



Homelessness and Rough Sleeping Sub Committee

Date: MONDAY, 6 DECEMBER 2021

Time: 2.15 pm

Venue: COMMITTEE ROOMS, 2ND FLOOR WEST WING, GUILDHALL

Members:

Marianne Fredericks, Community and Children's Services Committee (Chairman)	Paul Kennedy, City Church
Tijs Broeke, Police Authority Board (Deputy Chairman)	Natasha Maria Cabrera Lloyd-Owen, Community and Children's Services Committee
Munsur Ali, Police Authority Board	Alderman Bronek Masojada, Court of Common Council
Randall Anderson, Deputy Chairman - Community and Children's Services Committee	Benjamin Murphy, Community and Children's Services Committee
Mary Durcan, Community and Children's Services Committee	William Pimlott, Community and Children's Services Committee
Helen Fentimen, Community and Children's Services Committee	Henrika Priest, Court of Common Council
Alderman & Sheriff Alison Gowman, Court of Common Council	Jillian Reid, Safer City Strategic Partnership
The Rt Hon. The Lord Mayor Vincent Thomas Keaveny (Alderman), Court of Common Council	Ruby Sayed, Chairman - Community and Children's Services Committee

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Next Meeting Date: 11.00am, Monday 14 February 2022

Accessing the virtual public meeting

Members of the public can observe this virtual public meeting at the below link:
<https://youtu.be/3j0Zhbgs5cw>

A recording of the public meeting will be available via the above link following the end of the public meeting for up to one municipal year. Please note: Online meeting recordings do not constitute the formal minutes of the meeting; minutes are written and are available on the City of London Corporation's website. Recordings may be edited, at the discretion of the proper officer, to remove any inappropriate material.

John Barradell
Town Clerk and Chief Executive

AGENDA

Part 1 - Public 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 October 2021.

For Decision
(Pages 7 - 12)
4. **OUTSTANDING ACTIONS**
Report of the Town Clerk.

For Information
(Pages 13 - 14)
5. **ROUGH SLEEPING Q2 2021/22 PERFORMANCE REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 15 - 34)
6. **TRANSITION PROGRAMME UPDATE REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 35 - 40)
7. **PRIVATE RENTED SECTOR FRAMEWORK SUMMARY REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 41 - 46)
8. **HOMELESSNESS TEAM SOCIAL WORKER - IMPACT REPORT**
Report of the Director of Community and Children's Services.

For Information
(Pages 47 - 52)
9. **CITY OF LONDON POLICE UPDATE**
The Commissioner of the City of London Police to be heard.

For Information

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

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

12. **EXCLUSION OF THE PUBLIC**

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

For Decision

Part 2 - Non-Public Agenda

13. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 4 October 2021.

For Decision
(Pages 53 - 54)

14. **NOTE OF THE HOMELESSNESS AND ROUGH SLEEPING SUB-COMMITTEE AWAY DAY**

To receive the note of the Homelessness and Rough Sleeping Sub-Committee Away Day held on 5 October 2021.

For Information
(Pages 55 - 58)

15. **CAPITAL PROJECTS UPDATE**

The Director of Community and Children's Services to be heard.

For Information

16. **STREET COUNT UPDATE**

The Director of Community and Children's Services to be heard.

For Information

17. **CITY OF LONDON POLICE NON-PUBLIC UPDATE**

The Commissioner of the City of London Police to be heard.

- a) Project Adder Overview
Report of the Commissioner.

For Information
(Pages 59 - 60)

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

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

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HOMELESSNESS AND ROUGH SLEEPING SUB COMMITTEE

Monday, 4 October 2021

Minutes of the meeting of the Homelessness and Rough Sleeping Sub Committee held via Microsoft Teams at 11.00 am

Present

Members:

Marianne Fredericks (Chairman)	Alderman & Sheriff Alison Gowman
Tijs Broeke (Deputy Chair)	Henrika Priest
Randall Anderson	Jillian Reid
Mary Durcan	Ruby Sayed
Helen Fentimen	

Officers:

Jack Deeprise	Community and Children's Services Department
Kirsty Lowe	Community and Children's Services Department
Will Norman	Community and Children's Services Department
Chris Pelham	Community and Children's Services Department
Andrew Buckingham	Town Clerk's Department
Jayne Moore	Town Clerk's Department
Kerry Nicholls	Town Clerk's Department
Aqib Hussain	Chamberlain's Department
PC Jason Foster	City of London Police

1. **APOLOGIES**

Apologies for absence were received from Alderman and Lord Mayor Elect Vincent Keaveny, Alderman Bronek Masojada and Benjamin Murphy.

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

There were no declarations.

3. **MINUTES**

In response to a query from the Chairman on Minute 7: Rough Sleeping Initiative Grant Funding 2021/22, the Head of Homelessness, Prevention and Rough Sleeping advised that the Mobile Intervention Support Team Service, which had been launched in April 2021 for a fixed six-month period, had been extended to the end of December 2021. Provided by Thames Reach, this service offered in-reach support to individuals in temporary accommodation with the aim of stabilising them in accommodation and ensuring they received the right level of health intervention.

RESOLVED, that the public minutes and non-public summary of the meeting held on 28 June 2021 be approved.

4. **OUTSTANDING ACTIONS**

Members received the Sub-Committee's outstanding actions list and the following update was noted:

- The Homeless Link Immigration Pledge Appeal had been considered at the meeting of the Community and Children's Services Committee on 24 September 2021 (Action 10/21/HRS). The Community and Children's Services Committee had agreed its support for the Pledge and had referred it to the meeting of Policy and Resources Committee on 14 October 2021 for consideration.

RESOLVED, that outstanding actions be noted.

5. **ROUGH SLEEPING INITIATIVE GRANT - PERFORMANCE MONITORING SUMMARY**

The Sub-Committee considered a report of the Director of Community and Children's Services providing detail on the various City of London interventions funded by the Rough Sleeping Initiative grant for the 2021/22 financial year and the following points were made:

- The Rough Sleeping Initiative (RSI) was launched by the Government in March 2018 with the aim of reducing overall rough sleeping numbers in the 83 local authorities with the highest numbers of people sleeping rough, based on the 2017 rough sleeping snapshot. On 15 May 2021, the City of London Corporation was notified that it would receive a total of £1,028,677 for the 2021/22 financial year. This was the largest RSI grant allocation to date and would fund 14 different interventions provided by a minimum of eight organisations. RSI-funded interventions could be broadly grouped into three categories comprising personnel (both at the City of London Corporation and external); additional resource to sustain or increase capacity somewhere; and service delivery via discreet projects or the work programme. The Head of Homelessness, Prevention and Rough Sleeping advised that plans to fund a Pathway Liaison Officer within the 2021/22 RSI proposal were currently on hold until the consultation/implementation phase of the Target Operation Model had been completed. The Department for Levelling Up, Housing and Communities, which had recently replaced the Ministry of Housing, Communities and Local Government, had been advised about the delay and it was hoped to repurpose any underspend towards supporting other planned interventions within the programme.
- A Committee Member underlined the need for clarity in reporting the cost and impact of individual interventions within the RSI-funded programme to support the development of a robust programme. The Head of Homelessness, Prevention and Rough Sleeping confirmed that cost and impact was monitored for each intervention but that reporting mechanisms varied across the programme. The Chairman observed that individuals experiencing homelessness often benefitted from the support provided by multiple interventions and that it was the collective impact of these interventions which achieved successful outcomes.

RESOLVED, that the report be noted.

6. Q1 2021/22 PERFORMANCE REPORT - ROUGH SLEEPING

The Sub-Committee considered a report of the Director of Community and Children's Services in respect of rough sleeping data for Quarter 1 2021/22 and the following points were made:

- The total number of rough sleepers in the City of London in Quarter 1 2021/22 was 92 individuals, which represented a 9.8% decrease on the previous quarter and a 34.3% decrease on the same period in 2020/21. Of these rough sleepers, 21 were identified as new, which was a reduction of 27.6% on the previous quarter, and 37 were long-term rough sleepers (Living on the Street) which represented a slight increase. There had been 48 accommodation outcomes during Q1 2021/22 which was a decrease of the 98 recorded in the previous quarter and was largely due to a reduction in SWEP accommodation events and COVID-19 emergency accommodation; however, long-term accommodation moves made up an increasing proportion of accommodation events with more rough sleepers gaining access to long-term and sustainable accommodation. Two individuals had been supported in reconnecting with a local authority with which they were linked during Quarter 1.
- In considering the update, the Chairman was pleased to note that three known long-term (Living on the Street) rough sleepers had been supported into accommodation which represented a 9.1% reduction. This positive outcome was as a result of the persistent and creative work carried out by the City Outreach team in conjunction with other commissioned homeless services and showed the benefit of taking a flexible approach to tackling homelessness. In response to a question from a Committee Member, the Head of Homelessness, Prevention and Rough Sleeping advised that the Homelessness Service had discussions with the Department for Levelling Up, Housing and Communities around the need for ongoing funding to maintain the progress made in addressing rough sleeping in the City of London. Another Committee Member further observed that the number of individuals experiencing homelessness and rough sleeping was likely to increase following the end of the Coronavirus Job Retention Scheme and Universal Credit boost, as well as anticipated increases in utility bills that may result in financial hardship.

RESOLVED, that the report be noted.

7. CHAIN ANNUAL SUMMARY 2020/21

The Sub-Committee considered a report of the Director of Community and Children's Services presenting the CHAIN Annual Summary for the 2020/21 financial year, and the following points were made:

- For the 2020/21 financial year, there had been a 19.4% reduction in the annual total individual rough sleepers against the previous year in the City of London, which compared favourably to the outcomes of the

neighbouring London Boroughs of Tower Hamlets, Islington and Southwark. Accommodated individuals had risen during the 2020/21 financial year by 74 or 67.3% against the previous year, which demonstrate the positive impact of the City of London's COVID-19 accommodation measures and the Government's "Everyone In" initiative. Despite moving into the post-COVID period, accommodation rates in Quarter 1 2021/22 had not reduced down to the pre-pandemic baseline with just over half of the 67.3% increase made between the 2019/20 and 2020/21 financial years being maintained with a large increase in long-term accommodation events.

- The City of London had been ranked as 13th highest for total rough sleepers against all boroughs listed in the Greater London Authority Annual Summary for the 2020/21 financial year. This was a significant improvement on the 2018/19 financial year when the City of London had been placed 4th. The Chairman led the Sub-Committee in thanking Members and Officers for their ongoing commitment to tackling homelessness and rough sleeping within the City of London which was making a real difference to vulnerable individuals.

RESOLVED, that the report be noted.

8. **COVID-19 RECOVERY PLAN PROGRESS REPORT**

The Sub-Committee considered a report of the Director of Community and Children's Services providing an update on the COVID-19 Recovery Plan and the following points were made:

- In May 2020, the City of London Corporation developed a COVID-19 Recovery Plan to ensure the safe recovery of the City's rough sleeping population following the COVID-19 period and develop new interventions to increase the long-term capacity of the service. Significant progress in supporting individuals into suitable accommodation was made during the duration of the Plan which was now being wound down. The City of London had ceased operating the 'Everyone In' approach on 2 August 2021 had had returned to the substantive position of 'In for Good'.
- In considering the update, the Chairman was pleased to note the positive outcomes achieved by the COVID-19 Recovery Plan which included 75 Credible Service Offers and 48 resettlements out of Carter Lane Hostel between April 2020 and July 2021. In response to a question from a Committee Member, the Head of Homelessness, Prevention and Rough Sleeping advised that of nine clients in the COVID-10 Recovery Plan with no recourse to public funds, seven had applied to the EU Settlement Scheme and were awaiting determination on their cases. Two individuals had not applied but remained eligible for the scheme which had been extended for those with extenuating circumstances, such as mental health difficulties. No individuals with no recourse to public funds had been referred to the Home Office whilst the City of London Corporation was considering its position on the Homeless Link Immigration Pledge. A Committee Member observed that 48 individuals were still resident at

Carter Lane hostel which was due to cease operation at the end of December 2021. The Head of Homelessness, Prevention and Rough Sleeping confirmed that there were a number of long-term resettlement options for these individuals and that an identified cohort of approximately ten individuals with complex needs would be maintained within the City of London Corporation's supported accommodation pathway and could be moved to the new High Support Hostel.

RESOLVED, that the update be noted.

9. CITY OF LONDON POLICE UPDATE

The Sub-Committee received an update of the Commissioner of the City of London Police and the following points were made:

- A review of Operation Luscombe had been undertaken on 26 September 2021 to compare performance with the same period in 2017 which was prior to the establishment of Operation Luscombe. During the period 1 August to 30 September 2021, there had been 16 reports to the City of London Police which represented a 41% reduction on the 27 reports made during the same period in 2017. Since 1 September 2021, 73 tickets had been issued of which 51 were "green" invites to attend the bi-weekly intervention hub, 12 were "amber" Community Protection Warnings and 10 were Community Protection Notices, with Criminal Behaviour Orders also used where appropriate, such as where individuals were involved in begging. At every stage of issuing notices individuals were invited to attend the bi-weekly intervention hub where they could access support homelessness outreach and support services, and a significant proportion of those receiving notices had not come to notice again.
- In response to the success of Operation Luscombe, a further three years of funding had recently been agreed for the bi-weekly intervention hub. Operation Luscombe had also benefitted from increased digitisation by the City of London Police and was now accessible via front-facing devices used by the Sector Policing Team and Partnership and Intervention Hub. Other Police Forces were working to establish Operation Luscombe in their own areas and were seeking support and advice from the City of London Police.

RESOLVED, that the update 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

There was no other business.

12. EXCLUSION OF THE PUBLIC

RESOLVED– that, under Section 100(a) of the Local Government Act 1972, the public be excluded from the meeting for the following items 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.

Item no	Para no
13-17	3

13. **NON-PUBLIC MINUTES**

RESOLVED, that the non-public minutes of the meeting held on 28 June 2021 be approved.

14. **GROWTH PROGRAMME UPDATE**

The Sub-Committee received a non-public update of the Director of Community and Children's Services on the Growth Programme.

15. **CITY OF LONDON POLICE NON-PUBLIC UPDATE**

The Sub-Committee received a non-public update of the Commissioner of the City of London Police.

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

There were no non-public questions.

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

There was no other business.

The meeting closed at 12.03 pm

Chairman

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Homelessness and Rough Sleeping Sub Committee – Outstanding Actions
October 2021

Action Number	Agenda Item	Action	Progress Update
12/21/HRS	Item 14: Growth Programme Update	A Designing Out Crime Officer be requested to complete a site survey as part of the design process for the City Assessment Centre.	To be taken forward after the meeting. (Head of Homelessness, Prevention and Rough Sleeping)
13/21/HRS	Item 15: City of London Police Update	Representatives of Project ADDER to be invited to present to a future meeting of the Sub-Committee.	<p>A representative of the Drugs Squad – Specialist Operations of the City of London Police to attend the next meeting of the Homelessness and Rough Sleeping Sub-Committee on 14 February 2022.</p> <p>A brief written summary on Project Adder is attached to the Non-Public Police Update for Members' information.</p>

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Agenda Item 5

Committee: Homelessness and Rough Sleeping Sub-Committee – For Information	Dated: 06/12/2021
Subject: Rough Sleeping Q2 2021/22 Performance Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 11
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Jack Deeprise, Rough Sleeping Co-ordinator	

Summary

This report presents data and a brief narrative related to rough sleeping, and the accommodation of rough sleepers, in the City of London (CoL) during the Quarter 2 (Q2) period, July to September 2021/22, with some reference to yearly and previous quarterly CoL and neighbouring borough comparisons. This report shows an increase of rough sleeping as reported on the Combined Homeless and Information Network (CHAIN) database during the quarter overall, a 38% increase on the previous quarter's total. Rough sleeping figures are still well below pre-pandemic levels, and there has been a general increase of rough sleeping in Q2 2021/22 across Greater London. This report also notes that the amount of new rough sleepers verified in CoL in Q2 2021/22 is disproportionately higher than neighbouring boroughs, with a 109.5% increase in new rough sleepers. This increase in new rough sleepers is the largest contributing factor to the total rise in CoL rough sleeping numbers in Q2 2021/22. Long-term rough sleepers, or Living on the Streets (LOS), client numbers rose in Q2 2021/22. This report notes analysis of this cohort, bedding down frequency, and steps being taken by services and CoL officers to address LOS numbers.

The amount of individual rough sleepers accommodated in Q2 2021/22 rose against the previous quarter by 19.4%. A total of 43 individuals were supported into accommodation or reconnection, and this number continues to be high when compared to our neighbouring boroughs. This rate of accommodation also represents a high outcome when represented as a percentage of all rough sleepers seen in Q2 2021/22, with accommodated clients making up 33.9% of total rough sleepers in CoL, which is also higher than our neighbouring boroughs.

This report notes the current challenge for CoL of a high number of new rough sleepers (44) coupled with high rates of accommodated individuals (43). It shows that for every person supported into safe accommodation, just over one new rough sleeper presented to rough sleeping services in Q2 2021/22. Long-term accommodation placements, such as Private Rented Sector (PRS) routes, have also risen again and remain high against Greater London Authority (GLA) averages and neighbouring boroughs.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. The number of individuals sleeping rough in the Square Mile has risen overall since Q2 2021/22 (July to September). The table below shows the total number of individual rough sleepers in the CoL each quarter. The data shows a 20.95% increase from Q2 2020/21 (105) to Q2 2021/22 (127), and a 38.04% increase in total rough sleepers since Q1 2021/22 (92) to Q2 2021/22 (127). The total of Q2 2021/22 rough sleepers, although an increase on previous quarters, is below the peak number of 132 in Q3 2020/21 during the 'Everyone In' response to the COVID-19 pandemic. It is important to note that this quarter's total for individuals sleeping rough is a 12.41% decrease against the last pre-pandemic quarter – Q3 2019/20.

2019/20	2020/21			2021/22	
Q3	Q2	Q3	Q4	Q1	Q2
145	105	132	102	92	127

2. The number of accommodation and reconnection outcomes for individuals have risen by 19.44% for Q2 2021/22 when compared to Q1 2021/22. This percentage increase is across both short-term accommodation outcomes, long-term placements into sustainable accommodation, and supported reconnections to other local authorities or countries. This is also an increase of 7.5% over the same quarterly period last year, during the pandemic accommodation response. When compared to the last pre-pandemic quarter, accommodation outcomes have risen by 38.71% in Q2 2021/22 against Q3 2019/20, which was the last quarter prior to the 'Everyone In' initiative. These increases show that more rough sleepers are now able to access accommodation in the Square Mile. Also, commissioned services and CoL staff are successfully building on lessons learnt during the COVID-19 pandemic. The table below shows accommodation outcomes by number of people in these quarters.

Q3 2019/20	Q2 2020/21	Q1 2021/22	Q2 2021/22
31	40	36	43

Current Position

3. Total individuals seen sleeping rough during Q2 increased by 38.04% against the previous quarter, with the total rising from 92 to 127. This increase is higher than other neighbouring boroughs, though most of CoL's neighbours also saw increases in total rough sleeping. For example, Westminster and Southwark saw an increase of 27.93% and 12.06% respectively during this period, while Greater London as a whole saw a 13% increase in rough sleeping numbers for Q2 2021/22. Other boroughs such as Islington and Camden saw total rough sleeping figures remain largely the same, seeing small increases of 3.33% and 0.8% respectively. The only directly neighbouring borough to see a decrease this quarter was Tower Hamlets, with a 23% fall in overall rough sleeping numbers.

4. While CoL saw larger increases overall in rough sleeping, the increase of new rough sleepers to CoL is disproportionately higher compared to other boroughs. Of the 127 total rough sleepers in Q2 2021/22, 44 of these individuals were new to rough sleeping. This is a 109.5% increase in the number of new rough sleepers from the previous quarter. This is a much higher increase than CoL's neighbouring boroughs in this new rough sleeper cohort. For example, Westminster saw an increase of 65.4%, while neighbours with more comparable levels of rough sleeping – such as Camden, Southwark and Islington – saw changes in new rough sleepers of 29.6%, 5.2%, 4.3% respectively. The large increase in this cohort is partially responsible for higher overall rough sleeping figures for CoL in Q2 2021/22. Unfortunately, CoL has limited scope in controlling the new presentation of rough sleepers to the Square Mile – for example, by using tenancy sustainment measures, due to its own residential population being very low. Across Greater London in Q2 2021/22, there was a 16% increase in new rough sleepers.
5. Of the 44 individuals new to rough sleeping in CoL during Q2 2021/22, 63.6% did not have a second night out on the street. This indicates a combination of the successes of CoL's high assessment accommodation rates, and the transitory nature of rough sleepers in CoL moving on to other boroughs before meaningful engagement can be made.
6. There has been a further decrease in individuals returning to sleep rough in the Square Mile, referred to as 'intermittent' or 'returning clients' in the Combined Homelessness and Information Network (CHAIN) dashboard, falling from 40 in Q1 2021/22 to 37 in Q2 2021/22 – an 8.1% decrease.
7. The number of long-term LOS has risen this quarter, with this cohort increasing from 37 in Q1 2021/22 to 52 in Q2 2021/22. The long-term LOS percentage overall in CoL has remained stable, not changing from 40% in Q1 2021/22. The overall GLA percentage for the LOS cohort this quarter also remains at 15%, and the CoL LOS cohort percentage remains high in comparison to this overall figure. Greater London has seen a 26% increase in LOS numbers as a whole against the same period last year.
8. Although there was an overall increase in LOS figures for Q2 2021/22, with three individuals moved from the new to rough sleeping cohort to LOS, the other 12 new additions to this cohort in CoL were designated as 'known' LOS on CHAIN. This means that they either migrated from other boroughs or were already accommodated but occasionally slept rough. Further analysis of the LOS cohort in Q2 2021/22 has shown that 14 of the total 52 LOS clients had five or fewer bedded-down contacts in the Square Mile and, of this number, nine were currently accommodated. One challenge of working with LOS clients is working with partners outside of CoL to ensure that they maintain their accommodation. Inspecting CoL LOS numbers on an individual client level has shown that, of the 52 present in Q2 2021/22, there is a core of 24 individual LOS clients who habitually sleep rough in the Square Mile, or do so on falling out of interim accommodation. The remaining 28 clients are largely transitory in nature, spending most of their time in other boroughs and with strong local connections to other boroughs. As with new rough sleepers, the challenge is in combating a LOS cohort that do not present for long periods of time and do not wish to engage with rough sleeping services in CoL. Ongoing work is being undertaken by commissioned services to ensure that these individuals are best supported and accommodated by local authorities where they spend most of their time and where they have strong connections. Of the core 24 LOS CoL clients, three have now been placed in long-term accommodation by commissioned services and CoL officers.

9. The number of accommodated rough sleepers rose again in Q2 2021/22 by 19.4% to a total of 43 individuals. Of these, 40 were accommodated and three were reconnected to other local authorities and countries. These accommodation outcomes are high when compared to other borough's outcomes, and high as a percentage of total CoL rough sleepers for Q2 2021/22. For example, the number of accommodated individuals in CoL make up 33.9% of all rough sleepers in the Square Mile for Q2 2021/22. Further to this achievement, the scale of the current challenge is illustrated by the number of accommodated individuals this quarter (43) being a near one-to-one trade against new rough sleepers being verified in CoL (44). The table below shows the comparison of these percentiles and the relationship with new rough sleepers against neighbouring boroughs.

Borough	Total Rough Sleepers	New Rough Sleepers	Accommodated Rough Sleepers	% of Total Rough Sleepers	Ratio: New Rough Sleepers/ Accommodated
City of London	127	44	43	33.90%	1.02
Islington	62	24	19	30.65%	1.26
Southwark	130	61	34	26.15%	1.79
Camden	227	70	57	25.11%	1.23
Tower Hamlets	87	24	18	20.69%	1.33
Lambeth	137	60	26	18.98%	2.3

10. Short-term accommodation events rose in Q2 2021/22. When compared against the previous quarter, Assessment Centre placements rose by 57.1%. This means that there has been a greater and more efficient throughput of rough sleepers through CoL assessment beds in Q2 2021/22. Other temporary accommodation remained stable in Q2 2021/22.
11. Long-term accommodation events maintain a high relative percentage in Q2 2021/22, further carrying on the successes in this area from Q1 2021/22. PRS rose by 16.7% showing the continued positive outcomes of CoL's PRS pathway working with rough sleepers. PRS move-ons with tenancies of at least six months are now up to 15% of all accommodation events in this quarter, which maintains a higher proportion when compared with neighbouring boroughs. For example, PRS as a percentage of accommodations in Q2 2021/22 were 4% for Tower Hamlets, 3% for Southwark and 0% for Islington. Against total GLA PRS events for this quarter, CoL also exceeds the total percentage of 10%. Moves to supported hostels have also risen by 166% from Q1 2021/22 to Q2 2021/22, though it is worth noting that there is no differentiation between short-term or long-term hostels in this data.
12. In Q2 2021/22, the City Outreach team supported three individual rough sleepers to be reconnected back to the area where they have a local connection. There were two cases supported to reconnect EU nationals to countries where they would have recourse to public funds and access to local services, and one reconnected to another local authority in the UK. These reconnections were requested by the clients involved, and were voluntary, with homeless service support.
13. The proportion of UK nationals sleeping rough in CoL during Q1 2021/22 rose from 62% in Q1 2021/22 to 65% in Q1 2021/22, while they remained the same (22%) across both

quarterly periods. Work is ongoing to support European Economic Area (EEA) clients in our City Assessment Service to receive their settled status decision via the European Union Settlement Scheme (EUSS), and channels have opened with the Homelessness team within the Home Office to expedite this decision-making process for clients who give their consent.

14. The percentages of client support needs reported on CHAIN have changed only slightly again in Q2 2021/22. 'Mental Health Only' rose to 18% of all individuals, while 'Dual Diagnosis' clients with alcohol, drugs and mental health needs rose from 19% to 23% from Q1 2021/22 to Q2 2021/22. 'Drugs and mental health' is also currently at 14% in this quarter, giving a combined percentage of 37% for these two Dual Diagnosis groups. Public Health England commissioned services such Turning Point drug services and the Dual Diagnosis 'Steps' teams within the Square Mile are now well integrated into CoL commissioned rough sleeping services, and important work is being carried out in conjunction with Rough Sleeping teams to best support this complex cohort. The Dual Diagnosis 'Steps' service works very closely with our City Outreach team, and has been very helpful in supporting a number of very entrenched and complex individuals into accommodation.

Options

15. There are no additional options arising from this paper.

Proposals

16. There are no proposals arising from this paper.

Corporate & Strategic Implications

17. There are no strategic implications directly related to this report

- Financial implications – N/A
- Resource implications – N/A
- Legal implications – N/A
- Risk implications – N/A
- Equalities implications – N/A
- Climate implications – N/A
- Security implications – N/A

Conclusion

18. There was an increase in rough sleeping in CoL this past quarter, which is the first increase in total rough sleepers for three quarterly periods. Quarterly rough sleeping numbers are still below pre-pandemic levels for CoL, but Greater London as a whole has seen large increases in rough sleeping generally in Q2 2021/22. A large component of CoL's increase in rough sleeping figures for this quarter is the very high (109.5%) increase in new rough sleepers found in the Square Mile. The post-pandemic

increase in new rough sleepers quarter to quarter is disproportionately high when compared to other boroughs, and more research and analysis will be needed over the coming months to try and understand this. CoL has limited control over the prevention of new rough sleeping due to its very small residential population. The rise in LOS numbers has also contributed to increases in rough sleeping. Client-level analysis of this current cohort has shown that many of these individuals are highly transitory in nature. However, increased scrutiny and resources are currently being applied to CoL's core LOS population by commissioned services to ensure that these individuals continue to be helped off the streets.

19. Accommodation outcomes for rough sleepers in CoL rose again in Q2 2021/22, with both short-term and long-term accommodation placements rising. This is a great achievement by our commissioned services to maintain the accommodation momentum of the pandemic, and converting emergency accommodation events into long-term and sustainable offers (such as PRS) for homeless individuals. Our accommodation outcomes remain high when compared to other boroughs. This report illustrates that services' hard work to achieve these high accommodation rates is challenged by the high level of new rough sleepers also presenting in CoL. There is almost a one-to-one ratio of a new rough sleeping individuals being verified for every accommodation placement in Q2 2021/22.

Appendices

- Appendix 1 – CHAIN reporting dashboard Q2 2021/22

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Rough Sleeping Co-ordinator

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Quarter 2 2021/22 City of London Rough Sleeping Report RSSG

- Performance Team
- E: ellie.ward@cityoflondon.gov.uk

- This report updates Members on the level and nature of homelessness and rough sleeping activity within the City of London for Quarter 2 2021/22- with background information from years 2019/20 and 2020/21.
- For the purpose of this report, the definitions of the three categories of rough sleepers considered are described in below:

New rough sleepers (Flow)	Those who had not been contacted by outreach teams and identified as rough sleeping before the period.
Living on the streets (Stock)	Those who have had a high number of contacts over three weeks or more, which suggests that they are living on the streets.
Intermittent rough sleepers (Returners)	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’.

Number of Rough Sleepers – comparing quarterly trends

	2020/21				2021/22		% change from previous quarter (Q1 to Q2 21-22)	2019/20	2020/21	% change from 2019/20 - 2020/21
Local Authority	Q1	Q2	Q3	Q4	Q1	Q2		Annual	Annual	
City of London	140	105	132	102	92	127	38%	672	479	-29%
Southwark	221	145	197	137	116	130	12%	735	700	-5%
Tower Hamlets	155	111	144	103	113	87	-23%	591	513	-13%
Camden	239	170	185	197	225	227	1%	925	791	-14%
Westminster	710	900	692	647	537	687	28%	3587	2949	-18%
Greater London	4227	3444	3307	3002	2589	2918	13%	14486	13980	-3%

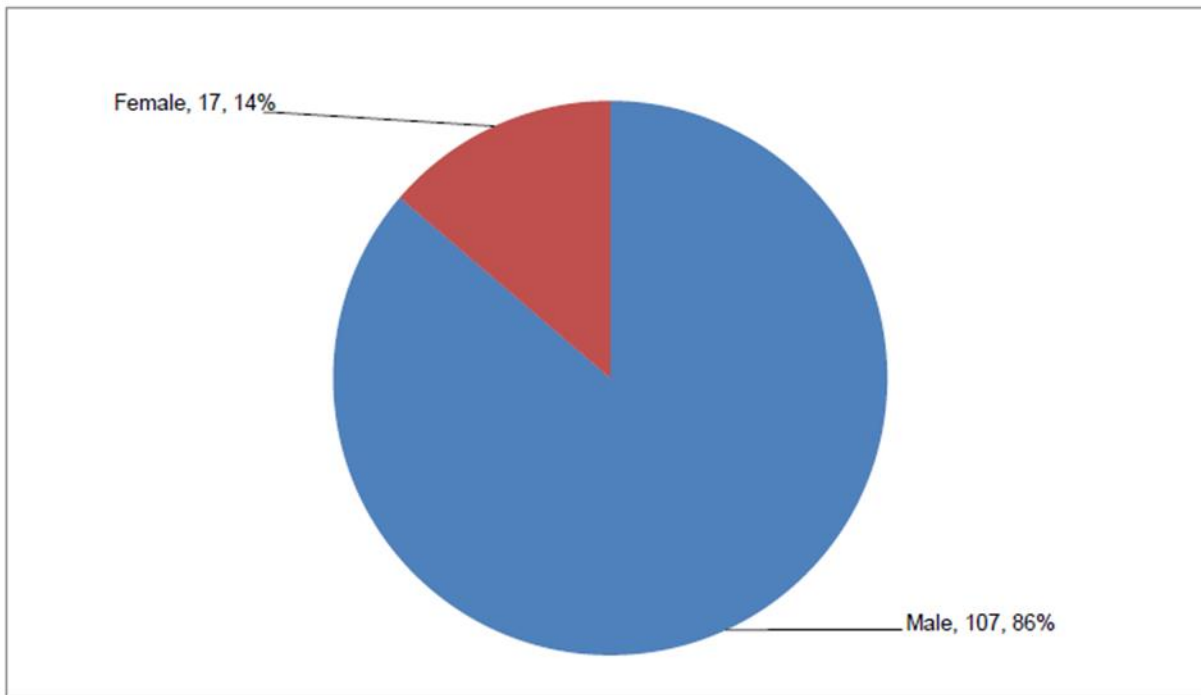
Composition of Rough Sleepers in Q2 2021/22

	Quarter 2 2021/22					
	New rough sleepers	New Rough Sleepers - Joined LOS	Intermittent Rough Sleepers (returner)	Living on the Streets (All) Longer Term	LOS - RS205+ (entrenched)	Total
City of London	44	3	34	52	7	127
Southwark	61	1	51	19	2	130
Tower Hamlets	24	1	49	15	0	87
Camden	70	1	117	41	3	227
Westminster	258	10	291	148	17	687
Greater London	1361	25	1157	425	38	2918

Gender of Rough Sleepers- Q2 2021/22

Gender

Gender of people seen rough sleeping by outreach services.

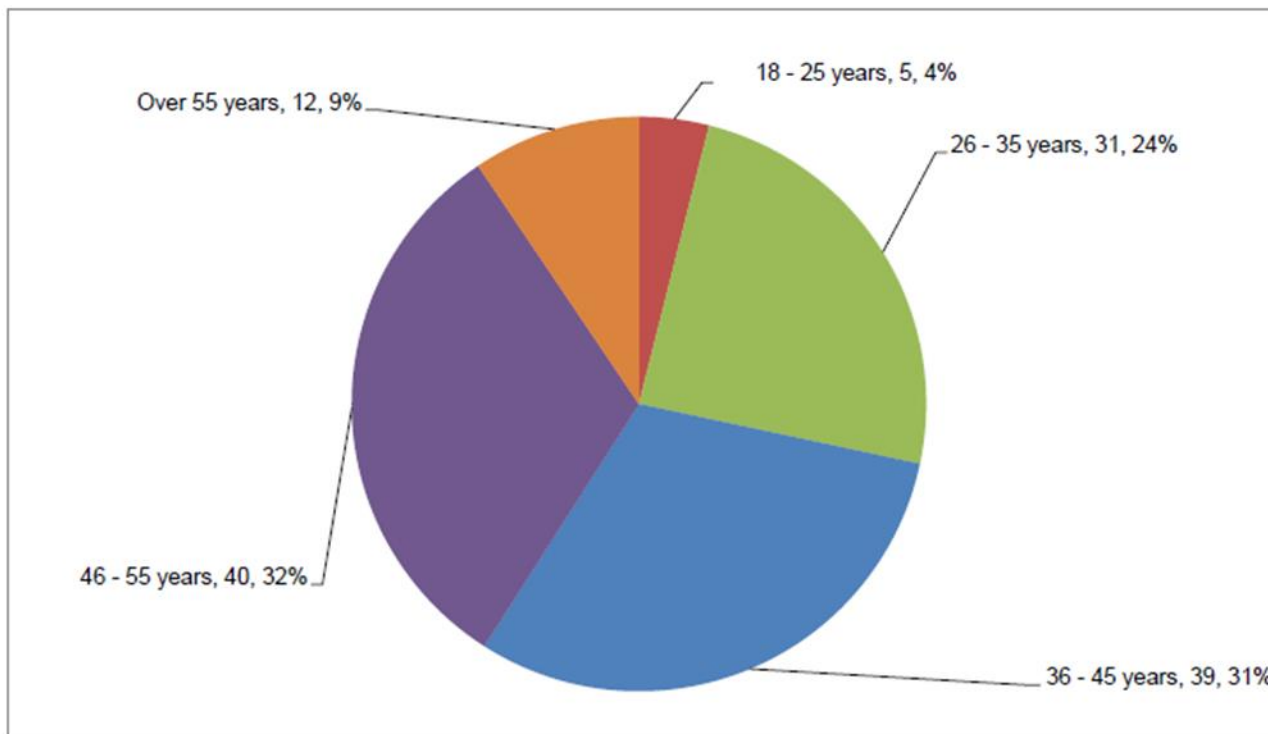


Base: 124 people seen rough sleeping whose gender was known. This excludes 3 people whose gender was not known.

Age of Rough Sleepers – Q2 2021/22

Age

Age of people seen rough sleeping by outreach services.

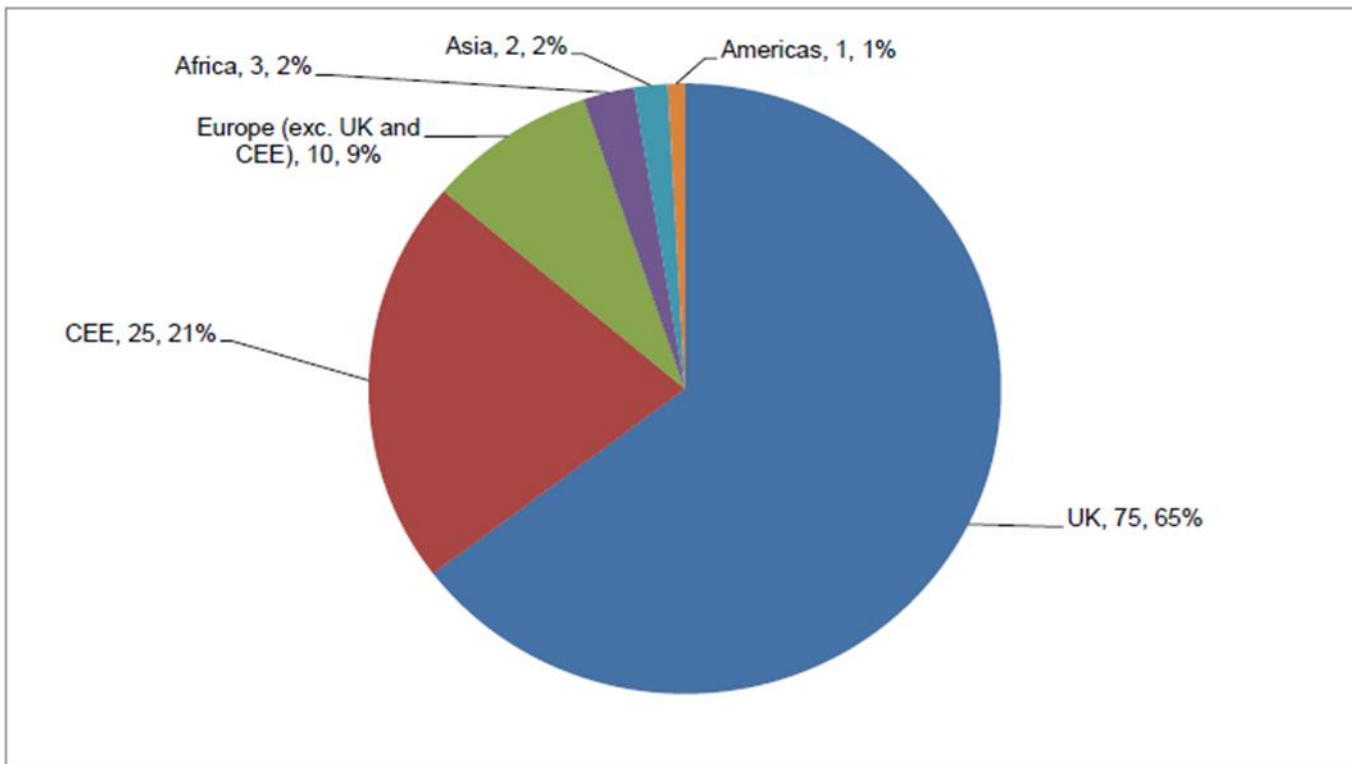


Base: 127

Nationality of Rough Sleepers – Q2 2021/22

Nationality: Breakdown by area

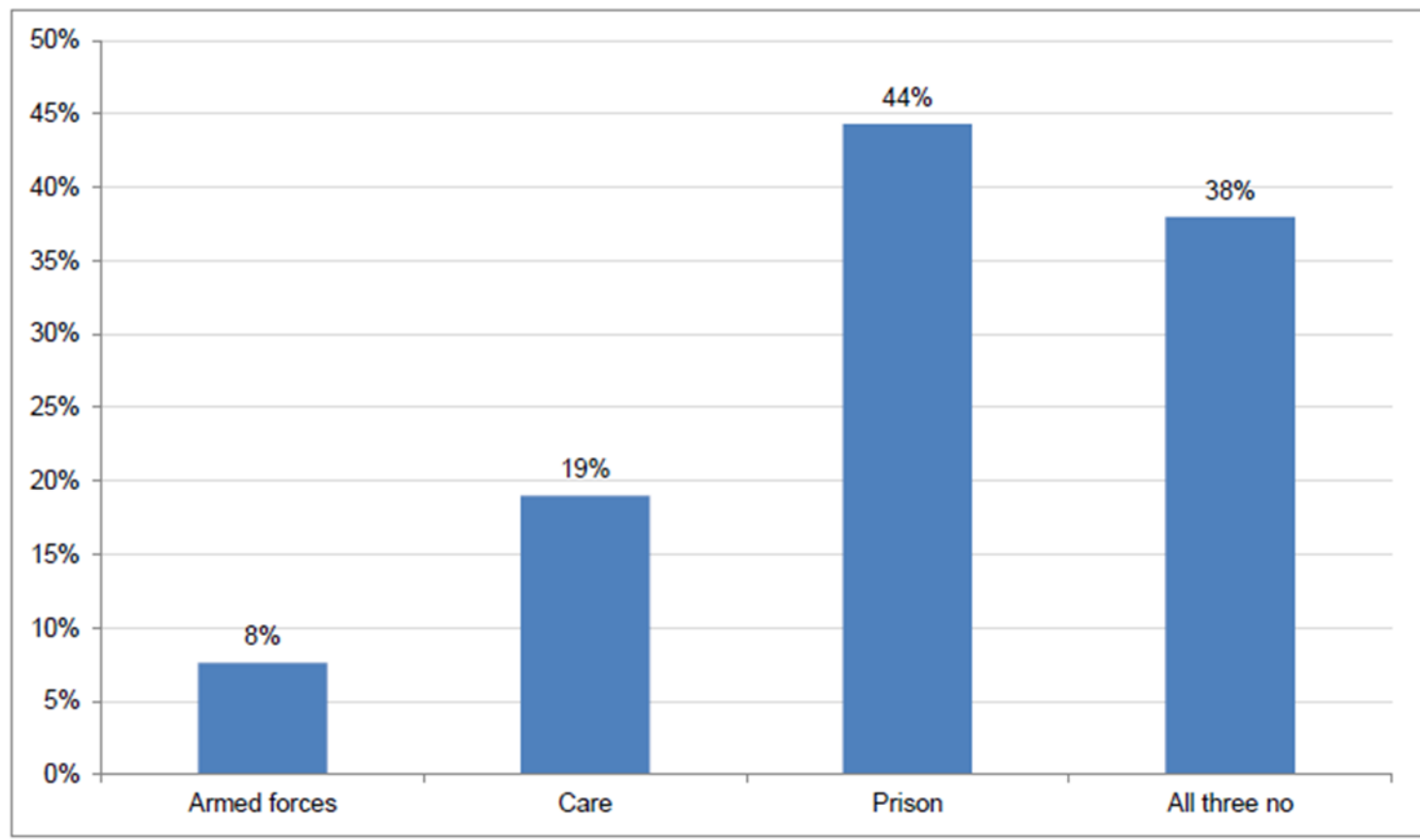
Nationality of people seen rough sleeping by outreach services, grouped by area.



Base: 116. Note that the base figure for this chart excludes clients whose nationality is not known or recorded.

Rough Sleepers by Institutional & Armed Forces background- Q2 2021/22

People seen rough sleeping by outreach services, by experience of armed forces, care or prison.

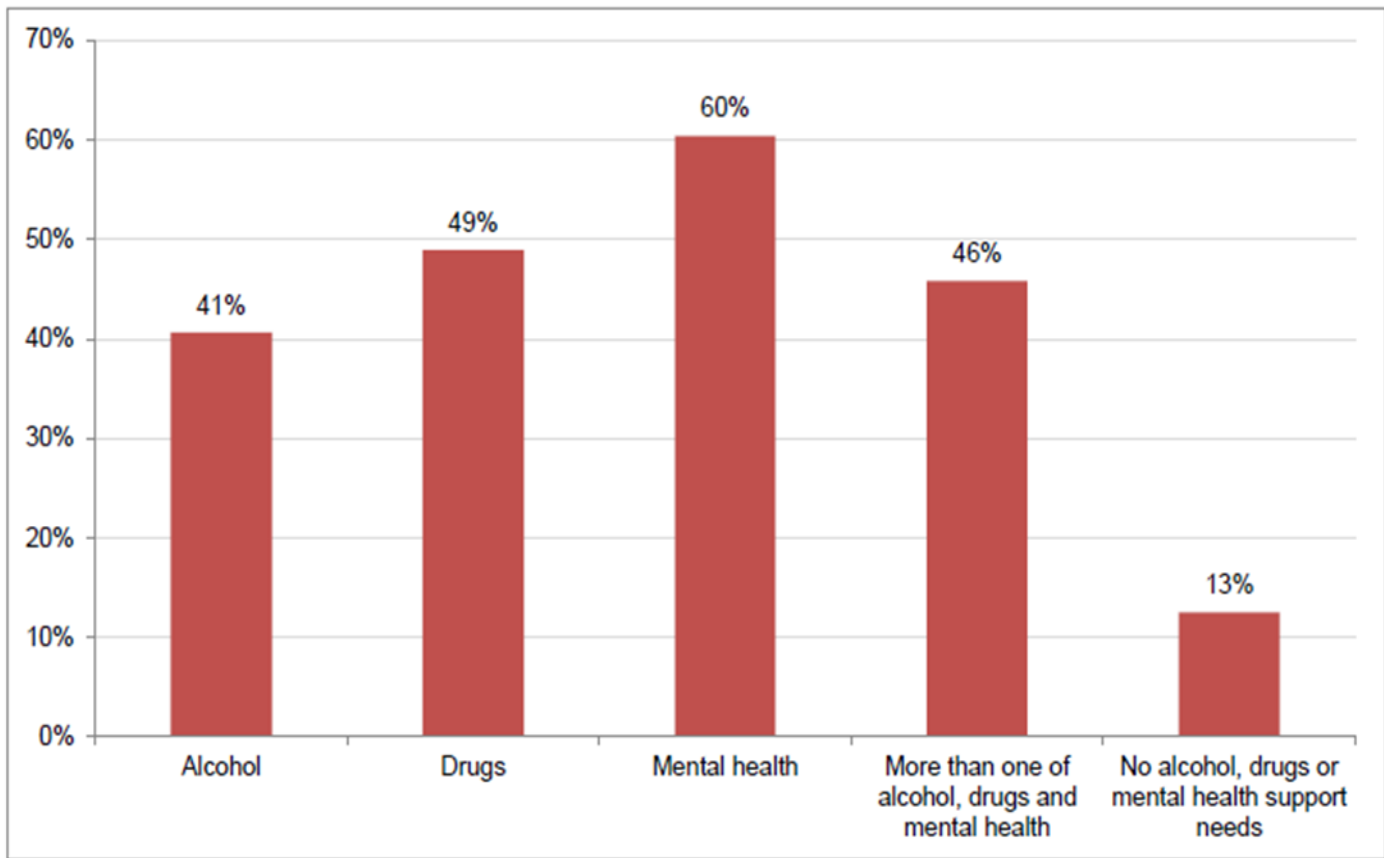


Base: 79. Note that the base figure for this chart excludes people for whom all three institutional histories are not known or not recorded.



Support needs of people sleeping rough – Q2 2021/22

Support needs of people seen rough sleeping by outreach services.



Base: 96. Note that the base figure for this chart excludes people for whom all three support needs are not known or not assessed (31)



New Rough Sleepers (Flow)

Period	2015/16	2016/17	2017/18	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	DOT
City of London	51.1%	52.8%	35.1%	47.8%	47.2%	32.9%	20.0%	29.5%	28.4%	22.8%	34.6%	↑
Greater London	65.2%	62.8%	59.5%	62.4%	65.8%	63.1%	55.2%	47.8%	52.2%	45.5%	46.6%	↑

City of London: Achieving No Second Night Out



Percentage of new Rough Sleepers not spending a second night out (NSNO)

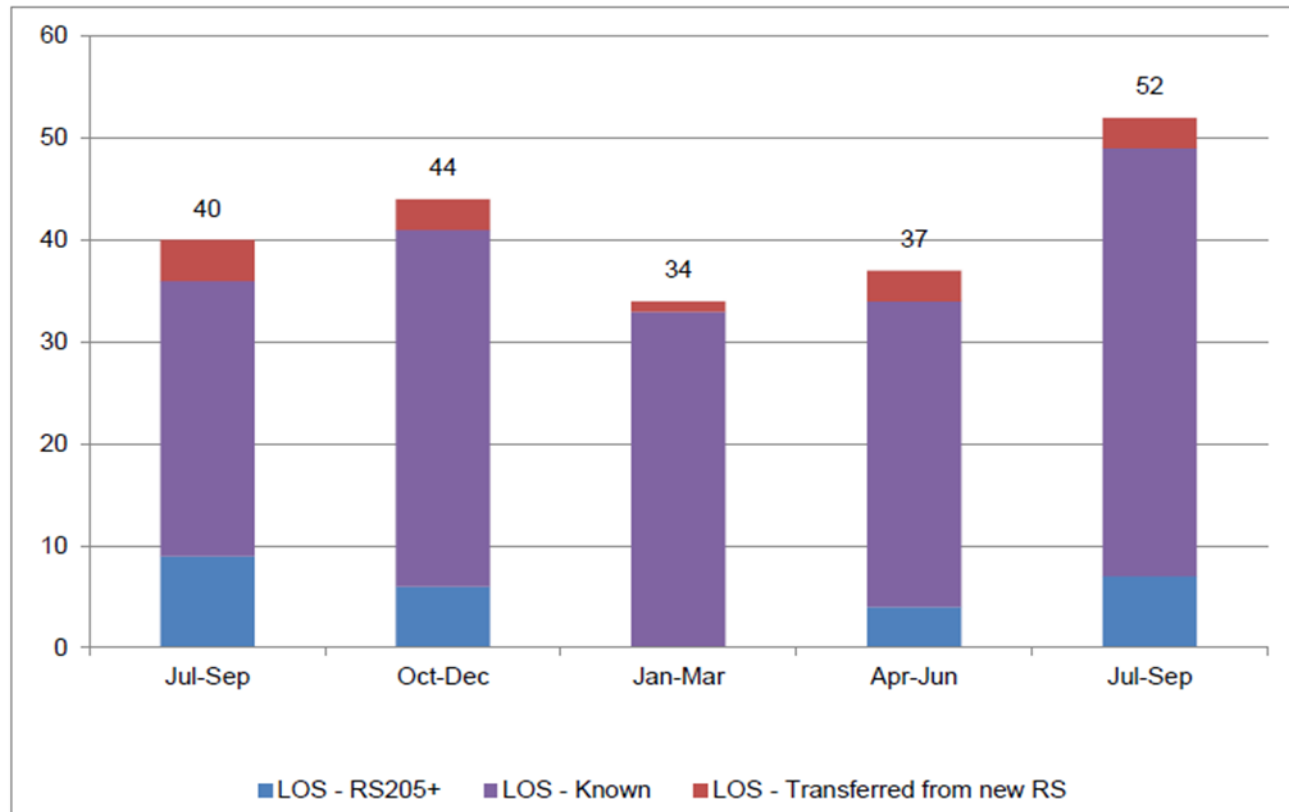
	2020/21				2021/22		
Period	Q1	Q2	Q3	Q4	Q1	Q2	Direction of travel (DOT)
City of London	63%	48%	64%	66%	57%	64%	↑
Southwark	62%	72%	73%	62%	62%	80%	↑
Tower Hamlets	81%	70%	74%	64%	60%	54%	↓
Camden	68%	81%	69%	81%	72%	81%	↑
Westminster	75%	72%	67%	80%	67%	75%	↑
Greater London	81%	77%	74%	78%	74%	78%	↑



Living on the streets longer-term Rough Sleepers (Stock)

Period	2018/19	2019/20	Q1 2020/21	Q2 2020/21	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	DOT
City of London	37%	32%	19.3%	38.1%	33.3%	33.3%	40.2%	44.9%	↑
Greater London	24%	22%	6.2%	9.8%	12.5%	10.5%	10.7%	14.6%	↑

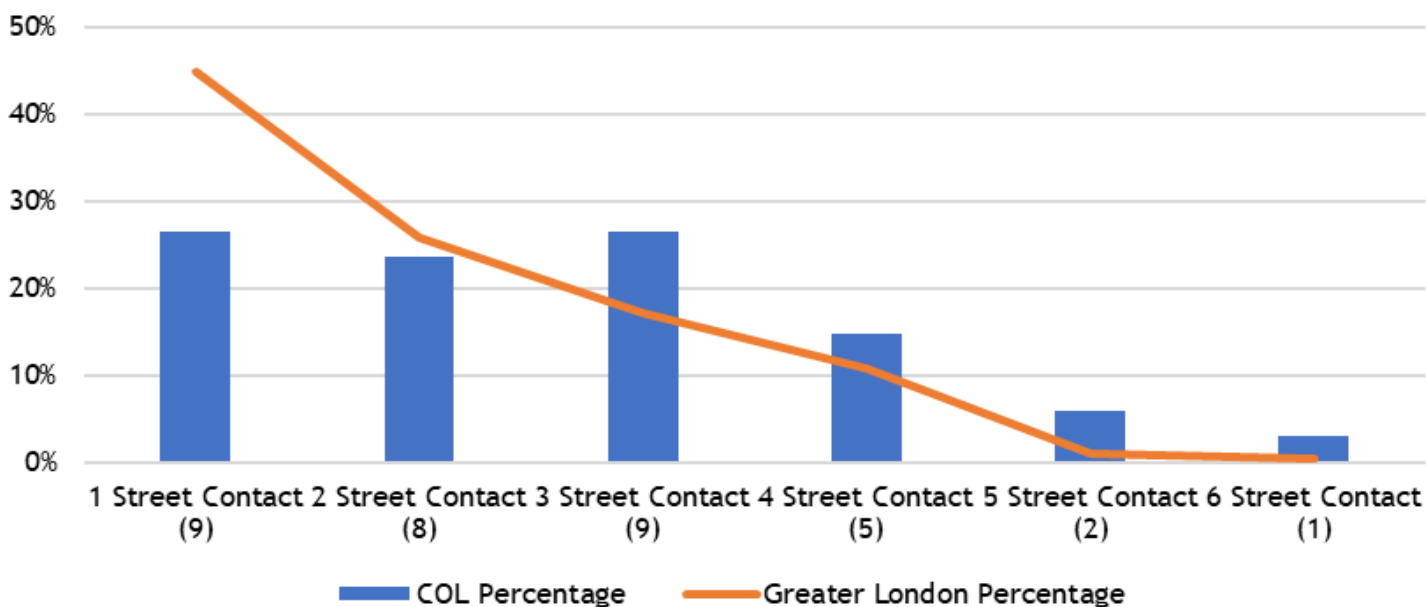
City of London: No One Living on the Streets



Intermittent Rough Sleepers (Returners)

Period	2020/21				2021/22		Direction of Travel	2019/20	2020/21	% change from 2019/20 - 2020/21
	Q1	Q2	Q3	Q4	Q1	Q2		Annual	Annual	
Intermittent Rough Sleepers (Returners)										
City of London	71	48	52	40	37	34	↓	244	211	-14%
Southwark	81	55	63	48	38	51	↑	305	247	-19%
Tower Hamlets	67	53	68	55	59	49	↓	276	243	-12%
Camden	98	96	103	107	128	117	↓	476	404	-15%
Westminster	297	356	357	280	233	291	↑	1358	1290	-5%
Greater London	1322	1239	1360	1144	1041	1157	↑	5786	5065	-12%

Number of bedded down street contacts: Q2 2021/22



Accommodation Outcomes by number of events

Accommodation	No. of stays				% share				Annual 2020/21	Annual 2020/21
	2020/21		2021/22		2020/21		2021/22			
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2		
Assessment Centre	24	13	14	22	33%	14%	29%	46%	42	12%
Bed & breakfast	3	8	4	4	4%	9%	8%	8%	14	4%
City Assessment Hubs	0	0	0	0	0%	0%	0%	0%	0	0%
Clinic/detox/rehab	0	0	0	1	0%	0%	0%	2%	0	0%
COVID-19 Emergency Accommodation (Local)	33	32	7	1	46%	34%	15%	2%	151	43%
COVID-19 Emergency Accommodation (Pan-London)	1	4	0	0	1%	4%	0%	0%	68	20%
Hostel	4	0	3	8	6%	0%	6%	17%	19	5%
Long-term accommodation	3	2	6	7	4%	2%	13%	15%	13	4%
No second night out	0	0	0	0	0%	0%	0%	0%	0	0%
RSL Tenancy (General needs)	0	0	0	0	0%	0%	0%	0%	1	0%
Second-stage accommodation	0	0	0	0	0%	0%	0%	0%	1	0%
SWEP (Local)	3	29	4	0	4%	31%	8%	0%	32	9%
SWEP (Pan-London)	0	0	0	0	0%	0%	0%	0%	0	0%
Temporary accommodation (Local Authority)	1	4	9	4	1%	4%	19%	8%	5	1%
Temporary accommodation (Other)	0	2	1	1	0%	2%	2%	2%	2	1%
Winter/Night Shelter	0	0	0	0	0%	0%	0%	0%	0	0%
Total Stay	72	94	48	48	72	94	100%	100%	348	100%

Committee:	Dated:
Homelessness and Rough Sleeping Sub-Committee – For Information	06/12/2021
Subject: Transition Programme Update Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 10
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Will Norman, Head of Homelessness Prevention and Rough Sleeping	

Summary

Between May 2020 and October 2021 Members were provided with update reports regarding the City of London COVID-19 Recovery Plan. At the October 2021 Homelessness and Rough Sleeping Sub-Committee, Members were informed that planning had evolved beyond COVID-19 recovery into transitional planning. These arrangements consider the decant of Carter Lane and the progress of both capital projects – the City Assessment Service and the High Support Hostel. As we move through the winter period, the transitional plan will also consider our winter planning for rough sleepers and dedicated Severe Weather Emergency Protocol (SWEP) arrangements.

Recommendation

Members are asked to note the report.

Main Report

Background

1. On 2 July 2021, the Pan London Housing Needs and Homelessness Group met. This quarterly group is attended by Statutory Homelessness leads from Greater London local authorities, London Councils, Greater London Authority (GLA), Ministry of Housing, Communities & Local Government (MHCLG) – now called the Department for Levelling Up, Housing and Communities (DLUHC) as of September 2021 – and Homeless Link. A return to ‘business as usual’ was discussed. While no firm resolution was agreed, a consensus was reached that most councils had already adjusted their operating position closer to that of ‘business as usual’.

2. On 2 August 2021, the City of London ceased operating an 'Everyone In' approach and returned to the substantive position of 'In for Good'. As with other local authorities, this affects our statutory homelessness and rough sleeping services.
3. The City of London is currently engaged in two capital projects which will increase the overall capacity within our supported accommodation stock, as well as a more diverse offering and clearer pathways for progression. These projects are interrelated with the decant and ultimate closure of the Carter Lane site.

Current Position

Carter Lane

4. Planning is underway to ensure a smooth handover of the Carter Lane site to the Youth Hostel Association (YHA). The City's lease expires on 31 March 2022 and no further extension is being considered.
5. On 15 November 2021 we began an organised wind-up of the service, steadily reducing service capacity week on week. The number of beds will reduce by approximately two each week until the week commencing 21 February 2022 when the last two to four guests will leave. The service will be closed to new referrals from this time.
6. By the week commencing 28 February 2022, the service will be empty of guests and a skeleton staff team will be maintained to ensure the security of the premises and facilitate access to contractors.
7. Outreach assessment beds will be the last beds reduced. Ten are allocated until the beginning of February 2022.
8. Between 28 February and 28 March 2022, we will be engaged in a 'making good' work programme to return the premises to the condition they were in when we took occupancy in April 2020. A schedule of condition was commissioned at this time and will act as a reference point.
9. On 15 November 2021 a parallel work programme commenced co-ordinated by YHA in conjunction with their contractors PAYE. Under the terms of the headline lease (between YHA and City of London) YHA must complete essential facia works to restore deteriorating masonry. This requires approximately six months' work, starting with the erection of scaffolding to protect staff, guests and passers-by from falling masonry.
10. This work programme includes intrusive noise levels and use of pressurised washing equipment, necessitating the sealing of windows. To minimise disruption to service delivery, this work programme (with the exception of scaffolding for safety reasons) has been delayed so that works will be carried out on vacated rooms only.

High Support Hostel

11. We have identified an initial cohort of 10 Carter Lane residents to move to the High Support Hostel when phase 1 (annexe) of the work programme is complete. This is currently scheduled to take place in mid-January 2022.
12. Phase 2 (the remaining 19 rooms) is expected to start at the end of March 2022, coinciding with the lease expiry at Carter Lane. Given that we anticipate zero occupancy of Carter Lane from late February 2022, the rooms becoming available in phase 2 will be allocated to those occupying B&B or temporary accommodation (TA), or rough sleepers who are able to move directly from the street.

City Assessment Service (CAS)

13. This service is currently scheduled to begin operating in spring 2022.
14. The CAS will provide 14 beds to the Outreach team as a 'route off the street' offer to all rough sleepers, whether known to our services or not. This function is currently being delivered by the 10 beds allocated to the Outreach team at Carter Lane.
15. Currently there is a 15-week break scheduled between the closure of Carter Lane and the opening of the CAS. This will require contingency planning to ensure that the Outreach team retain a 'route of the street' option. 'Everyone In' demonstrated how B&B and TA can be used creatively and effectively for this purpose, particularly when support is strengthened with the addition of dedicated support. Therefore, we will extend the successful Mobile Intervention Support Team (MIST) and explore the block booking of hotel rooms to ensure service continuity through this period. Please see paragraph 18.

Severe Weather Emergency Protocol (SWEP)

16. The City of London SWEP plan is in place for winter 2021–2022. This year we have allocated five beds at Carter Lane to complement beds and rooms elsewhere in our pathway. As in previous years, we will operate a flexible model using hotel rooms and TA to expand and contract the size of the offer depending on weather conditions and demand.
17. In the event that we have a sustained SWEP activation and/or a particularly severe bout of weather, we will consider the reallocation of rooms at Carter Lane vacated as part of the decant plan. While this is not ideal, it does give the service some comfort that we have a high level of preparedness regardless of weather conditions.

Winter Pressures Fund

18. The DLUHC is making grant funding available again this winter. In previous years we have received funding from the Cold Weather Fund (£77,800 in 2020–2021). This grant programme has been expanded into a Winter Pressures Fund for 2021–

2022. We are currently co-producing a proposal with our Rough Sleeping Initiative (RSI) advisor. The following elements are relevant to this transition plan:

- three-month contract extension for MIST, taking the service to the end of the financial year
- hotel block booking or hotel budget for sole use of Thames Reach Outreach Team
- funded Crimscott no recourse to public funds (NRPF) assessment bed
- funded Anchor House bed.

Key Data

19. The following points highlight the key data available:

- High Support Hostel (HSH) cohort 1 is the initial group of 10 clients moving from Carter Lane to the HSH annexe.
- Total clients with CSOs refers to all credible service offers currently issued.
- TA clients are those placed in temporary accommodation placements with support from MIST provided by Thames Reach.
- Variance refers to movement over the past week. Future reports may include variance over the last transition plan report.
- European Union Settlement Scheme (EUSS) refers to outstanding applications to the Government's scheme.

	W/C 08/11/21	Variance
Total clients in Transition Plan accommodation	57	Up
Carter Lane population	41	Down
Carter Lane assessment clients	11	No change
Carter Lane long-term clients	20	No change
Carter Lane HSH cohort 1	10	No change
EEA clients with outstanding EUSS applications	12	No change
Total clients with CSO	34	Up
B&B clients	3	Up
TA clients	13	Up

20. Of the 57 clients currently in transition plan accommodation: 34 have been issued a CSO; 11 are in assessments beds and yet to receive an offer; and the remaining 12 have outstanding EUSS applications which currently prevents CSO's being created and issued.

21. The service has an open dialogue with the Home Office regarding the accelerated processing of remaining EUSS applications for verified rough sleepers.

Corporate & Strategic Implications

There are no corporate and strategic implications:

- Strategic implications – none
- Financial implications – none
- Resource implications – none
- Legal implications – none
- Risk implications – none
- Equalities implications – none
- Climate implications – none
- Security implications – none

Conclusion

22. The decant plan for Carter Lane commenced on 15 November 2021, reducing by approximately two guests each week until the end of February when we expect the last guests to leave.
23. A basic staff team will remain on site at Carter Lane to facilitate access to contractors and provide cover for SWEP should it arise.
24. March 2022 has been set aside for a work programme to restore the premises in anticipation of returning them to YHA on 1 April 2022.
25. Contingency planning is in place to cover the gap between Carter Lane closing and the City Assessment Centre opening. This plan uses additional funding provided through the DLUHC Winter pressures Fund.
26. Most clients have a CSO in place, the exceptions being those on assessment beds and clients with outstanding EUSS applications.
27. Carter Lane occupancy levels have begun to fall, however, use of TA and B&B accommodation has risen.
28. Carter Lane will provide flexible SWEP capacity this winter.

Appendices

- None

Will Norman

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Committee:	Dated:
Homelessness and Rough Sleeping Sub-Committee – For Information	06/12/2021
Subject: Private Rented Sector Framework Summary Report	Public
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 10
Does this proposal require extra revenue and/or capital spending?	N/A
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Nisha Backory, Interim Pathway Co-ordinator, Department of Community and Children’s Services	

Summary

This report presents the background information to the creation of the City of London Private Rented Sector Move-on Scheme (the scheme), which began its four-year contract on 1 April 2021. As an introduction to the scheme, the Key Performance Indicators (KPIs) of the framework and core elements of the specification will be discussed, as well as the statistics achieved in quarters 1 and 2 (Q1 and Q2).

Over the two quarters, 13 individuals have been housed, with 85% of the people housed having sustained their tenancies by the end of Q2. The private rented sector (PRS) partners in the scheme are asked to source a good standard of properties, develop relationships with trusted landlords and to support clients to sustain their tenancies for a minimum of 12 months, including welfare, financial and health support where needed, and to troubleshoot any concerns that can threaten a client’s tenancy, such as rent arrears.

Recommendation

Members are asked to note the report.

Main Report

Background

1. The No First Night Out (NFNO) rough sleeping prevention project ran for four years, providing interim and longer-term support for people at risk of sleeping rough for the first time. The aim was to provide intervention in these cases to prevent the effects of deteriorating health and trauma caused by long-term rough sleeping.
2. The NFNO model was a research-based project, intending in the longer term to provide the boroughs, City of London (CoL), London Borough of Tower Hamlets and London Borough of Hackney (for the first two years of the project) with the tools

from the outcomes and learning gained from the project. Independent researcher Becky Rice conducted interviews with people entering No Second Night Out hubs with connections to the three boroughs who had either visited their respective housing options teams, or sought prevention advice elsewhere, but subsequently went on to sleep rough.

3. The NFNO model went on to develop its pathways, to provide interim support, such as access to emergency hotels and discretionary temporary accommodation placements, as well as commissioning various PRS partners to help source good standard properties and provide support to the client throughout the tenancy. The interim solutions formed part of the CoL's agreement with the PRS partners to provide a safe space and allow maximum engagement with the process.
4. In January 2020, Campbell Tickell management consultancy, who specialise in statutory and not-for-profit sectors, provided an evaluation of the service and recommendations for the two remaining local authorities working with NFNO once the project was due to end in March 2021. From this, the scheme was identified to continue, progress and develop the work of NFNO. The request for PRS providers to join the scheme went out to tender, with three of the four commissioned PRS providers (as of the last year) of the project applying for and successfully winning the contract.

Current Position

5. NFNO provision for CoL over the last few years of the project had adapted to better represent the cohort with regards to how 'prevention' had been defined. For CoL, the majority of people had much longer rough sleeping histories, whereas the 'traditional' NFNO model was defined as a person having low to medium support needs and someone who had not slept rough at all, or not for more than five days over the course of a year. This meant redefining 'prevention' in this sense; to provide accommodation and support to prevent people from returning to the streets. As such, the PRS partners had begun earlier in the process to better support clients who may have been exhibiting signs of trauma or ill health.
6. The scheme is currently six months into a four-year contract with the PRS partners. Monitoring takes place quarterly, with interim meetings involving all partners arranged and overseen by the CoL Pathway Co-ordinator to be able to share information and exchange good practice and ensure a high level of consistency. The scheme specification requires all partners to provide the same level of support to those aged over 18 years old.
7. Over the two quarters, the scheme has housed 13 people. Referrals are sent to the Pathways team from City-commissioned or linked services as well as from within the CoL hostel pathway.
8. The specification asks that partners commit to a minimum of five tenancies per year to be sustained for a minimum of 12 months.
9. Current referrals to the scheme include two people currently in discretionary temporary accommodation (TA) placements, two in the City Assessment Service

ready to move, and a potential further five European Economic Area (EEA) clients who are awaiting the outcomes of their European Union Settlement Scheme (EUSS) applications, which should reflect Q3 and Q4.

Key Data

10. The key specifics of the scheme are as follows (the specifications are available on request):

- The CoL to pay the sum of £2,000.00 per placement (based on cost breakdowns provided by the four commissioned NFNO partners in the previous financial year and an average of the fees charged)
- PRS partners to provide a minimum of 12 months tenancy sustainment
- Clients are referred using a rotational system – the highest scoring provider as determined at the tender evaluation will receive the first referral and, if rejected, will be referred to the next partner in line. The second referral will go to the second-highest scoring partner, and so on.

11. The KPIs for the scheme are as follows (with a 100% expectation for all, apart from where specified):

Referral targets:

- Referral to be accepted or rejected within two days
- Interviews to be offered within two days of the referral being accepted
- Meeting with client to discuss housing plan to take place within two weeks
- Signed tenancy within six weeks from date of referral.

Tenancy sustainment targets:

- Pre-tenancy support
- Five tenancies sustained at the 12-month mark
- Number of people housed at the 12-month mark (70% of all referrals made).

12. Other expectations include quarterly reviews of housing plans, clients having a nominated lead worker, and that the PRS partner will provide a minimum of 12 months' tenancy sustainment, checking in with clients on a fortnightly basis as a minimum. Although we have only reached the six-month mark of this scheme, each partner has confirmed that they will always go beyond this. Assurance of this had been provided previously within the contract monitoring delivered throughout the NFNO service, where each PRS partner had been asked to present this largely positive information for the purposes of the Department for Levelling Up, Housing and Communities (DLUHC) – formerly the Ministry of Housing, Communities & Local Government – to demonstrate the CoL's commitment to helping people sustain long-term tenancies within an ethical PRS setting.

13. Monitoring the data for the scheme is currently measured through a CoL-produced document with a specific formula to ascertain the percentage of the KPIs, as well as tracking other elements of the specification regarding the sustainment of tenancies. These latter elements are measured in increments of three, six and 12 months, so data and statistics are subject to change across the course of the four-

year scheme as a whole, where tenancies might break down or clients have moved on independently.

14. Partners have stated that, by Q2, in discussion with some clients, contact every fortnight was seen to be intrusive and was not always needed. Therefore, the contact in some cases will be reduced if the partner feels that strong enough relationships and rapport have been built and they feel comfortable with this.
15. The monitoring document has also been adjusted to reflect when contact has been attempted to arrange assessments or housing plans and not if they have taken place within the timeframe. This is because the KPIs can be skewed if an assessment is not conducted within the required timing, for example, due to not being able to reach a client. The partners are not asked to provide proof of this for each client but have been made aware that they will need to keep records of their attempted communications for audit purposes.
16. The monitoring document is currently under review to ensure maximum reporting accuracy, but the current format is available on request.
17. In Q1, 23 referrals were made across the three partners. However, it should be noted that, due to the rotational system, some clients have been referred to several providers so the number does not reflect 23 different people. This is due to either a client being rejected from the one partner and being moved on to the next one in line, or being referred back into the scheme after a period of non-engagement, where CoL are trying to ensure there is not a return to rough sleeping.
18. Statistics have shown that the partners within the scheme achieved in Q1:
 - 60% of accepted referrals
 - 83% of all referrals achieving the referral target KPIs as outlined above
19. Of the accepted referrals, some clients were not able to continue with the scheme. This was due to changes to work status meaning that clients could no longer afford to rent and found themselves with no recourse to public funds (these clients were then brought back into the pathway to assist with finding housing alternatives, such as access to CoL commissioned/RSI funded beds and access to employment schemes) or where CoL had withdrawn the applications due to a review of new information impacting a client's right to rent, or of their support needs and lack of engagement with the process.
20. The remaining 40% of referrals that were not able to access the scheme from the outset were due to support needs being considered too high with little engagement with other services to address any concerns, which would be a requirement for the partners to feel that the PRS would be a safe environment for them.
21. In Q2, 11 referrals were made across the three partners. This drop has highlighted a need to promote the benefits of the scheme more to City partners and work is underway to do this. It also reflects that, during this time there were a lot less people identified by services as having a PRS offer being suitable for them. In addition, some cases in Q2 had also been re-opened from the previous quarter which meant

no fresh referrals were made for these individuals, but any positive outcomes would be reflected in the following quarters.

22. In Q2, the data shows:

- An average of 74% of accepted referrals
- 100% of referral KPI targets

23. This 14% increase in accepted referrals shows that partners are working harder to provide a more flexible approach and continuously developing their own network of support services to feel confident in accepting those with seemingly higher needs. Of the 36% that were rejected from the outset, this has been due to clients presenting with a much higher level of support need than the partners feel can be managed in the PRS, especially where a client is not engaging with support services.

24. It should also be noted that, where clients have previously not been eligible, if circumstances change, the partners have been willing to re-open cases rather than have the clients re-referred into the scheme, meaning this will reflect on the positive outcomes with regards to tenancy signing but can cause the overall percentage of accepted referrals per quarter to fluctuate. This can happen often where we see clients who want to re-engage with the process and where the CoL wants to avoid a return to the streets.

25. Of the housed clients, two tenancies across two providers in Q1 broke down. On these occasions, clients have had to leave their tenancies early due to support needs presented to the PRS partners that previous support workers had not been aware of or could not have anticipated to contingency plan for. Partners, as per the specification, are expected to have partnerships with various support services (such as for substance use or mental health). Respective PRS partners offered both clients this support (including access to a support service that ran in one client's native language) or they have worked alongside the client to reassess their needs to ascertain what the client feels would best fit them. One client has been referred back to the City Assessment Service due to suddenly being without recourse to public funds and has been provided with support regarding their needs and the other has successfully moved into a supported hostel within the CoL pathway.

26. As outlined in the tender request as well as the CoL's commissioning suggestions, PRS partners are asked to report on the social value of their organisation and well as their development, ideas and suggestions with regards to co-production and partnership working, which is also monitored quarterly. These have included volunteering and paid work opportunities for current and former tenants, commitment to reducing detrimental environmental impacts and the positives that can be taken from new working arrangements due to the impact of COVID-19.

Corporate & Strategic Implications

There are no corporate and strategic implications:

- Financial implications – N/A
- Resource implications – N/A
- Legal implications – N/A
- Risk implications – N/A
- Equalities implications – N/A
- Climate implications – N/A
- Security implications – N/A

Conclusion

27. The dedicated PRS partners have reported over the months that they are constantly developing their support packages to provide a robust wraparound service if needed to build up the confidence of their clients to take the step into independent living.

28. Current plans include a PRS workshop with both the PRS and referring partners to gain a better understanding of the scheme and to confidently input into credible offers for clients. This workshop will then help to inform resource guides and workshops for clients to get a better understanding of the PRS and to dispel the current fears around privately renting, where less easily accessible but higher regarded social or housing associations tenancies are preferred. These fears may include rogue landlords or poorly written tenancies or having to navigate multiple services such as utilities companies and the Department for Work and Pensions while maintaining their own wellbeing and knowing their renting rights. The partners will navigate this on behalf of and with the clients, easing them into the process to encourage independence, as well as being their advocates should anything go awry within the tenancy.

Appendices

- None

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Committee:	Dated:
Homelessness and Rough Sleeping Sub-Committee	06/12/2021
Subject:	Public
Homelessness Team Social Worker – Impact Report	
Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4, 11
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of Funding?	N/A
Has this Funding Source been agreed with the Chamberlain’s Department?	N/A
Report of: Andrew Carter, Director of Community and Children’s Services	For Information
Report author: Maddie Tait, Social Worker in the Homelessness Prevention and Rough Sleeping Service	

Summary

This paper discusses the impact of the Homelessness Prevention and Rough Sleeping Social Worker role in the City of London over the last nine months. Background to the role and the current context in the City is given, and there is further discussion of the work undertaken since the role started. From looking at the number of care and support needs assessments completed with those who were homeless or sleeping rough in the City in the nine months before the role started and the nine months since, it can be seen that the number of assessments completed has quadrupled. This highlights the current impact of the role: increasing access to statutory services for our clients, which is also echoed in feedback gathered from colleagues in the City and our partner agencies. The paper also considers how the role can grow further in the future, and current plans heading into the winter months to support people experiencing homelessness in the City.

Recommendation

Members are asked to:

- Note the report.

Main Report

Background

1. In 2020 the City of London Corporation designed a new role for an Adult Social Worker based in the Homelessness Prevention and Rough Sleeping Service.
2. This is a relatively unique role, with few other examples of such an approach in London or the rest of the country.
3. The role was created to address the need for specialist social work input for clients who are homeless or sleeping rough in the City of London. It was hoped that this

role would act as a bridge between the Adult Social Care team and the Homelessness service, teams that have historically worked very closely together due to the common needs of clients accessing the two services.

4. The post is a one-year fixed term contract, funded by the Department for Levelling Up, Housing and Communities (formerly the Ministry of Housing, Communities and Local Government). I began the role in February 2021. I have now been in post for approximately nine months.
5. For the City as a whole, there have been significant changes during the COVID-19 pandemic, but particularly in the Homelessness service. The 'Everyone In' mandate has meant more people coming inside, and more opportunities to stay inside. This has also meant clients' social care needs that may have previously 'gone under the radar' have come to the fore, particularly for clients who have insecure immigration status.
6. It has highlighted the complex needs of clients who have continued to live on the streets, known as street-attached rough sleepers.
7. The timing of this role also coincided with an increase in research into the experiences of, and statutory responses to, those sleeping rough – such as how safeguarding referrals are managed. For example, the Homelessness Research Programme at King's College London (www.kcl.ac.uk/scwru/res/hrp), or recent work by Professor Michael Preston-Shoot, University of Bedfordshire ([Adult Safeguarding and Homelessness](#)). I have engaged with these different research groups and tried to instil the recommendations from research into my work, including lessons from Safeguarding Adult Reviews.

Current Position

8. I have been holding a case load of 15 to 20 people, the total number fluctuating throughout the nine months. This does not include people 'on my radar' where I can offer one-off and non-specialist advice.
9. My case load currently spans those sleeping rough (five people), those experiencing homelessness in temporary accommodation/hotel accommodation (three people), those in hostel accommodation, including the City Assessment Service (four people), and those at risk of homelessness or who have recently moved into accommodation (three people).
10. I have received a total of 32 referrals. Of those: 16 came from within my team in the Homelessness service; five came as transfers from Adult Social Care; and 11 were referred by partner agencies. I went on to work with 28 of these referrals. The four I did not work with had either moved out of the City, or it was agreed that another service would better suit their needs.
11. I have discussed clients 145 times in different multi-agency meetings (mostly standalone professionals' meetings to discuss specific clients, but also regular multi-agency meetings where we discuss multiple people).

12. I have been working closely with colleagues in Adult Social Care as well as the Homelessness service, and tried to facilitate relationships between the two to get the best possible service for the people we work with. I have attended Adult Social Care meetings and Homelessness meetings to provide a presence in both.
13. I have gone on 190 visits to people, some jointly with other professionals, but also some solo when risk assessed to be safe.
14. In regard to the nature of work I have been completing, I have provided both statutory and non-statutory input. I have completed 13 assessments under the Care Act (2014), seven care and support plans, five assessments under the Mental Capacity Act (2005), and two human rights assessments under the Human Rights Act (1996). I have been the allocated worker on two safeguarding inquiries. Two individuals I have worked with had needs that met the threshold for supported living placements, funded by Adult Social Care.
15. Alongside the statutory work I have also carried out a number of non-statutory cases where, while individuals did not meet the threshold under the Care Act (2014), I continued to offer a service. For example, by either using the Adult Social Care Early Intervention pilot, doing a short-term piece of work, or joining multi-agency meetings.
16. I have learnt a lot in the last nine months and have many hopes for the role going forward. These are largely based on the feedback I have received. These include:
 - a) Going into the winter months, I have arranged to do a monthly early shift with the Outreach team, so I can directly meet people who might benefit from social work input while sleeping rough.
 - b) I am in the process of arranging a drop-in advice and discussion session every other week with our Outreach teams and City Assessment Service team, to increase the offer of support to our partners during the winter months.
 - c) I would like to organise with partner agencies (including St Mungo's, and Thames Reach) to be part of their new starter inductions so that, as soon as someone joins, I can introduce myself and explain how they can reach me.
 - d) I am hoping to establish stronger links with other social workers based in local authority Homelessness teams and create a network to share best practice and information relevant to our roles.
 - e) I am working on a longer-term report reviewing the work completed so far. I am also establishing further plans for the future with targets for how these will be achieved. The links I have established with our partners, within the homelessness team and Adult Social Care have been fantastic, and I hope will be a foundation for further systemic change in

developing the overall *City's approach* to homelessness, (rather than separate Adult Social Care or Homelessness team approaches).

Options

17. There are no additional options arising from this paper.

Proposals

18. There are no proposals arising from this paper.

Key Data

19. The table below details the number of assessments offered to those of no fixed abode or homeless by the Adult Social Care team prior to my role starting in February 2021. As it has been approximately nine months since the role started, I have included the number of assessments completed in the nine months before the role to compare a similar time period.

	Number of assessments completed by City Adult Social Care (for those who are homeless)	Number of assessments completed by Maddie (for those who are homeless)	Total assessments completed
9 months prior to role starting May 2020– February 2021	4	0	4
9 months since role started February 2021– November 2021	6	13	19

20. This illustrates how the number of assessments carried out under the Care Act (2014) for those rough sleeping or of no fixed abode has more than quadrupled in the nine months since the role started, highlighting the increased access to statutory assessments the role has facilitated. From my input I have more than trebled the number of assessments previously offered to our clients.

21. From the assessments I carried out, I assessed six of these individuals as having eligible care and support needs, with five of these requiring a care package of some description. Three of this group have no recourse to public funds. For two individuals, I also carried out a Human Rights Act assessment to adjoin the care and support needs assessment. Having no recourse to public funds occurs when an individual's immigration status in the UK is insecure or rejected, so they do not have a right to access public resources, but they may still have care and support needs while waiting for an outcome of their claim or before they are deported from the UK. During the assessment process for two individuals I realised they were entitled to support from a different local authority, and have been following this up with those local authorities to make sure the individuals receive the support they are entitled to.

22. Following on from the assessments, I have continued to work with the other seven clients, for example, accessing Early Intervention pilot for four people, and signposting to other organisations as required.
23. I have also been keen to gather as much feedback from colleagues as possible. I sent out a survey to colleagues within the Homelessness department and to outside partners to capture feedback from their experiences of working with me. All submissions were anonymous, and I encouraged responders to be honest and open – emphasising that I want constructive feedback. I received eight responses in the period the survey was open.
24. I asked: “Prior to the role of Homelessness Prevention and Rough Sleeping Social Worker being created, how would you rate your experiences of adult social care in the City of London for the service users you were working with? (1 being poor, 10 being excellent) (if you were not in role before Feb 2021 please ignore this question)” and the average response was 5.38.
25. I then asked: “In the last six months while the role of Homelessness Prevention and Rough Sleeping Social Worker has been operational, how would you rate your experiences of adult social care in the City of London for the service users you were working with? (1 being poor, 10 being excellent) and the average response was 9.25.
26. From the responses received, the average rating score of experience of social work in the City for clients who are homeless or requiring 'no further action' (NFA) has increased by a score of 3.87 since the inception of the social work role in the Homelessness service.
27. The reason participants gave for this improved score was mainly now having a clear point of access to social care and the increased presence of social work input.
28. Participants also gave useful ideas for how to expand the role further, which informed my plans for the role, as discussed earlier in the report.

Corporate & Strategic Implications –

29. There are no strategic implications related to this report.
 - Strategic implications – N/A
 - Financial implications – N/A
 - Resource implications – N/A
 - Legal implications – N/A
 - Risk implications – N/A
 - Equalities implications – N/A
 - Climate implications – N/A
 - Security implications – N/A

Conclusion

30. The impact of the Social Worker role in the Homelessness Prevention and Rough Sleeping service in the City has been varied, but a major theme is the increased access to statutory adult social care support for those who are homeless in the City. This increased access has meant an increase in the number of people going onto benefit from funded support in the form of a care package or use of the Early Intervention pilot. As well as this, colleagues report benefitting from the presence of a social worker and having a clear point of access to get social work support for clients. The last nine months have laid a good foundation for the role and going forward I hope to expand and adapt the role further to the demands of the context we are in (such as cold winter weather) and the needs of the service users and colleagues.

Appendices

- Appendices – None

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