) - ONE YEAR ON**

Members received a report of the Director of Community and Children's Services in respect of the impact of the introduction of the Homelessness Reduction Act in 2017 on the City of London Corporation's homeless services.

There was some discussion about the importance of assisting homeless clients as soon as possible, as this was likely to reduce the costs of providing for more complex requirements in the longer term and be of most benefit to the client. Offices advised that, whilst some expectations had risen, the options available to clients had not increased. Members noted that more onus had been placed on housing applicants but they remained concerned about the lack of housing provision generally.

RESOLVED, that – the report be noted.

6. **ROUGH SLEEPING PATHWAY IMPACT**

Members received a report of the Director of Community and Children's Services which outlined the successes and challenges arising within the City of London Accommodation Pathway for Rough Sleepers.

During the discussion, the following points were noted:

- In respect of the support needs data in the report; i.e. – 48% with single (high) support needs and 43% multiple support needs, with just 6 beds available, Members noted the Options Appraisal Report in today's non-public agenda which sought to address this.
- The challenges in that some partners had different recording systems, with some less detailed than others. As the City Corporation was not the prime commissioner in these projects, they could not enforce a uniform standard. However, given that other Local Authorities were likely to be experiencing similar issues, officers agreed to raise this with the relevant commissioning leads. In the interim, the Assistant Director offered to produce some qualitative work in terms of the City Corporation's cohort.
- In respect of EU Nationals, Anchor House provided 2 support beds whilst a client's status was being identified. Guildford Street had an average stay of 3 months but a positive move-on might take a little longer. Members noted two case studies in the non-public part of the agenda, with positive outcomes and, and, in the past quarter, there had been 4 placements into independent accommodation. The Chairman and Members commended the Team for their hard work and tenacity, despite the challenges set out above.

RESOLVED, that – the report be noted.

**7. ROUGH SLEEPING PERFORMANCE REPORT - QUARTER 2**

Members received a report of the Director of Community and Children's Services which updated Members on the level and nature of homelessness and rough sleeping activity. The report also provided a summary of Parkguard data. Members noted that the total number of rough sleepers in the City had dropped for the first time in 9 months to 174 in Q1 and increased marginally to 181 in Q2 – 2019/20; slightly above that reported in the same quarter in 2018/19.

There was some discussion on the City Corporation's position on EU Nationals. Members noted that St Mungo's had a clear position on their website and the City Corporation carefully checked all casework for compliance. If there were any changes from a national perspective, following the General Election on 12 December 2019, then the Homelessness and Rough Sleeping Sub Committee would be engaged in further discussions.

In respect of the £25,000 for Parkguard, Members noted that their presence provided extra safety for the Outreach Team, particularly for female only patrols, and in the secluded and less well-lit areas. The Chairman advised that she regularly accompanied both Parkguard and the Police on their patrols. The regular Parkguard officer has a very good relationship with the homeless population, who generally viewed the presence of uniformed officers as helpful, rather than intimidatory. The Chairman stressed that officers were very clear as to why they were collecting the information, which was fully GDPR compliant. Members noted that mental health triage nurses patrolled with the Police 3pm – 2pm, 7 days a week, and the Police hoped to increase this to a 24/7 service.

RESOLVED, that – the report be noted.

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

Members received the 2019/20 annual revenue budget for rough sleeping and identified the income streams and costs related to the service. Members noted that the outturn forecast of approximately £31,000 overspent, which was smaller than expected, would be absorbed within the overall Homelessness local risk budget.

RESOLVED, that – the report be noted.

**9. OPERATION LUSCOMBE REVIEW**

Members received a report of the Commissioner, City of London Police, in respect of Operational Luscombe, a partnership approach to the issue of begging in the City of London, which has been running since May 2018, and was developed by the Community Policing Team. Members noted that a review was commissioned earlier in the year and this report set out its findings, particularly the headline of a decrease of just under 50% for reports of begging since its inception. Whilst some members of the public still gave change, there was evidence that the alternative giving message had been effective.

Members were very pleased to note that Luscombe was due to be rolled out to 12 other forces and had been recognised as a National Standard, developed by the City of London Police. Furthermore, schemes were emerging to ensure its longevity and funding plans were emerging. Members noted that the CoLP met the cost of the hub, with partners meeting their own costs. The officer advised that a dedicated Senior Community Policing team had been engaged and they were in discussion with the relevant agencies. There was also a human trafficking and modern slavery lead within the City Police.

The officer advised that green tickets were issued as close to hub meetings as possible, given that many beggars led chaotic lives and were more likely to attend at short notice. There were currently enhanced patrols in Cheapside, given the extra seasonal activity, in addition to the transport hubs and during the peak hours of the night-time economy.

Members asked if the British Transport Police could provide an update on their engagement and strategy. The CoLP officers advised that they met weekly with the Commander of the BTP at Liverpool Street for updates on tickets issued, to ensure there was no duplication. The CoLP officer agreed to raise this at their next meeting and offered to provide Members with dates of Court Hearings, when possible.

RESOLVED, that – the report be noted.

**10. QUESTIONS ON MATTERS RELATING TO THE WORK OF THE COMMITTEE**

There were no questions.

**11. ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT**

Members discussed the following items:

- The 'Doctors of the World' Mobile Clinic pilot had commenced yesterday at St Paul's. Members noted that this was a joint commission with the Clinical Commissioning Group (CCG), funded by the CCG, and data would be generated regularly. The positioning of the clinic would be based on feedback from outreach workers, whilst being mindful of safe parking. Initially, funding would cover 1 operation a week, for a 6 month pilot and was open to all, regardless of status. The Chairman and Members thanked officers for this innovation, which sought to improve the health and wellbeing of homeless clients and build the trust needed to encourage them to come off the streets.
- The Severe Weather Emergency Plan (SWEP) had been activated on Friday, 29<sup>th</sup> November and subsequently extended to 3<sup>rd</sup> December. Members noted that this had been the first SWEP activation this year with 30-40 offers recorded but only 1 accessed.



12. **EXCLUSION OF THE PUBLIC**

RESOLVED, that – under Section 100A (4) 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 Part 1 (Schedule 12A) of the Local Government Act.

Item nos	para no
13-14	1
15	3
17	2

13. **NON PUBLIC MINUTES**

RESOLVED, that – the non-public minutes of the meeting held on 4<sup>th</sup> October 2019 be approved.

14. **ROUGH SLEEPING OPTIONS APPRAISAL - NEW INTERVENTIONS PROPOSAL**

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

15. **ROUGH SLEEPING PATHWAY IMPACT**

Members received a non-public appendix in respect of agenda item 6 and the positive outcomes to case studies contained therein.

16. **QUESTIONS RELATING TO THE WORK OF THE SUB COMMITTEE WHILE THE PUBLIC ARE EXCLUDED**

There were no questions.

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

Two items of urgent business were considered whilst the public were excluded

**The meeting closed at 12.50**

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Chairman

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**julie.mayer@cityoflondon.gov.uk**

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**Homelessness and Rough Sleeping Sub Committee – Outstanding Actions**  
**December 2019 update**

<b>Date added/item</b>	<b>Action</b>	<b>PROGRESS UPDATE</b>
04/10/19 <b>Rough Sleeping Outreach Service-Commissioning Update</b>	Chairman and Deputy Chairman of the Sub Committee to take part in the process and have early sight of the specification.	<b>Sub-committee chairman and deputy chairman invited to take part on presentation/interview panel</b>
04/10/2019 <b>Quarter 1 - 2019/20 Rough Sleeping Outcomes Report</b>	Members asked if they could see an explanation behind the statistics showing a fall in rough sleeping numbers; i.e. - whether the client had been offered a housing pathway.	<b>Homelessness and Rough Sleepers Service Manager</b>  <b>For a future Sub-committee - TBC</b>
01/07/2019 <b>Rough Sleeping Budget - 2019/20</b>	Members asked if the next Budget report could provide more detail in respect of professional fees, consultancy and commissioned services.	<b>Complete</b>
01/07/2019 <b>'No First Night Out' - Homelessness Prevention Project</b>	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.	<b>Complete</b>
01/05/2019 <b>Visits</b>	To be arranged for the Lodge, Dellow and Anchor House	<b>Suggestion that Members can make own arrangements with a named contact at each service. SPOC's and contact details can be circulated</b>

Date added/item	Action	PROGRESS UPDATE
4/12/2019 <b>Different data recording systems used by various partners in respect of rough sleeping pathway impact data</b>	<p>Given that other Local Authorities were likely to be experiencing similar issues, officers agreed to raise this with the relevant commissioning leads. In the interim, the Assistant Director offered to produce some qualitative work in terms of the City Corporation's cohort.</p>	<b>Complete</b>
4/12/19 <b>Members asked if the British Transport Police could provide an update on their engagement and strategy re Operation Luscombe</b>	<p>The CoLP officers advised that they met weekly with the Commander of the BTP at Liverpool Street for updates on tickets issued, to ensure there was no duplication.</p> <p>The CoLP officer agreed to raise this at their next meeting and offered to provide Members with dates of Court Hearings, when possible.</p>	<b>City of London Police</b>

<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	25/02/2020
<b>Subject:</b> Annual Street Count 2019	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Simon Young, Rough Sleeping Coordinator, Department of Community and Children's Services	

## Summary

This report details the total number of Rough Sleepers met bedding down as part of the City of London's Annual Street Count figure. This report also presents data relating to previous Annual Street Counts, as well as the trends seen through bi-monthly street counts and monthly overall rough sleeping figures.

## Recommendation

Members are asked to:

- Note the contents of this report.

## Main Report

### Background

- Every local authority in the UK must provide a 'snapshot' figure of rough sleeping to the Ministry of Housing, Communities and Local Government each year.
- The 'snapshot' is meant to provide an indication of the number of individuals who are rough sleeping within any authority's boundaries on a single night in November or December.
- The 'snapshot' can either take the form of a best estimate or a specific street count of rough sleepers on a single night.
- Within the City of London, we operate a street count as we believe this is the best method of capturing average night figures.
- We operate our street count on the same evening as surrounding boroughs to ensure that individuals are not double counted across multiple boroughs. This helps to ensure the most accurate picture of rough sleeping in London as a whole.
- During 2019 we also operated a bi-monthly street count, mirroring the same conditions and operation as an annual count, in order to help us develop a longitudinal understanding of a typical night at different points within the year.

### Current Position

1. The Annual Street Count took place on 28–29 November 2019, and was conducted using the same methodology as all previous annual counts.

2. A total of 41 individuals were found during the count.

### Gender

3. The gender of individuals found during the street count is generally representative of rough sleeping nationally; most individuals found were male, with only four of the 41 individuals met being female. All individuals identified as cisgender, (there was no identification of gender other than male or female).

<b>Male</b>	37
<b>Female</b>	4

### Age Range

4. The age range of individuals seen during the street count comprise a relatively low instance of individuals aged over 35; these totalled 23 of the individuals seen. This equates to just over 50% of the individuals seen on the night of the count.
5. Data from across the whole of Greater London indicates higher levels of individuals aged 35 and over rough sleeping; 68% of all individuals found across Quarter 2 (Q2) 2019/20 in Greater London were above this age.
6. This data indicates that there is a younger rough sleeping population within the City of London compared to London as a whole.

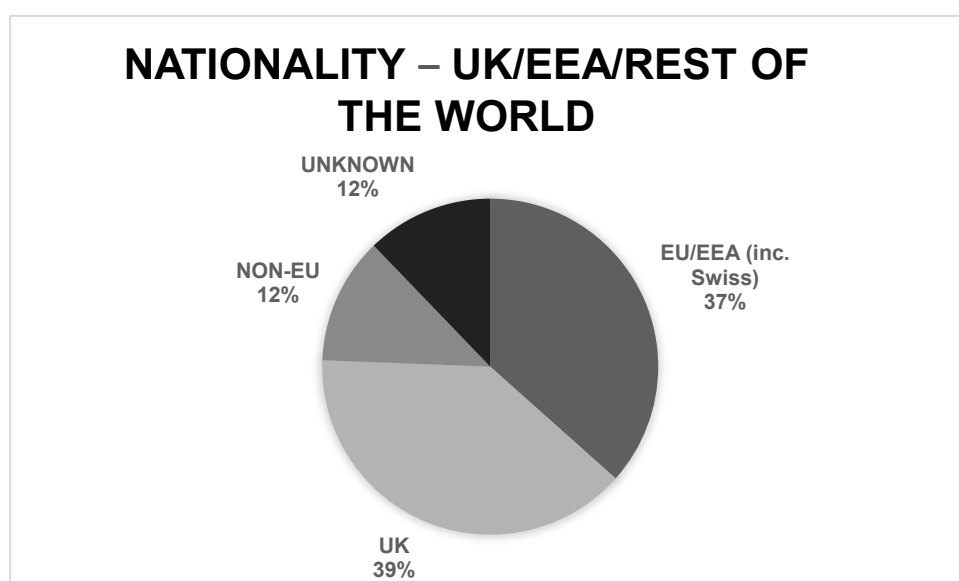
<b>Age</b>	
18–25	3
26–35	15
36–45	9
46–55	9
56–65	5
66+	0
<b>Total</b>	41

### Nationality

7. There was a wide breadth of nationalities represented within the street count cohort; individuals originated from one of 14 nations, excluding individuals with an unknown nationality.
8. The highest single country of origin for those rough sleeping within the Square Mile remains the UK. However, this is a somewhat misrepresentative picture in relation to the data due to the fragmented nature of presenting individuals from different nations from within the EU/EEA.

<b>UK</b>	16	<b>Bulgaria</b>	1
<b>Italy</b>	2	<b>Nigeria</b>	1
<b>Romania</b>	4	<b>*Not Known*</b>	5
<b>Ghana</b>	1	<b>Estonia</b>	1
<b>Poland</b>	4	<b>Sudan</b>	1
<b>India</b>	1	<b>Chad</b>	1
<b>Spain</b>	1	<b>Switzerland</b>	1
<b>Slovakia</b>	1	<b>TOTAL</b>	41

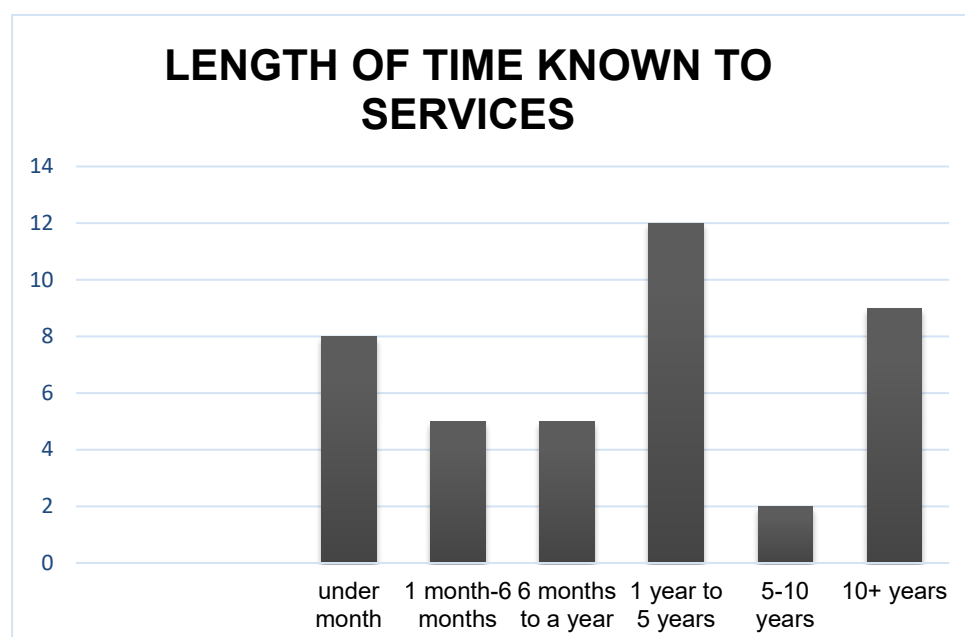
9. To best assess the needs of those found during the street count in relation to nationality/rights of access, it is important to view the data along lines of three distinct definitions – namely those from within the UK, those from EU/EEA states, and those from outside the EU.



10. Viewed in this manner, it is apparent that the instance of EEA national rough sleeping is of a similar level to rough sleepers in the Square Mile originally from the UK.

#### Length of time known to Rough Sleeper Services

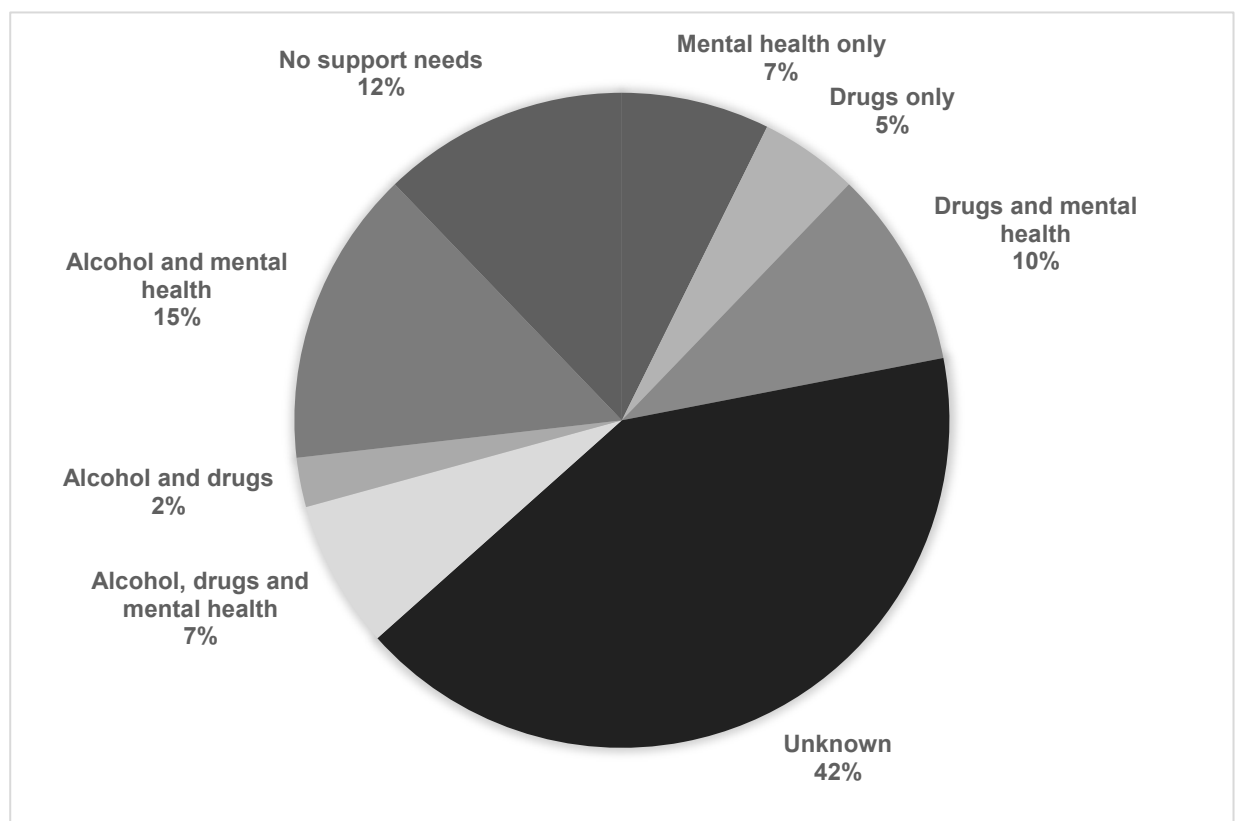
11. The chart represents the length of time individuals have been known to rough sleeper services within Greater London. This data does not take into account individuals having been accommodated or what authority areas people have been known to. This data is used to give an indication of the levels of street attachment individuals may exhibit, along with enabling an understanding of the effectiveness of previous service interaction with them.



12. It is particularly evident that individuals found during the street count often have long histories of working with rough sleeper services: 23 of the 41 individuals have been known for more than a year, and nine of these individuals have been known to services for more than 10 years.

### Support Needs

13. Support needs identified for the individuals in the street count mirror those seen in other data relating to rough sleepers in the City of London.
14. There are high levels of comorbidity, with 32% of all individuals met during the count having more than one support need.
15. Excluding unknown data, it is evident that the majority of rough sleepers in the street count had some form of serious support need related to mental health, alcohol use or substance misuse.



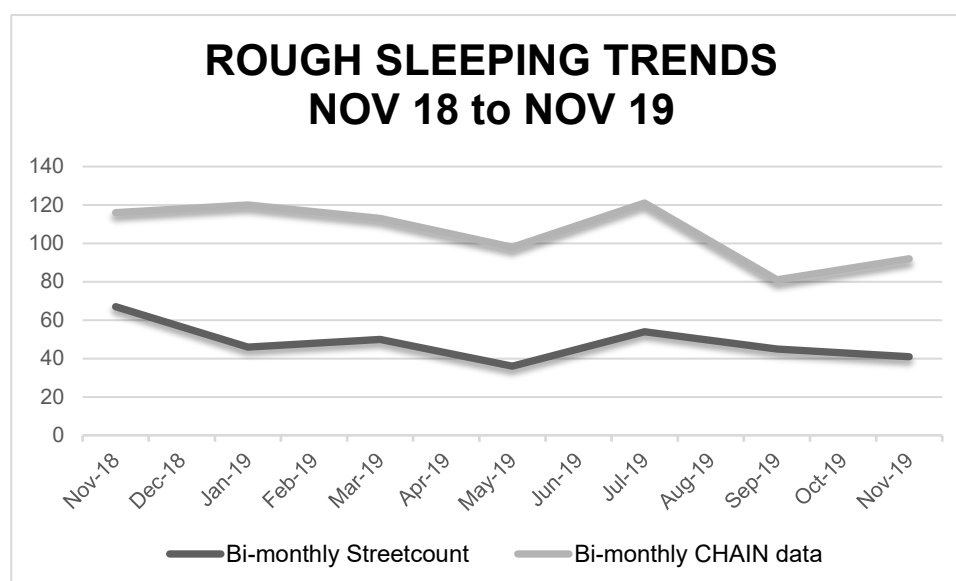
16. There is a high level of 'unknown' support needs for those found during the street count.
17. This is partly related to the relatively high number of individuals known for under a month: seven individuals were met for the first time during the count, with a further four having had their first contacts during late October/early November 2019.
18. Excluding these individuals from support needs data, we see a remaining seven individuals for whom there is no recorded support needs data. Information for these individuals is generally limited, indicating a lack of engagement with services. This is



conductive with anecdotal information from services concerning the challenges in individual engagement within the City.

### Comparison to previous street counts

19. Through collating the bi-monthly street count outcomes, we can see that, since the Annual Street Count 2018, there has been a general reduction in the number of individuals found. However, there are distinct fluctuations within the data set, with a notable increase in July 2019.
20. It is of note that this is the first year we have conducted bi-monthly street counts, and it is challenging to attribute these fluctuations to any distinct reason. We do believe that there is a seasonality to the changes, particularly as the steepest increase in the period relates to a street count occurring on the hottest day on UK record.



21. When looking at the number of individuals met throughout 2019 on a bi-monthly basis, we can see a similar picture to the levels of rough sleeping identified with each street count, particularly the large spike in rough sleeping in July.
22. Broadly the fluctuations in the street count figure is mirrored in the total number of rough sleepers found each month, though the unpredictability of finding individuals during a street count does amplify the appearance of these fluctuations.

### Accommodated individuals

23. In previous street counts, particularly the Annual Street Count 2018, a high number of individuals were counted who had access to accommodation.
24. None of the 41 individuals met during the night of the Annual Street Count 2019 were assessed as having access to accommodation.
25. Following the high number of accommodated individuals seen in the Annual Street Count 2018, accommodation providers were engaged to ensure that offers of support were more specific to an individual's needs and that accommodation was being used regularly.

## **Corporate & Strategic Implications**

26. This paper directly relates to the aims of the Homelessness and Rough Sleeping Strategy 2019–2023. Namely:

- Homelessness is prevented and, where it does occur, its impact is minimised, and the resolution is rapid and sustainable.
- Everyone has a route away from homelessness.
- The impact of homelessness is reduced.
- Nobody needs to return to homelessness.

## **Implications**

27. There are no financial or legal implications associated with the report.

## **Conclusion**

28. The general trend within the City of London since November 2018 has been one of decreasing levels of rough sleeping.

29. The Annual Street Count 2019 fortifies other data and anecdotal information relating to rough sleeping in the Square Mile; mainly there are challenges with the engagement of those found rough sleeping within the authority's boundaries.

30. There is a high instance of long-term rough sleepers within the cohort and there is an increased level of younger rough sleepers compared to Greater London. There is an almost equal level of individuals from EU/EEA member states rough sleeping in the City of London as there is from the UK.

31. The decline in the number of individuals seen on the street count with accessible accommodation is an indication that the efforts to ensure that individuals are using accommodation have been beneficial.

## **Appendices**

- None

## **Simon Young**

Rough Sleeping Coordinator

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<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub Committee	25/02/2020
<b>Subject:</b> Capital Bids Update	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Simon Cribbens, Assistant Director, Commissioning and Partnerships, Community and Children's Services	

## Summary

Following a review of services for those sleeping rough in the City of London, options to provide an assessment hub and additional high support hostel accommodation were proposed to Members. The Resource Allocation Sub-Committee and Policy and Resources Committee approved capital funding for an assessment hub and funding to lease a hostel for a 10-year period.

The confirmation of revenue funding to provide the support service for both projects is subject to a separate process.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. Members of the Resource Allocation Sub-Committee considered a report on the Annual Capital Prioritisation at its meeting of 12 December 2020.
2. Members approved significant capital funding for an assessment hub. Further detail was requested on the two options put forward for high support hostel accommodation, with a request to consider a further option.
3. Three options were considered in January 2020 by the Resource Allocation Sub-Committee and Policy Resources Committee within a report on Prioritisation of Remaining Annual Capital Bids 2020/21. These options are detailed in a non-public Appendix as the financial information they contain is commercially sensitive. They proposed repurposing an existing scheme, purchasing a hostel building or leasing a hostel building.
4. Members approved the recommendation to lease a hostel building (Option 3), allocating secured revenue funding to meet potential lease cost over 10 years.

5. The allocations are granted in principle, to be released when the projects reach the appropriate gateway.
6. The proposal for additional accommodation sits alongside changes that are being implemented to the delivery of outreach services and drug and alcohol services, and proposals that include delivery of an assessment hub, a specialist social worker and support to access move-on accommodation or supported return to a home area.

### **Current Position**

7. The delivery of these projects is subject to a separate process to allocate revenue funding. Both projects will require the identification of suitable buildings, and the provision of services will be subject to a tendering process. As such, it is not anticipated that they will be operational before 2021/22 at the earliest.

### **Corporate & Strategic Implications**

8. The projects supported will directly address the aims and ambitions of the City of London Homelessness and Rough Sleeping Strategy 2019–2023 and its agreed objectives:
  - Homelessness is prevented
  - Everyone has a route away from the streets
  - The impact of homelessness is reduced
  - Nobody needs to return to homelessness.
9. The delivery of the proposed options fulfils a Corporate Plan outcome:
  - 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.

### **Conclusion**

10. The projects approved will reduce rough sleeping in the Square Mile and provide a level of service commensurate with the scale and complexity of rough sleeping experienced.

### **Appendices**

- Appendix 1 (Non-Public) – Rough sleeping – high support hostel options

### **Simon Cribbens**

Assistant Director, Commissioning and Partnerships

Community and Children's Services

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<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	25/02/2020
<b>Subject:</b> Rough Sleepers Performance Report – Quarter 3	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Raj Singh- Executive Support Assistant	

## Summary

This report updates Members on the level and nature of homelessness and rough sleeping activity within the City of London for the third quarter (Q3) of 2019/20 – with information on the year 2018/19. The summary report for Parkguard can be found as Appendix 3.

- The City of London Corporation is one of the top five London local authorities with a high number 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 was measured at 181 in Q2 2019/20 but this number has fallen noticeably to 145 in Q3 2019/20. This figure is also considerably lower than the number reported for same quarter in 2018/19.
- The rough sleeper ‘flow’ (number of new rough sleepers to the street) has fallen from the previous quarter and remains relatively low compared to other benchmark groups. Overall, the decline in the rough sleeper flow annually 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 (LOS) longer term (stock) as well as intermittent returners is high in the City of London.
- Of new rough sleepers in Q3, 40% did not spend a second night out, nor were they seen rough sleeping again in the period. This is below the figures recorded in Q2. This is due to six rough sleepers migrating into the LOS cohort during the same period.
- A total of 11 people are now identified as most entrenched, RS205 clients,<sup>1</sup> and difficult-to-engage rough sleepers in the City. This is one more than the nine reported in the previous quarter.

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<sup>1</sup> RS205 (rough sleepers 205) clients are identified as the most entrenched, prolific and hard-to-help rough sleepers.

- 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 Q2 2019/20 period – in comparison to the previous quarter.
2. Rough sleeping is a form of homelessness and, according to the Combined Homelessness and Information Network (CHAIN)<sup>2</sup>, 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**

<b>New rough sleepers</b>	Those who had not been contacted by outreach teams and identified as rough sleeping before the period.
<b>Living on the streets (LOS)</b>	Those who have had a high number of contacts over three weeks or more, which suggests that they are living on the streets.
<b>Intermittent rough sleepers</b>	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. Of the people seen rough sleeping in Q3 of 2019/20, 87% were male and 34% of the demographic were between the ages of 36 and 45 during this period. This is in line with the statistics of eight in 10 people seen rough sleeping during 2018/19 being males and four in 10 of the rough sleeping population being between the ages of 36 to 45.

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

4. 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 the Greater London (18.3%) and Inner London (16.4%) averages. The increased number of rough sleepers is attributable to increased number of new clients who migrated to the City of London in the last year. While their numbers increased in Q2, it has since dropped in Q3.

**Table 2: Annual trend of rough sleepers in the City**

Annual rough sleepers	2014/15	2015/16	2016/17	2017/18	2018/19	Direction of travel (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	↑

5. 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.
6. During the period October to December, the total number of individual rough sleepers in the City of London had fallen by 20% in comparison with the previous quarter. This is a relatively steep fall, especially in comparison to wider London and the other benchmark groups. It is also considerably lower than the number recorded during the same period last year (Table 3).

**Table 3: Number of rough sleepers – comparing quarterly trends**

	2018/19				2019/20			% change from previous quarter
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
City of London	125	113	212	213	174	181	145	-20%
Southwark	135	171	152	131	142	195	201	3.00%
Tower Hamlets	98	137	76	104	137	190	127	-33.00%
Camden	248	281	298	298	183	265	235	-11.00%
Westminster	774	836	905	986	888	1,097	768	-30.00%
Greater London	2,595	3,103	3,289	3,217	3,172	3,985	3,637	-9.00%

7. The rough sleeping population in the City of London during Q3 comprised:
- 40 (28%) new rough sleepers, of which six joined the LOS population – 33% lower than the number of new rough sleepers seen in Q2.

- 58 (40%) longer-term rough sleepers described as 'living on the streets' (which was 2% lower than the number seen in Q2) of which 11 people were identified as part of the most entrenched hard-to-help RS205 group.
- 53 (37%) people who sleep rough intermittently and have returned to the streets – 19% less than the figures seen in Q2 (as defined in Table 4).

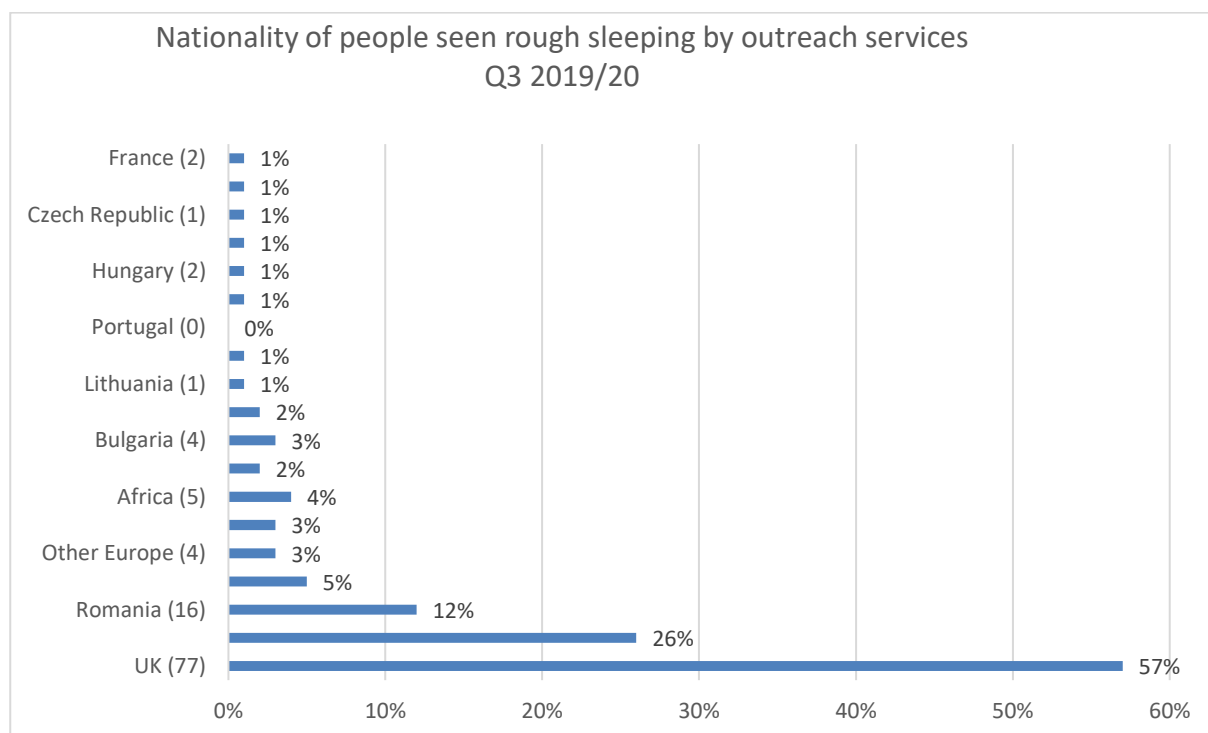
8. In Q3, the proportion of people new to rough sleeping in the City had fallen by 33% overall, which is below the London-wide average of (48%) as well as all other benchmarking local authorities.

**Table 4: Composition of rough sleepers in Q3 2019/20**

	New Rough Sleepers	New Rough Sleepers – Joined LOS <sup>3</sup>	Intermittent Rough Sleepers (returner)	LOS (All) Longer Term	LOS - RS205+ (entrenched)	Total
City of London	40	6	53	58	11	145
Southwark	104	1	71	27	3	201
Tower Hamlets	53	1	63	12	0	127
Camden	70	4	125	44	3	235
Westminster	315	4	332	125	15	768
Greater London	1,729	36	1,489	455	47	3,637

Of the City of London rough sleeping population, 58% are UK nationals. Those from Central and East Europe account for 26%, of which one in five are from Poland.

**Graph 1: Nationality of City of London rough sleepers during Q3 2019/20**



<sup>3</sup> New rough sleepers – Joined LOS = New rough sleepers who have joined the LOS cohort. This category is counted in two categories (new rough sleeper and the LOS categories) so the overall total will only include these figures once to avoid double counting.

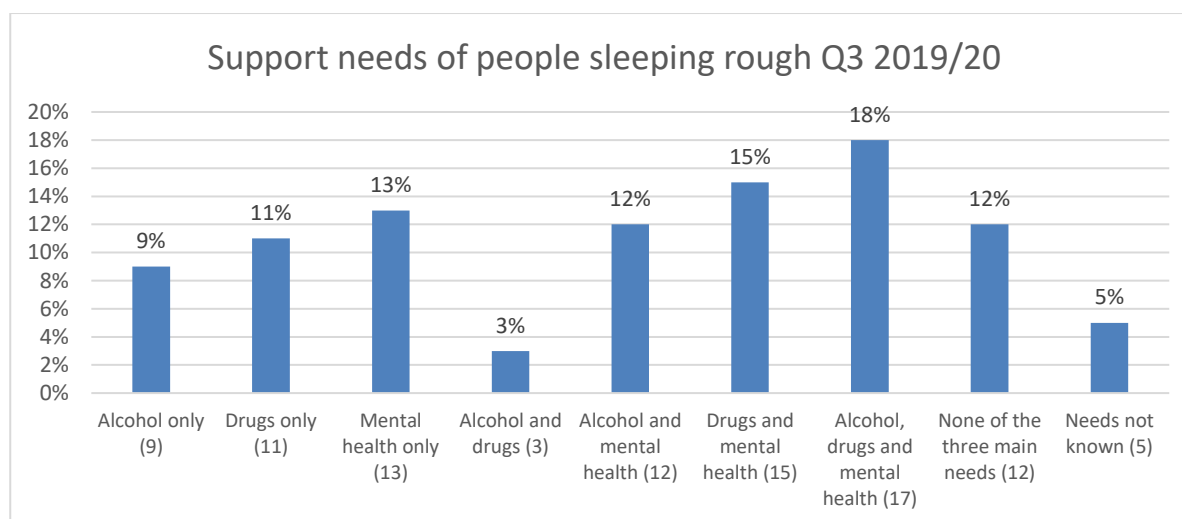


9. The ethnic profile and distribution of people seen rough sleeping in the City of London is not entirely dissimilar to that of the City population, as reported in the 2011 national census, where 61% of those aged 25 and above were of White-UK ethnic origin, 5% where Asians, and 20% where White-Other,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

### Support needs of rough sleepers in the City of London

10. Of rough sleepers during Q3, 57 (59%) were supported for mental health needs. This is followed by those with alcohol (46%) and drug (44%) related problems.
11. There were 17 people (18%) who had more complex needs – a combination of the three main needs supported: 12 people had other needs that are not part of the three main categories; and 48 clients were not assessed for needs during this period.

**Graph 2: Support needs of rough sleepers during Q3 2019/20**



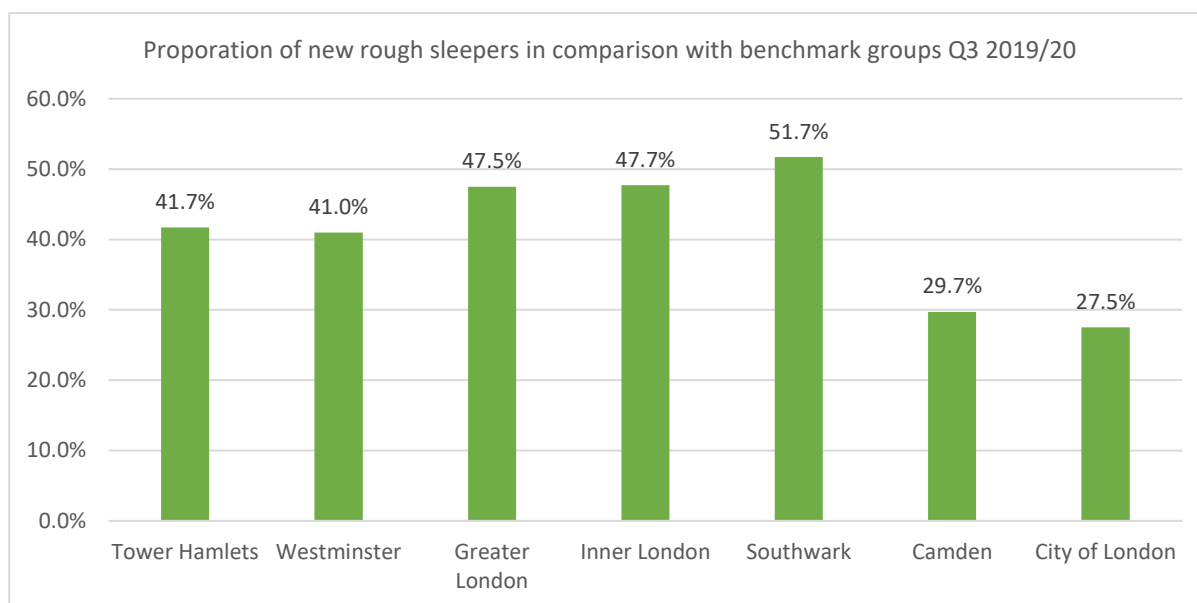
### New rough sleepers (Flow)

12. The proportion of rough sleepers that are new (flow) has declined in recent years. For Q3, the number is lower than it has been in the last five years (Table 5). The City of London average is still 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	Q2 2019/20	Q3 2019/20	DOT
City of London	45.00%	51.10%	52.80%	35.10%	47.80%	27.60%	33.10%	27.50%	↓
Greater London	67.40%	65.20%	62.80%	59.50%	62.40%	47.70%	51.90%	47.50%	↓

**Graph 3: Number of new rough sleepers**



### Rough sleepers not spending a second night out

13. Sixteen people new to rough sleeping (40%) in Q3 did not spend a second night out<sup>4</sup> and six people joined the longer-term LOS cohort.
14. City of London's performance for this measure is below the London average and other benchmarking local authorities. Note that the number of people who spent a second or more nights out increased marginally from the previous quarter, from 17 to 18.
15. Six of the 18 (a third) new rough sleepers who spent more than one night out, joined the LOS cohort. That is five more than the figures reported between June and September of 2018 (Q2).

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

	2018/19				2019/20			DOT
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
<b>City of London</b>	76%	59%	76%	70%	63%	70%	40%	↓
Southwark	62%	78%	77%	69%	70%	71%	77%	↑
Tower Hamlets	71%	76%	64%	82%	84%	79%	42%	↓
Camden	79%	75%	82%	70%	75%	74%	74%	↔
Westminster	82%	78%	83%	83%	77%	87%	82%	↓
Greater London	80%	80%	83%	81%	80%	80%	77%	↔

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

## LOS longer-term rough sleepers (stock)

16. The total number of rough sleepers categorised as LOS (stock) increased this quarter to 70%, indicating a 7% rise. However, this is still more than that reported for the same quarter in 2018/19.
17. The proportion of longer-term rough sleepers in the City remains higher than benchmark groups, at 40% compared with the London average (12%) and other benchmarking local authorities.

**Table 7: Proportion of rough sleepers LOS longer-term (stock)**

	2014/15	2015/16	2016/17	2017/18	2018/19	Q1 2019/20	Q2 2019/20	Q3 2019/20	Yearly DOT
City of London	39.90%	35.90%	34.00%	48.30%	37.40%	37.40%	32.60%	40.00%	↑
Greater London	21.00%	22.60%	24.40%	25.50%	23.50%	12.40%	11.00%	12.50%	↑

18. 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).
19. Eleven RS205 clients, (i.e. the most entrenched and hard-to-help 205 identified rough sleepers), were reported sleeping rough in the City of London during Q3. This is up from nine reported in Q2 (the same as the eleven reported in the 2 quarters prior) 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	Q2	Q3	Q3
City of London	46	49	49	40	34	30	66	74	65	59	58	40%
Southwark	15	24	26	25	19	24	23	17	23	22	27	13%
Tower Hamlets	16	26	16	13	18	20	13	18	17	18	12	9%
Camden	36	33	39	43	64	54	58	42	33	42	44	19%
Westminster	190	196	185	173	144	115	168	130	159	142	125	16%
Greater London	362	376	384	393	382	340	435	374	393	438	455	13%

## Intermittent rough sleepers (returners)

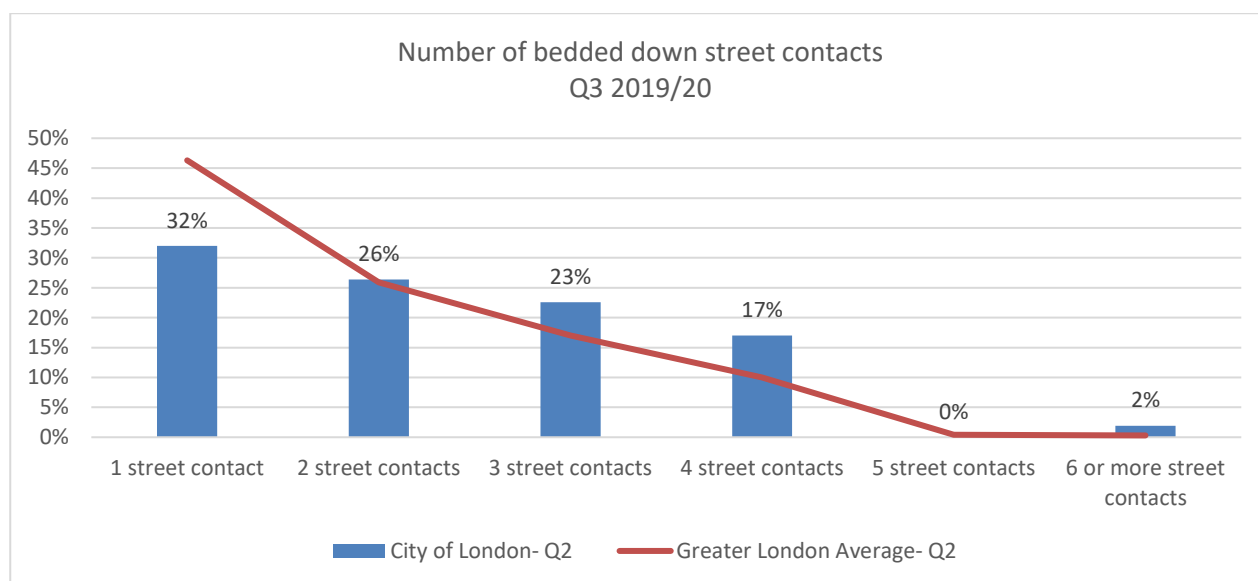
20. Fifty-three people were reported as intermittent rough sleepers during Q3, indicating a 16% fall from the previous quarter. These are people who have returned to the street during the reporting period but where not seen regularly.
21. Analysis of previous outturns shows that three in 20 rough sleepers are intermittent – that is, not seen regularly.

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

Intermittent/Returners	2018/19				2019/20			Direction of Travel
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	
City of London	62	63	54	68	63	63	53	↓
Southwark	63	78	75	63	65	89	71	↓
Tower Hamlets	49	59	41	44	54	87	63	↓
Camden	114	130	145	152	97	129	125	↓
Westminster	340	433	381	361	311	355	332	↓
Greater London	1,159	1,406	1,330	1,309	1,298	1,504	1,489	↓

22. During 2018/19, 184 people (42%) had one bedded-down contact, of which 65 are returners. There were 257 people who had two or more contacts, and 25 had more than 20 contacts. During Q2 of 2019/20: 21 intermittent rough sleepers (33%) had one 'bedded down' contact with outreach workers; and 42 people had two or more contacts, of which nine (14%) had four or more contacts. In Q3: 17 rough sleepers (32%) had a 'bedded down' contact; and 36 had two or more contacts, of which 10 (19%) had four or more contacts.
23. 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 three or more times compared to the regional average.

**Graph 4: Bedded down street contacts made with intermittent rough sleepers – Q2**



### Accommodation stays during the quarter

24. 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, more than 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. During Q3, a total of 47 accommodation stays were recorded, of which 28 were temporary accommodation.

25. 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, 13 people seen rough sleeping had confirmed reconnections; 14% were to destinations outside of the UK and 7% were to Central and Eastern European countries. In Q2 2019/20, two people were helped with reconnections to their local areas or countries. Similarly, in Q3, one person was helped with reconnection through returning to their home area.
26. The use of Assessment Hubs account for 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 Q3 accommodation stays**

Accommodation	No. of stays				% share			
	2018/19	2019/20			2018/19	2019/20		
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Assessment Hubs	47	22	13	6	38%	47%	32%	12%
Bed & breakfast	25	11	8	13	20%	23%	20%	25%
Clinic/detox/rehab								
Hostel	10	5	3	12	8%	11%	7%	23%
Long-term accommodation		1	3	2		2%	7%	4%
No second night out				3				6%
Temporary accommodation (local authority)	7	6	12	5	6%	13%	29%	10%
Supported reconnection								
SWEP* (Local)	18			1	15%			2%
SWEP (Pan-London)	11				9%			
Winter/Night Shelter/Assessment centre	5	2	1	10	4%	4%	2%	19%
<b>Total Stay</b>	<b>123</b>	<b>47</b>	<b>40</b>	<b>52</b>	<b>100%</b>	<b>100%</b>	<b>97%</b>	<b>100%</b>

\*Severe Weather Emergency Provision (SWEP)

## Implications

27. 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.
28. There are no direct financial or legal implications associated with this report.

## Health Implications

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

## Conclusion

30. The number of rough sleepers seen during Q3 2019/20 in the City of London is below the number recorded in the previous quarter and is lower than that of benchmark local authorities. The City of London's rate of decline is faster than most in benchmark group.
31. A significant proportion of the City of London rough sleeping population are longer-term rough sleepers, referred to as being stock or returning clients.
32. In Q3, 40% (42 of the 60) of new rough sleepers spent just a single night out and were not seen rough sleeping again. This is lower than the previous outturn and below the London average.
33. Of the 40 new rough sleepers, 18 (45%) spent more than one night out or were not seen rough sleeping again in the period. A total of six new rough sleepers joined the LOS cohort.
34. More than 100 individuals were provided with accommodation stays during 2018/19 and 14 were helped with reconnections with their local areas or countries. In Q3 2019/20, 31 people were supported into accommodation. This is higher than the 29 individuals supported into accommodation in the previous quarter, two of which were supported to return to area of local connection.

## Appendices

- Appendix 1 – Greater London map of bedded down street contacts 2018/19 by Middle Super Output Area (MSOA).
- Appendix 2 – Spatial map of number of rough sleepers in London 2018/19
- Appendix 3 – Summary report for Parkguard

### Raj Singh

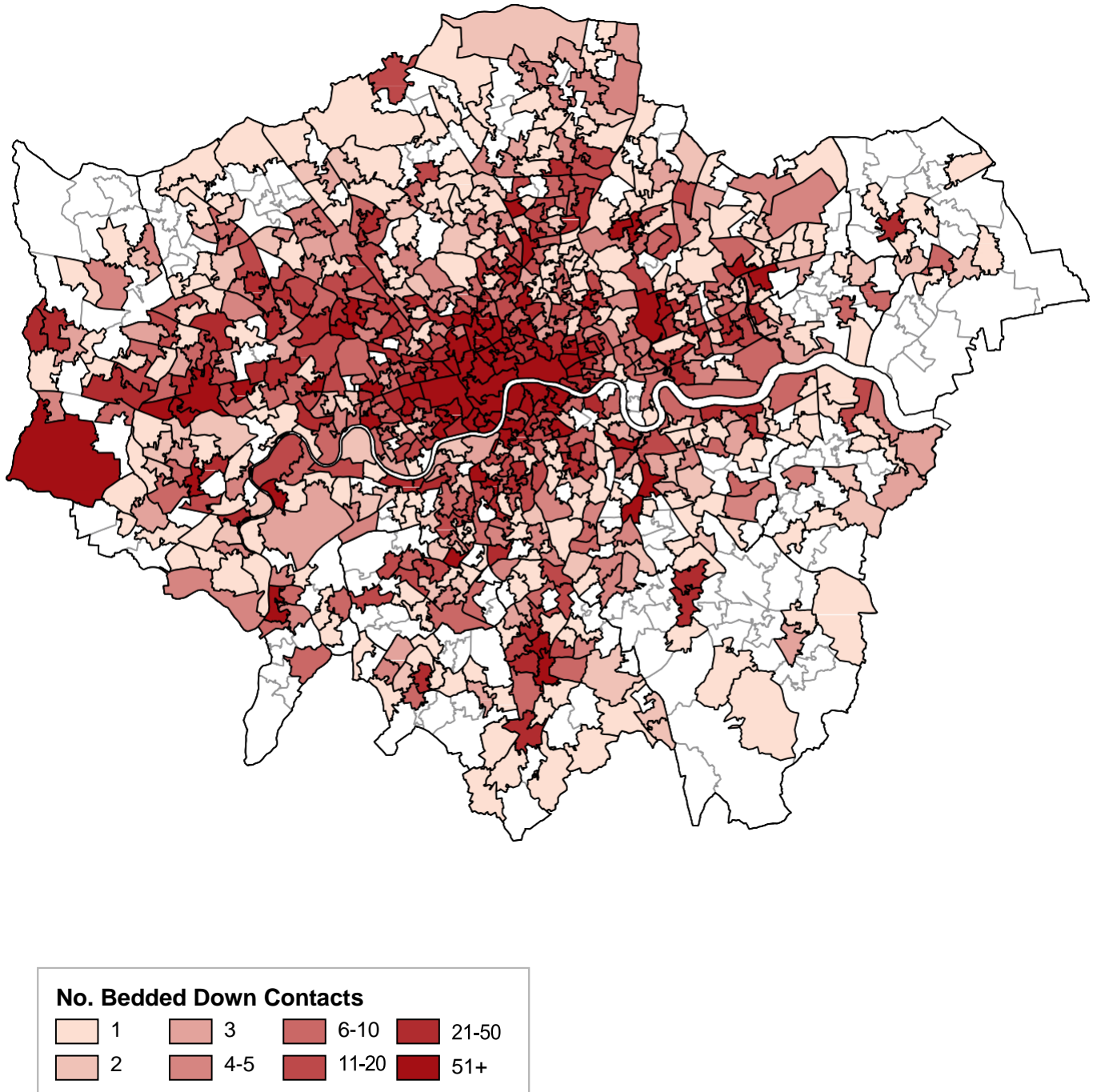
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## Appendix 1 – Greater London map of bedded down street contacts 2018/19 by Middle Super Output Area (MSOA)

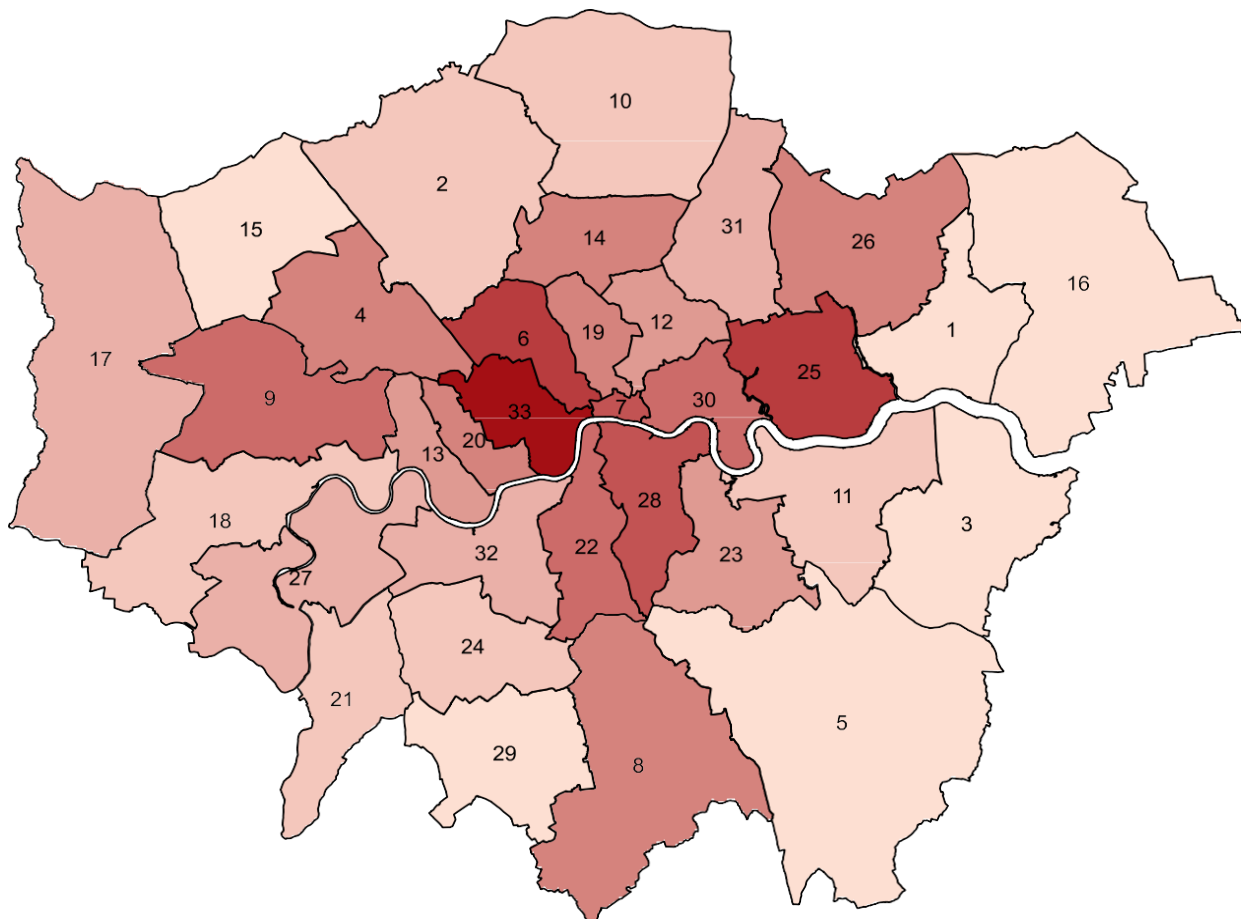
The map below shows the number of bedded down street contacts recorded in each Middle Super Output Area across Greater London during the period. It is important to note that this represents volume of contacts rather than individuals, and some people may have been seen on multiple occasions within a given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



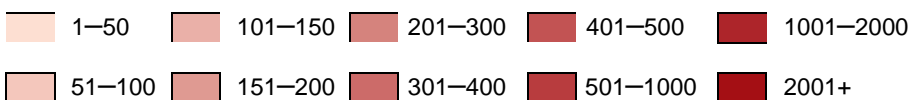


## Appendix 2 – Spatial map of number of rough sleepers in London 2018/19

The map 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 – Parkguard Summary



**Parkguard Ltd**  
Service provider to Local Authorities and Police  
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### City Of London SPT

Patrol Summary Report (01/10/19 to 31/12/19)

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	289	805

### Trigger

Non-Police Tasking/Request	4
Police Tasking (See PolPR)	1

### Occurrence

Area Search Missing Person	2
Drug Paraphernalia Found	2
Liaised - Other	7
Liaised - Client/ Client Staff	23
Liaised - Public/ Park User	77
Meeting Attended (Specify)	6
Nuisance (Adult/over 18)	20
Nuisance (By-law Infringement)	1
Nuisance (Littering)	2
Police Joint Patrol	1
Liaised - Police Officers	6
Police Request (General)	1
Street Pop (Begging)	72
Joint Shifts with Outreach Staff	10
Referred to Support Service	2
Drinkers present - No Off	1
Street Pop (Homelessness)	128
Welfare Check of a person(s)	117

## Outcome

All in order during patrol	<b>222</b>
No further action required	<b>1</b>
Requested/directed to leave from known sleep/begging site	<b>40</b>
Warning/ Advised at scene	<b>44</b>
Monitor issue on future visits	<b>20</b>
Monitored a location and provided re-assurance	<b>3</b>
Street Pop - Rough Sleeper taken to accommodation	<b>1</b>
Thanked for assistance	<b>1</b>

<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	25/02/2020
<b>Subject:</b> Winter Programme Update Report	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report authors:</b> Simon Young, Rough Sleeping Co-ordinator, Department of Community and Children's Services  Will Norman, Head of Homelessness Prevention and Rough Sleeping, Department of Community and Children's Services	

## Summary

This report provides a summary of the work undertaken to date at the City of London Winter Programme at St Katherine Cree Church, Leadenhall Street, which commenced on the evening of 18 December 2019. This report covers the period from 18 December 2019 to 17 January 2020 – the first month of operation.

As well as information relating to client stays and outcomes, this report will also provide a brief summary of the commissioning process, and a description of the service model itself.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. The origin of the current Winter Programme model can be found in the former Pop-up Assessment Hub.
2. The City of London commenced operating a Pop-up Hub for rough sleepers in 2012. The initial funding from the Homelessness Transition Fund provided for 10 hubs across two years. In 2014, the tempo settled to quarterly as funding moved to the Proceeds of Crime Act (POCA) Fund. Activity temporarily ceased when this funding came to an end but recommenced in 2017 with the introduction of new monies into the 'Pathway Model'. From August 2018, the Pop-up Hub (now referred to as the City of London Assessment Hub) was co-funded by the Ministry of Housing, Communities and Local Government (MHCLG) RSI Fund which successfully increased scope and tempo. The most recent Hubs operated on a monthly basis from St Botolph without Aldgate (St Botolph's Aldgate).
3. Funding is provided by the MHCLG through underspend in the RSI fund allocation for 2019/20 and budget already allocated to Severe Weather Emergency Provision (SWEP).

4. The MHCLG made further funding available through its Cold Weather Fund (CWF) in mid-2019. This fund seeks to assist local authorities with helping rough sleepers through winter months, particularly where it supports existing SWEP arrangements.
5. Through discussion with our MHCLG advisor, we proposed building on the existing Pop-up Hub model, while addressing one of its key weaknesses – the tempo of one week of operation on every four. The proposal to the MHCLG CWF sought funding for a seven-day assessment service to operate throughout the winter, while also strengthening our local SWEP offer.
6. The Diocese of London was engaged to provide a suitable space. An open procurement approach was adopted to secure a specialist support provider.
7. A service specification was initially advertised on 30 July 2019, but this failed to yield a viable provider. Market engagement was undertaken, and a revised specification advertised on 3 October 2019. Providence Row Housing Association (PRHA) were awarded a contract on 22 October 2019.
8. Our initial ambition was to launch the service on 1 November 2019. A combination of the first failed procurement process and delays in drafting and agreeing a licence agreement between the City of London Corporation and the Diocese of London meant that this was impossible. The service became operational on 18 December 2019 and will run to 31 March, 2020.

### **Current Position**

9. The service is available to all individuals found rough sleeping in the City of London, with no automatic exclusions.
10. There is a separate space to enable a flexible approach to sleep arrangements, including offering a female-only area where this is necessary.
11. A psychologically informed approach is taken to creating a welcoming environment for rough sleepers, including those with long rough sleeping histories and high levels of street attachment.
12. The service's co-ordinator states:

*“Most of the guests complain that certain shelters had a clinical way of operating, and they would see different staff on shift. We have tried to eliminate this by using a person-centred approach in the way we help a guest's recovery.”*

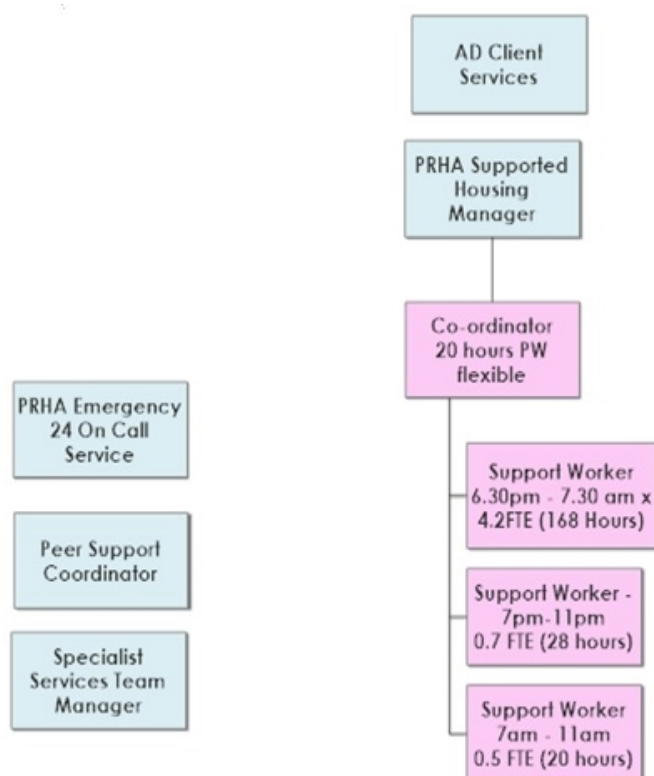
13. Upon entry to the service, a full assessment of an individual is undertaken to direct ongoing support into accommodation.
14. Casework is developed and delivered by a specialist staff team with the aim of connecting individuals into accommodation within 14 days.

### **Staff Team**

15. The staff team implemented by PRHA is comprised of posts funded by the contract awarded for the Winter Assessment Service (WAS), staffing already available in PRHA.

16. A service co-ordinator has been appointed to oversee the case management for the entire client group, as well as to interface with existing City of London commissioned rough sleeping services.

17. The structure of the staff team is as follows:



### Data Related to the First Month of Service Delivery

18. Nine individuals were brought into the service between 18 December 2019 and 17 January 2020. Of these nine individuals, one person was supported into long-term accommodation.

19. The assessed support needs service users were:

Needs profiles of clients using the service	Number	As a proportion of those supported in the period
o SMU - Substance Misuse	4	44%
o AMU - Alcohol Misuse	2	22%
o MH - Mental Health	7	78%
o PH - Physical Health	1	11%
o DV - Victim of Domestic Violence	0	0%
o LD - Learning Difficulties/Disabilities	0	0%
o NRPF - No recourse to public funds	3	33%
o BEN - Support with benefits	3	33%
o ROF - Risk of Offending	0	0%
o Other	0	0%

## Challenges in Delivery

20. Challenges in securing a move-on for clients have been:

- a. Several clients left the service over the Christmas period to attend 'crisis at Christmas', a voluntary sector provision of overnight accommodation.
- b. The high level of mental health support needs within the group has made it difficult to source suitable onwards accommodation.
- c. The relatively high instance of individuals without recourse to public funds presents significant challenge in securing accommodation.
- d. A high number of individuals have been assessed as being particularly street attached, posing difficulty in moving away from street-based lifestyles and into permanent accommodation.
- e. A great number of service users have had previous negative relationships with services. The service's co-ordinator states: *"One of the challenging things that the WAS has worked hard to overcome is that many of our guests have a distrust of services"*

## Partner and Service User Views

21. The service co-ordinator has been supportive of the model:

*"I believe that the service is very valuable for clients as it provides not only a safe place to stay, but we take into account their needs and what they would like from us. We allow the guests to tailor their recovery in a way which they feel benefits them. As I have found throughout my time in PRHA, this brings about the best results and minimises risks of past events and behaviours, which is the best outcome for anyone who is experiencing homelessness."*

22. In relation to service user engagement, the service co-ordinator states:

*"Guests overall have been very positive about the service. From the beginning we have run the WAS in a way which the guests would like for it to be run, and in a way which brings us results. The WAS has already helped a guest travel back to his home in the North and see his mother, who he has not seen for the past 10 years."*

23. Individuals accessing the service have been supportive of what they have been offered. In interview, one individual stated:

*"I am getting help from staff to attend appointments. When other agencies see homeless people, they discriminate, but knowing that staff here will attend with me and make sure my voice is heard is the best thing I could have asked for."*

24. The individual continued, stating:

*"I am happy I have a warm place to stay during the night, this makes me feel excited... when I first came into the WAS, there was a guest who was complaining about drug addicts. I overheard what he was saying but I chose to do nothing. Staff handled this in a good way and I feel supported. I really want to work with the staff team and move on to a good place. I feel that staff are approachable and this makes it better for me to work with them."*

25. The curate of St Katherine Cree Church is particularly supportive of the service. He states:

*“We are very pleased with progress... parties are working together very well to ensure this is successful. Action plans we believe are clear on all sides as to what else needs to be done ... to ensure the best outcomes.”*

## **Conclusion**

26. In the first month of operation, the WAS has provided a safe and secure space away from the streets for individuals who would likely have remained rough sleeping over the period of its operation to date.
27. Longer-term outcomes have been low, though this is borne out of significant operational challenge in securing onwards accommodation for those with challenging support needs.
28. Consensus between partners and service users is that the service is positive and making positive impacts, even with relatively low levels of ‘hard’ outcomes.

## **Appendices**

- None

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<b>Committee:</b> Homelessness and Rough Sleeping Sub-Committee	<b>Dated:</b> 25/02/2020
<b>Subject:</b> Pathway End of Stays Report	<b>Public</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Simon Young – Rough Sleeping Co-ordinator Homelessness Team, Department of Community and Children's Services	

## Summary

This report presents the reasons leading to individuals leaving accommodation provided as part of the City of London Rough Sleeping Pathway. It explores qualitative data highlighting the specific challenges of supporting individuals with particularly complex needs.

When considering the reasons for failed stays, this report looks at the geography of the pathway, how a person's supports needs affects their stay and the level of support available within the pathway to meet the needs of City rough sleepers.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. Rough sleeping in the City of London increased in the financial year 2017/18.
2. To reduce the increase in rough sleeping, a pathway of accommodation for rough sleepers was developed.
3. The pathway comprises provision within different local authority areas.
4. Each hostel that forms part of the pathway offers a different level of support to individuals.
5. The majority of available bed spaces are within hostels that offer support to individuals with low/medium support needs.
6. The majority of individuals within the pathway present as requiring medium/high support needs.
7. A high percentage of stays within the pathway end with an individual returning to rough sleeping.

## **Current Position**

8. Between 2015 and October 2019 there were 129 recorded stays in the City of London supported accommodation pathway
9. In this period there were 92 recorded moves out of the pathway.
10. 29.5% of stays, or 38 individual moves, were recorded as 'return to Rough Sleeping'
11. 18 of these individual moves do not have recorded support needs. These cases pre-date the system used by City of London to monitor pathway stays.
12. Excluding these 18 individuals, there are 26 individuals with one or more recorded support needs. Only two individuals presented as having support needs that were not prevalent enough to require specific reporting.
13. This data suggests that there are high levels of support needs in those who fail to sustain their accommodation. Generally, we see high levels of support needs in the pathway overall. This is supported qualitatively by management of projects; Great Guildford Street's (GGS) management, for example, states: "Most City clients referred to GGS are entrenched street homeless clients with complex needs [related to] physical health, substance use, mental health, not wanting to engage with the staff team or not using their bed space."
14. The manager of Crimscott Street, the hostel with the highest number of bed spaces available to City of London rough sleepers, states: "The support needs are mainly alcohol, mental & physical health, drug (cannabis)... [a] few cases of class A drugs... difficulty/not understanding benefits system, hoarding, gambling etc." and "One of the challenges, as far as I'm concerned, is the struggle to get referrals with no class A [usage]."
15. Higher levels of support need, particularly where individuals have more than one support need often result in a number of challenges, which can lead to a return to rough sleeping or a failed stay.

## **Ending of Placements Due to Unsafe Behaviours**

16. Often individuals with high levels of support needs behave in ways that place staff, other individuals, and themselves at risk. The projects all attempt to minimise any risk using various methods. Higher support need services are better equipped to do this than lower support need services. Sometimes this is related to staffing levels, but can also be due to building infrastructure.
17. Accommodating rough sleepers with higher levels of support needs can result in behaviours presenting which are unable to be safely managed within accommodation. This sometimes means it is necessary to evict an individual in order to safeguard other residents, staff, and the individual engaged in these behaviours. The manager of Crimscott Street hostel states: "Usually we evict because of ASB [anti-social behaviour]."
18. This sentiment is echoed by management of GGS: "Historically City clients have been evicted for extreme levels of anti-social behaviour towards staff."
19. Anti-social behaviour seen at projects includes violence towards staff and other residents, damage to property, threatening behaviours, and substance misuse which cannot be managed or monitored safely within a project.

20. There are times when unsafe behaviours also result in other individuals leaving services to return to rough sleeping. GGS reflects that: “We have had one City client abandon because she stated that she was being bullied by another resident.”

### **Ending Placements Related to Street Attachment**

21. Generally high levels of support needs, particularly high levels of multiple support needs, are an indication of high levels of street attachment. We are also aware that there are a number of rough sleepers found within the Square Mile who have been rough sleeping for a particularly long time and who will be very connected to the lifestyles they have led while homeless.
22. High levels of street attachment can often lead to a return to rough sleeping, either due to abandonment of a project or the closing of a bed space due to a lack of usage. Regarding this, one of the managers of GGS states: “We have had clients who, after being booked in, only stay in the project 25% of the time and the only way for the staff team to communicate with them is through contact with City Outreach Team/Navigator who meet with them at their begging/sleeping site. After discussions with City Outreach Team, we will advise the client that they need to use their room and that we will be monitoring for weeks. If they are not seen, we book them out after discussing each case with the City Outreach Team.”
23. We are aware that a number of individuals are particularly attached to street-based lifestyles due to the specifics of substance misuse. Begging in the City of London can be lucrative and can often ensure a continuous ability to fund the procurement of substances.
24. Engaging individuals in services to reduce substance misuse can be particularly challenging when individuals are not present to discuss alternatives to usage. Regarding engagement in keywork sessions, where these discussions can be had most productively, management of GGS state: “It [is] difficult to get City clients to attend booked key working sessions ... support is daily or when required. Key working sessions are targeted to address direct support needs.”
25. Beyond low bed space usage and the eventual booking out of individuals that do not use accommodation offered to them, we see a number of individuals deciding to leave projects related to their connection to rough sleeping.
26. The manager of Crimscott Street suggests that levels of abandonment of their project are mainly related to higher levels of street attachment, and previous usage of services: “All abandonments we have had were with tenants who had a history of abandoning.”

### **Arrears**

27. Arrears often form a reason someone leaves a project to return to rough sleeping. Challenging engagements with services, sometimes related to street attachment, can often lead to Housing Benefit not being secured for individuals. This is because they do not engage in the application process, or they do not engage with support provided to overcome other obstacles, such as securing ID. Management at GGS reflect on this when they state they often see individuals: “... not providing information for benefits” or having “... no ID to support Housing Benefit/Universal Credit claim.”
28. Unfortunately, Housing Benefit is necessary for projects to continue to offer services to individuals. There is an amount of flexibility that projects can provide but, ultimately, the

costs of offering provision remain for services and, if they do not have the income to ensure that this is covered, a service cannot operate.

29. It can often be the case that support needs create a challenge in individuals engaging with the welfare benefits system. Unfortunately, this might become apparent after a placement in services. As the majority of accommodation services that we commission are of a lower level of support, it can be the case that individuals in this situation are not able to access the level of support they need to ensure that rental income is available.

### **Geographical Challenges**

30. The spot purchase approach we have adopted to expand our accommodation stock has led to a geographical fragmentation of the pathway
31. We do not have much provision that is not in South London. Mare Street, the Dellow centre, King George's Hostel, Anchor House and Edward Allsop Court are the only projects that are not situated in a South London borough. This amounts to eight bed spaces.
32. Additionally, each of these hostels offer longer-term 24-month placements. As such, they are often not available for an individual to move into. It is often only possible to refer individuals to projects that are within South London boroughs. Where this is the case, the City Outreach Team will attempt to influence individuals to accept this, as the dangers of rough sleeping make it important for work to be undertaken to ensure that individuals are safe away from the street. Often, however, this can result in abandonment of the project after initial placement once an individual begins to live with the reality of being in a geographical location they were initially against.
33. Sometimes geographical choices are not even as large as 'North' or 'South' London. There are occasions when individuals are particularly set on living in the Square Mile and this can also lead to an abandonment of services. Crimscott Street management suggest this by stating: "Clients do like Crimscott Street but have said that they wish it was in the City."

### **Abandonment Due to resettlement Challenges**

34. Supporting homeless individuals into independent accommodation at the end of their journey through supported accommodation is also a challenge.
35. Private Rented Sector accommodation is one of the main sources of independent accommodation for people to move out of the pathway to, but residents are often unwilling to accept this offer owing to location. The manager of Crimscott street states "The ...challenge is the location of properties. We have a good number of tenants who were happy to move into Private Rented Sector (PRS) (No First Night Out (NFNO)); they all turned down the offer because of location (Zones 3 and 4). They all wanted to remain in Zone 2, walking distance to the City. Most of the tenants don't use public transport and moving far will make them feel isolated."
36. There is specialist independent accommodation for rough sleepers that is available through the Greater London Authority commissioned 'Clearing House'. Unfortunately waiting times for properties through this service can be substantial, owing to oversubscription. This can lead to disenfranchisement and disengagement on the part of the rough sleeper. The manager of Crimscott Street said that one person abandoned because they were: "... frustrated by the length of time it takes to get a nomination from Clearing House."

## **Conclusion**

37. There are a significant number of individuals accommodated in the City of London rough sleeper accommodation pathway with complex support needs.
38. Quantitative data demonstrates that the majority of individuals leaving the pathway to rough sleep have complex support needs, often indicated by the presence of multiple support needs.
39. Qualitative data suggests that complex support needs give rise to unsafe behaviours and accrual of arrears, which can lead to individuals returning to rough sleep.
40. Qualitative data suggests that there is a high level of street attachment which often results in abandonment of projects, or non-usage of bed space, and a return to rough sleeping.
41. There is a limited geographical spread of accommodation, which can affect individual engagement in City of London pathway services.
42. The geographical location of independent move-on accommodation, and high waiting times for this accommodation, can lead to individuals abandoning services and returning to rough sleep rather than moving positively away from projects.
43. There is a disparity between the levels of support offered by the City of London pathway and the presenting needs of rough sleepers found within the Square Mile and placed in the pathway. This disparity can cause challenges in ensuring that support needs are addressed properly to avoid a return to rough sleeping.

## **Appendices**

- None

## **Background Papers**

- Rough Sleeping Pathway Impact – 04/12/19

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<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	25/02/2020
<b>Subject:</b> Alternative Giving Campaign – Evaluation Report	<b>Public</b>
<b>Report of:</b> Andrew Carter – Director of Community and Children’s Services	<b>For Information</b>
<b>Report authors:</b> Will Norman – Head of Homelessness Prevention and Rough Sleeping, Department of Community and Children’s Services  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, and part of this work requires addressing a number of begging hotspots. As such, there is a public need to promote best practice around ‘diverted or alternative giving’ in order to support the most vulnerable people on our streets in the most effective way.

This report provides an update and brief evaluation of the ‘Help with Real Change, Not Small Change’ alternative giving campaign, which launched on 12 August, 2019 to help raise this issue with the general public, City businesses and City Corporation employees.

## Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. The Department of Community and Children’s Services (DCCS) launched the campaign on 12 August, 2019.
2. Alternative or diverted giving campaigns are designed to influence the human behaviours associated with informal giving. Members of the public, often unaware of the true complexities within the subject, commonly donate directly to people begging. Little is known about the drivers of informal giving, but fair assumptions would be that people often prefer to make a personal contribution and that

witnessing the recipient receiving the donation satisfies givers in a way that donations to charitable organisations does not.

3. A widely held view in the homelessness and rough sleeping sector is that the vast majority of cash donations made in this way go towards supporting addictions. This view is partially evidenced through data sourced from the Combined Homelessness and Information Network (CHAIN).
4. Personal testimony from former City rough sleepers indicates that a 'lucrative' begging site can yield between £200 and £400 per day. This roughly equates to the cost of a significant heroin and crack addiction.
5. Experience from outreach and supported accommodation providers informs us that hours spent at begging sites severely detracts from the work our commissioned support providers are trying deliver.
6. The 'Help with Real Change, Not Small Change' campaign was designed to tap into a person's willingness and innate desire to give, and divert the income raised towards the charitable sector where it could be used to greater strategic effect.
7. While there was a hope that begging would reduce as a result of the campaign, this was not a principle aim of this pilot. Drawing an empirical link between any diverted giving campaign and a reduction in begging will always prove problematic.
8. The campaign aims were as follows:
  - Raise awareness of alternative or diverted giving as a means of donating to homelessness charities
  - Test and refine key messages on homelessness to engage the public and businesses
  - Test contactless payment technology with the public and businesses
  - Review the City of London commitment to alternative giving as an initiative to support the rough sleeper population in the City.
9. The contactless payment points can be purchased or leased from the technology provider, Goodbox. The devices can be window-mounted, free-standing or countertop, and supported by the customer's choice of promotional materials. The campaign e-commerce infrastructure is managed by Tap London. Their platform allows for donations to be received, securely held and then redistributed to the customer's choice of charity. No income is directly received by the City of London.
10. Four new contactless card points were purchased and located within the City of London Corporation estate. Each device facilitates an automatic £3 donation to the homelessness charity, Beam.
11. Devices are used in the same way as any contactless terminal where a debit card, credit card or enabled mobile device is used. Payments are secure and the devices themselves are 4G enabled.



12. All devices were countertop, except for Guildhall West Wing where we installed a window-mounted device with a printed promotional surround. The locations are as follows:

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

13. Total cost to purchase the devices was £1,997.

14. People can support the campaign by donating online on the City of London website, and City firms can also sign up to put devices in their premises:  
[www.cityoflondon.gov.uk/tap-for-change.aspx](http://www.cityoflondon.gov.uk/tap-for-change.aspx)

15. To support the campaign, awareness-raising information was posted around the Square Mile. Please refer to Appendix 1 for the list of the locations of the kiosks and digital screens in the City of London.

## **Current Position**

### **Media Coverage and Campaign Support**

16. DCCS have used the following communication channels to raise awareness of the alternative giving campaign:

- Article placed in *City AM* on 21 August 2019 to 5 September 2019 – 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
- City of London website
- City of London Intranet
- eLeader
- Twitter campaign.

17. Media coverage in *Financial News* about the Alternative Giving Campaign.  
<https://www.fnlondon.com/articles/city-sets-up-contactless-payment-points-to-help-rough-sleepers-20190815>

18. Continuing coverage in:

- Londonist (<https://londonist.com/london/things-to-do/you-can-now-donate-to-homeless-people-in-the-square-mile-with-these-contactless-points>)
- FS Tech ([www.fstech.co.uk/fst/City\\_of\\_London\\_Installs\\_Contactless\\_Donation\\_Points.php](http://www.fstech.co.uk/fst/City_of_London_Installs_Contactless_Donation_Points.php)). Marianne Fredericks, Chairman of the City of London Corporation's Homelessness and Rough Sleeping Sub-Committee, is quoted in this article.

- Marianne Fredericks is also quoted in Scottish Financial News (<https://www.scottishfinancialnews.com/article/and-finally-square-mile-launches-contactless-donation-points-for-homeless>).

## **19. Station Sites**

- The campaign ran across City of London rail stations from 12 August 2019 to 3 November 2019 at Liverpool Street, Cannon Street and Blackfriars.
- The campaign ran on paper six sheets for the whole period, except one four-week period from 9 September 2019 to 6 October 2019, where it ran on paper four sheets at Liverpool Street.
- Total impressions (meaning the total estimated number of times the campaign was viewed) for the campaign were 5,292,484 (one impression = one time the campaign is seen).
- Total cost of the station campaign was £6,590.

## **20. Kiosks**

- The total number of impressions for the campaign, based on two weeks for each phone kiosk selected, was 2,244,638 (or 2.2 million impressions).
- See Appendix 1 for individual impact scores (per week) for each phone kiosk.
- Campaign dates: 12 August 2019 to 3 November 2019.
- Total cost of the phone kiosk campaign was £2,082.

## **21. Design**

- A total of £3,562 was spent on the design and printing of materials. This included three separate campaign images and mini-posters to support the contactless devices.

## **Feedback on Messaging**

22. We have received no negative feedback or complaints regarding the messages attached to the campaign. It was our intention to draw public attention towards the issue of begging and the benefits of giving to specialist charities.

23. The graphic design for the campaign was commissioned externally. Our design was warmly received by Tap London, who have provided similar campaigns for other local authorities. As the campaign has matured, we have received feedback on various design elements that could be improved to increase the clarity of the campaign's intentions.

## **Technology**

24. Broadly speaking, the technology has proven reliable. We are not aware of any instances where someone has tapped a card or device and encountered a failure.

25. One device went offline for a period of time and was found to be turned off at the mains. Other devices required a re-boot to enable firmware updates. Day-to-day supervision of the devices requires a degree of awareness at the locations where they are situated.
26. The firmware updates require a member of Corporation staff to re-boot the devices.

## **Fundraising**

27. Money raised through the contactless points to date:

- |                            |         |
|----------------------------|---------|
| • West Wing Window Mounted | £87.00  |
| • North Wing Reception     | £15.00  |
| • Barbican Library         | £57.00  |
| • Tower Bridge Engine Room | £933.00 |
| • City Information Centre  | £42.00  |

**TOTAL as of 21 January 2020                      £1137.00**

28. This equates to 379 individual donations.

29. Beam were instructed that the income raised from the City campaign should be distributed evenly. As a result, 38 people have benefited from the City campaign.

## **Findings**

30. The cost (receipted at 24 January 2020) to the City of London to run the campaign was £14,231.
31. The campaign's messages did not prove contentious; however, it is difficult to establish if they persuaded or dissuaded donors to give.
32. City of London Police have commented that they believe begging is less prevalent. Again, it is difficult to assess if this is the case, and if the campaign had any effect on levels of begging.
33. The campaign was limited to the City of London estate. Despite discussions with other stakeholders, offers to place devices in other locations did not materialise. This has affected the reach of the campaign in terms of recognition and awareness, as well as the income generated.
34. Tower Bridge Engine Room shop proved by far the most productive location. This supports the idea that retail spaces are more likely to prove effective.
35. We were not able to test a dedicated campaign supported by promotional activity in business and corporate locations.

36. A campaign such as this, even on a modest scale, has several separate workstreams: procuring media space, design, procuring and managing the technology, commissioning the charitable partner. The campaign was therefore limited by the available officer time, and the expertise within the department.

## **Options and Recommendations**

37. Effectively there are three ways forward from this point:

- A. Continue with the current campaign while remaining committed to widening its scope and reach.
- B. Ending the current campaign with a view to developing new materials and relaunching at a future time. This could be in tandem with, or instead of a dedicated City of London rough sleeping winter awareness campaign.
- C. Ending the current campaign and sharing a new campaign with the Greater London Authority (GLA). This option does not preclude us using our existing (or an iteration of) materials in the future for a dedicated alternative giving drive.

38. Taking into consideration the amount of officer time that goes into the campaign, the amount of income raised, and the likely reach of the messaging into consciousness of City visitors and residents, option C is the most viable. Current and future capacity, as well as expertise within DCCS is likely to limit the campaign's success.

39. There are benefits (mainly efficiency and reach) to sharing a regional campaign and messaging with the GLA. The GLA messaging is less focused on alternative giving, however, they have not ruled out visiting this idea in future campaigns.

40. Increasing the scope and reach of our existing campaign, possibly with an expanded network of contactless terminals is an interesting proposition but may be better suited to the Corporate Communications team. This would mean the terminals and locations could be used for more than one fundraising purpose – for example, the Lord Mayors Appeal, City Giving Day, and so on.

## **Conclusion**

41. The recent campaign proved to be a useful test bed for exploring fundraising and marketing platforms.

42. The learning gained tells us the following:

- People will donate, and presumably receive a given message, but the location is key.
- The limited reach of our campaign has hampered our ability to truly test the viability of stronger messages, but this campaign indicates that they were well received, with no complaints.
- The City of London human resources required to sustain a campaign were greater than expected and would grow if the project scope increased.

- The technology was largely successful but required a degree of attention.
- Buy-in from the corporate and retail sectors was very hard to achieve. The few initial conversations we had proved difficult to develop – Due to waning interest from the potential partner, and to City of London resources.
- It is difficult to demonstrate any link between varying levels of begging and alternative giving campaigns.
- The recommended course of action from this point is to share an awareness raising campaign with the GLA, using the locations and terminals we already have.
- Alternative giving remains a concept we can return to, perhaps aligned with another regional body or dedicated project or programme such as Operation Luscombe.

## **Appendices**

- Appendix 1 – Location of Kiosks and Digital Screens
- Appendix 2 – Contactless Devices
- Appendix 3 – Digital screens: Cannon Street
- Appendix 4 – Images of phone kiosks
- Appendix 5 – News Cuttings

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## Appendix 1

### Locations of Kiosks and Digital Screens

#### Impact Scores – Kiosks

Panel Name	From Dat	To Date	VAI SCORE - IMPACTS PER THOUSAMND PER WEEK
Cheapside adj St Paul's Stn LHS	12/08/2019	25/08/2019	46514
Outside 128-129 Nr Wood St Cheapside London	26/08/2019	08/09/2019	90360
Cheapside adj St Paul's Stn LHS	26/08/2019	08/09/2019	46514
Cheapside St Pauls Stn RHS	09/09/2019	22/09/2019	44194
Outside 128-129 Nr Wood St Cheapside London	23/09/2019	06/10/2019	90360
Cheapside adj St Paul's Stn LHS	23/09/2019	06/10/2019	46514
Cheapside St Pauls Stn RHS	23/09/2019	06/10/2019	44194
O/S Bucklersbury Hse (3) Queen Victoria Street London	07/10/2019	20/10/2019	94578
Outside 128-129 Nr Wood St Cheapside London	07/10/2019	20/10/2019	90360
Cheapside adj St Paul's Stn LHS	07/10/2019	20/10/2019	46514
Cheapside St Pauls Stn RHS	07/10/2019	20/10/2019	44194
O/S Bucklersbury House (3) Queen Victoria Street London	21/10/2019	03/11/2019	77816
O/S Bucklersbury Hse (3) Queen Victoria Street London	21/10/2019	03/11/2019	94578
O/S H.S.B.C. No.60 Queen Victoria Street London	21/10/2019	03/11/2019	84561
Outside 128-129 Nr Wood St Cheapside London	21/10/2019	03/11/2019	90360
Cheapside adj St Paul's Stn LHS	21/10/2019	03/11/2019	46514
Cheapside St Pauls Stn RHS	21/10/2019	03/11/2019	44194

## Appendix 2

### Contactless Devices



**HELP WITH  
REAL CHANGE,  
NOT SMALL  
CHANGE.**

Many rough sleepers face complex health and addiction issues. Registered charities help people access services, which can end cycles of homelessness.

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

Donate £3 to homeless charity Beam, by tapping your debit or credit card on the contactless device.

**Help with Real Change**

**City of London**

**beam**

**ONLINE: <https://www.cityoflondon.gov.uk/online/rough-sleeping/real-change.aspx>**

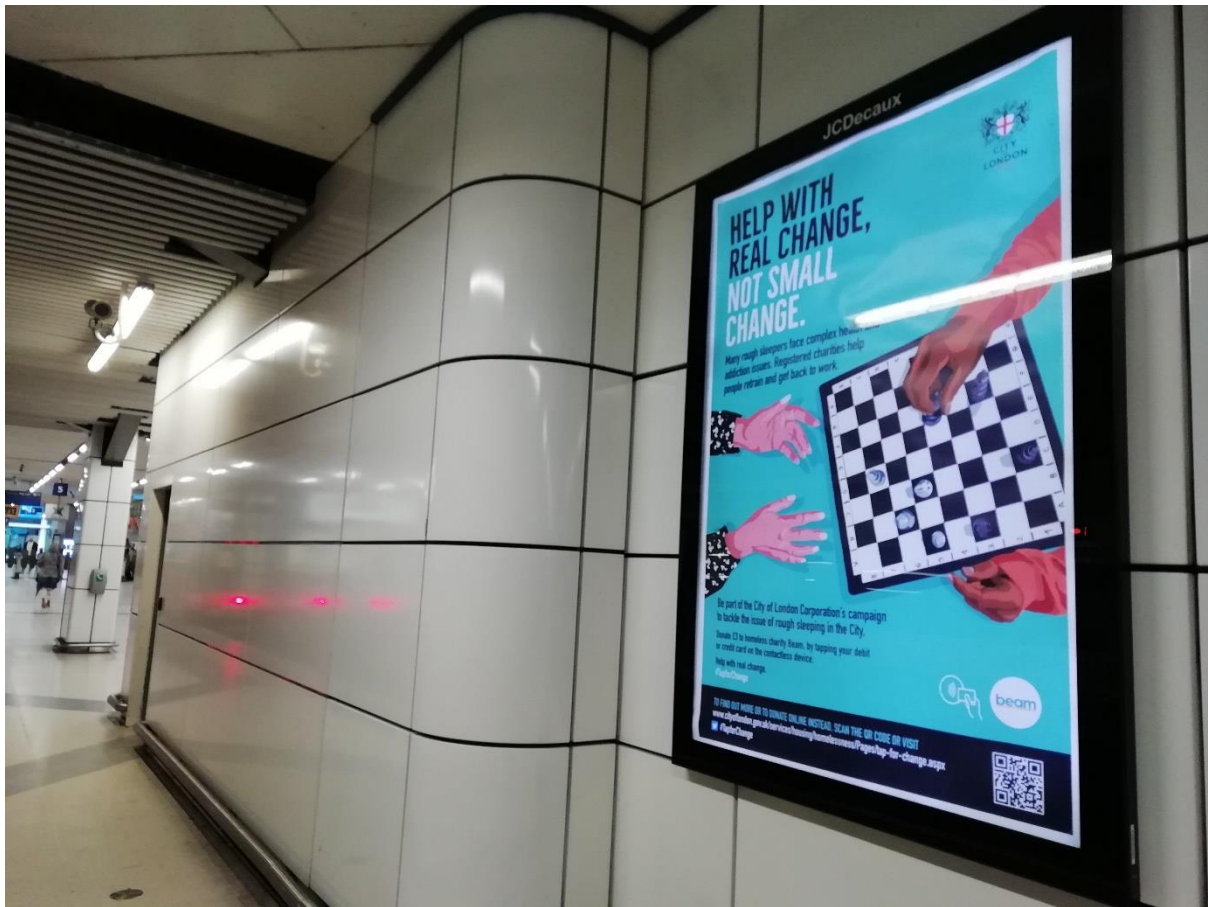
**SCAN THE QR CODE OR VISIT <https://www.cityoflondon.gov.uk/online/rough-sleeping/real-change.aspx>**



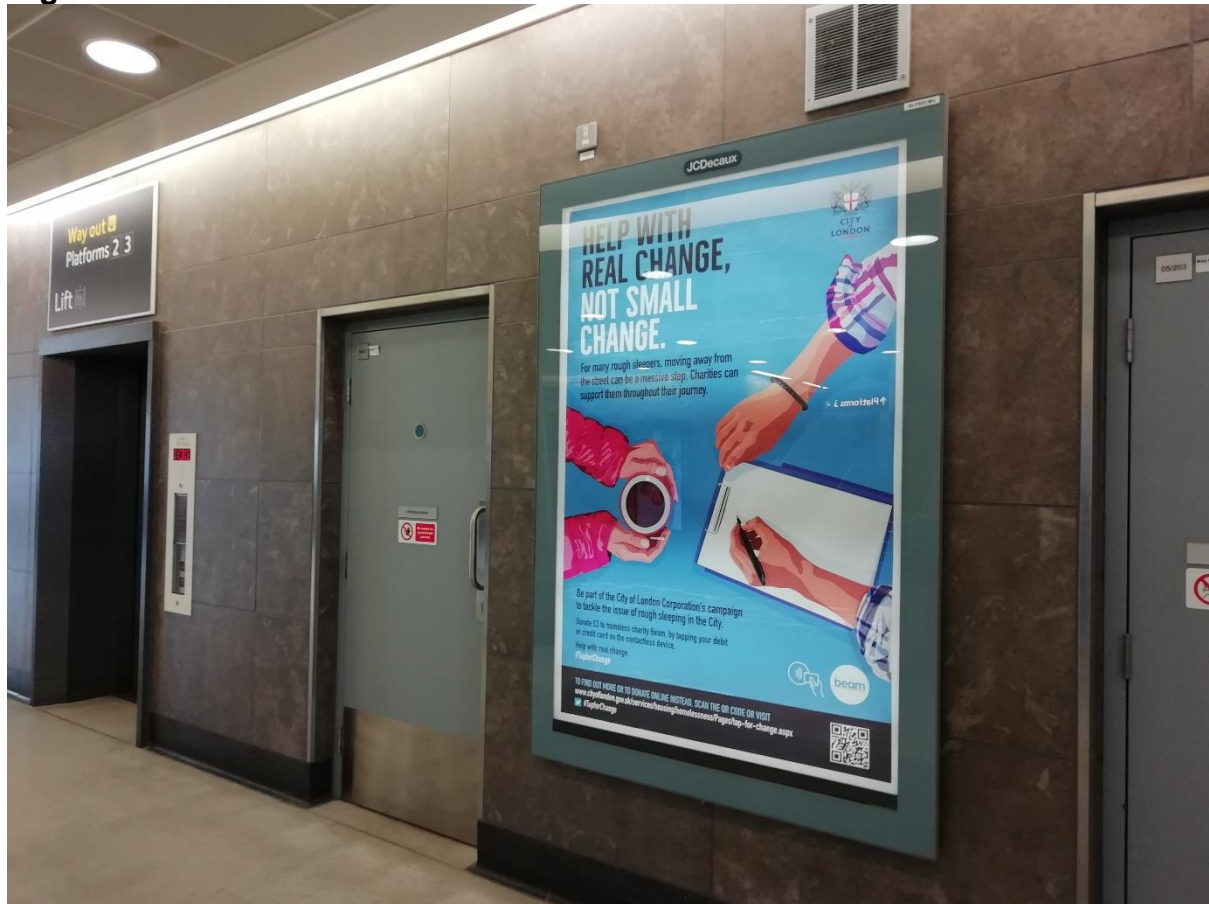


### Appendix 3

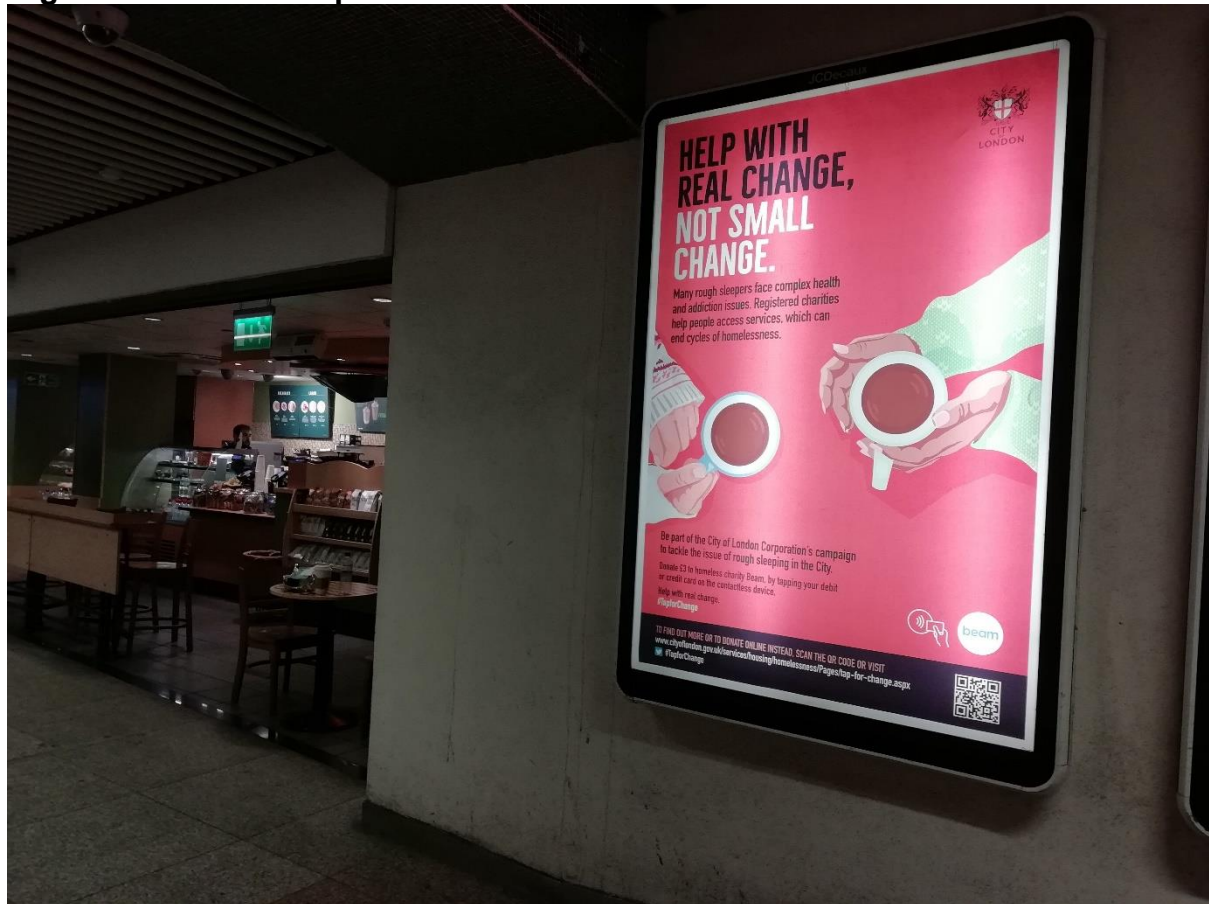
#### Digital Screens: Cannon Street



## Digital Screens: Blackfriars Station



## Digital Screens: Liverpool Station





#### Appendix 4

#### Phone Kiosks - Cheapside adj St Paul's Station LHS



## Phone Kiosks - Outside 128-129 Nr Wood St Cheapside London



## Phone Kiosks - Cheapside adj 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 own businesses and profits.

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

**Options**  
People can also support the campaign by donating online, and City firms can sign up to put donations in their premises as by visiting [cityoflondon.gov.uk/tapforchange](http://cityoflondon.gov.uk/tapforchange).

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

Margaret Frederick, chairman of City of London Corporation

Insulation and rough sleeping solutions, said: "It is a reality where people are increasingly using their debit and credit cards, and carrying only little cash, this is an obvious and efficient way to help the most vulnerable in our society."

"The funds raised through these devices will go towards the essential, often missing, work being carried out by firms."

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

"I hope City business will embrace this campaign and help provide even more solutions for the homeless going away tomorrow."

If you would like to know how you can get involved in the campaign, send an email to [tapforchange@cityoflondon.gov.uk](mailto:tapforchange@cityoflondon.gov.uk).



Help with real change: Margaret Frederick has announced the campaign.

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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 Fredricks, 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](#)

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