



## Homelessness and Rough Sleeping Sub Committee

**Date:** MONDAY, 9 MAY 2022

**Time:** 1.45 pm

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

**Members:**

Deputy Marianne Fredericks, Community and Children's Services Committee (CCS)	Jillian Reid, Safer City Strategic Partnership (CoIC Officer)
Tijs Broeke, Police Authority Board	Ruby Sayed, Chairman - Community and Children's Services Committee
Munsur Ali, Police Authority Board	Mark Wheatley, Court of Common Council
Mary Durcan, Community and Children's Services Committee	Eamonn Mullally, Court of Common Council
Helen Fentimen, Deputy Chair of CCS	Joanna Tufuo Abeyie, CCS
Paul Kennedy, City Church	Anne Corbett, CCS
Alderman Bronek Masojada, CCS	James Bromiley-Davis, CCS
Henrika Priest, CCS	Deputy John Absalom, Farringdon Without North Side

**Enquiries:** [Julie.Mayer@cityoflondon.gov.uk](mailto:Julie.Mayer@cityoflondon.gov.uk)

### Accessing the virtual public meeting

**Members of the public can observe this virtual public meeting at the below link:**

<https://youtu.be/cjlyvb5ugoE>

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. **ELECTION OF CHAIRMAN**

To elect a Chairman in accordance with Standing Order 29.

**For Decision**

4. **ELECTION OF DEPUTY CHAIRMAN**

To elect a Deputy Chairman in accordance with Standing Order 30.

**For Decision**

5. **MINUTES**

To agree the public minutes and non-public summary of the meeting held on 14 February 2022.

**For Decision**  
(Pages 5 - 12)

6. **ROUGH SLEEPING PERFORMANCE REPORTING CHANGES**

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

**For Information**  
(Pages 13 - 20)

7. **ROUGH SLEEPING BULLETIN**

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

**For Information**  
(Pages 21 - 32)

8. **TRANSITION PROGRAMME UPDATE REPORT**

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

**For Information**  
(Pages 33 - 38)

9. **CARTER LANE CITY ASSESSMENT SERVICE**

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

**For Information**  
(Pages 39 - 46)

10. **2023-2027 STRATEGY UPDATE**

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

**For Information**

11. **CITY OF LONDON POLICE UPDATE**

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

**For Information**

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

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

14. **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**

15. **NON-PUBLIC MINUTES**

To agree the non-public minutes of the meeting held on 14 February 2022.

**For Decision**  
(Pages 47 - 48)

16. **OUTSTANDING ACTIONS**

Report of the Town Clerk.

**For Information**  
(Pages 49 - 50)

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

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

**For Information**

18. **ROUGH SLEEPING INITIATIVE 2022-25**

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

**For Information**

19. **QUESTIONS RELATING TO THE WORK OF THE SUB-COMMITTEE WHILE THE PUBLIC ARE EXCLUDED**
20. **ANY OTHER BUSINESS THAT THE CHAIRMAN CONSIDERS URGENT WHILST THE PUBLIC ARE EXCLUDED**

**Part 3 - Confidential Agenda**

21. **CONFIDENTIAL MINUTES**

To agree the confidential minutes of the meeting held on 14 February 2022.

**For Decision**

## HOMELESSNESS AND ROUGH SLEEPING SUB COMMITTEE

Monday, 14 February 2022

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

#### Present

##### Members:

Marianne Fredericks (Chairman)	Alderman Bronek Masojada
Randall Anderson	Benjamin Murphy
Mary Durcan	William Pimlott
Helen Fentimen	Henrika Priest
Alderman & Sheriff Alison Gowman	Jillian Reid
Paul Kennedy	Ruby Sayed

##### Officers:

Kate Bygrave	Community and Children's Services Department
Simon Cribbens	Community and Children's Services Department
Jack Deeprise	Community and Children's Services Department
Zoe Dhani	Community and Children's Services Department
Chris Lovitt	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
Kerry Nicholls	Town Clerk's Department
Aqib Hussain	Chief Operating Officer's Department
Sgt Mohammed Ali	City of London Police
DC Graham Willis	City of London Police

##### Also Present:

Eoin Bolger	Regional Head of Operations, Turning Point
Maggie Boreham	Principal Public Health Specialist, City and Hackney Public Health Team
Graeme Hodgkinson	Partnerships Manager, Turning Point
Andrew Trathen	Consultant in Public Health, City and Hackney Public Health Team

#### 1. **APOLOGIES**

Apologies for absence were received from Tijs Broeke and The Rt Hon. The Lord Mayor Vincent Keaveny.

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

There were no declarations.

#### 3. **MINUTES**

With regard to Minute 9: City of London Police Update, the Chairman asked that the minutes be corrected as outlined below:

*“...73 tickets had been issued of which 51 were “green” invites to attend the bi-monthly intervention hub... At every stage of issuing notices, individuals were invited to attend the bi-monthly intervention hub where they could access homelessness outreach and support services...”*

**RESOLVED**, that the public minutes and non-public summary of the meeting held on 6 December 2021 be approved, subject to the above amendments.

**4. ANNUAL REVIEW OF TERMS OF REFERENCE**

The Sub-Committee considered a report of the Town Clerk presenting the Terms of Reference of the Homelessness and Rough Sleeping Sub-Committee and the following points were made:

- In considering the Terms of Reference, Committee Members agreed to update the composition of the Terms of Reference as outlined below:

*“III. Two Members representing the Police ~~Committee~~ Authority Board;”*

- A Committee Member further suggested that consideration be given to reviewing the name of the Sub-Committee in the longer term to place a stronger emphasis on its role in preventing homelessness and rough sleeping.

**RESOLVED**, that:

- The Terms of Reference of the Sub-Committee be approved for submission to the Community and Children’s Services Committee for final approval, subject to the above amendment; and,
- No change be made to the Sub-Committee’s frequency of meetings.

**5. TURNING POINT - SUBSTANCE MISUSE SERVICES TO CITY ROUGH SLEEPERS**

The Sub-Committee heard a presentation of the Partnerships Manager and Regional Head of Operations of Turning Point and the following points were made:

- Turning Point was a leading social enterprise working in partnership with London Friend and Mind CHWF to deliver the City and Hackney Recovery Service which supported residents struggling with alcohol and substance misuse issues. This integrated, multi-agency service took a holistic approach to supporting individuals with alcohol and substance misuse issues, with a range of specialisms including a dedicated alcohol pathway, community navigation and Mind recovery workers. Its rough sleeper offer was delivered in partnership with the City of London Corporation’s existing homelessness and rough sleeping services and worked to support homelessness individuals in accessing alcohol and substance misuse services. Whilst the City of London was not part of Project ADDER, an innovative and targeted project to reduce drug-related offending, drug

deaths and prevalence of drug use, it benefitted from work undertaken in neighbouring local authorities and also received direct funding via the Home Office's 'universal' funding stream.

- In response to a question from a Committee Member, the Partnership Manager advised that whilst the City and Hackney Recovery Service occasionally closed cases due to individuals being disengaged or not ready to receive support, its service offer was always made available to those in need. The Chairman was pleased to note the role of alcohol and substance misuse services in supporting homeless and rough sleeping individuals in moving successfully away from the streets and underlined the need for more on-street support and scripting services.

The Chairman thanked the Partnerships Manager and Regional Head of Operations of Turning Point for their excellent presentation. The presentation would be circulated to Members following the meeting.

**RESOLVED**, that the presentation be noted.

6. **DEVELOPMENT PROPOSAL FOR THE 2023-2027 HOMELESSNESS & ROUGH SLEEPING STRATEGY**

The Sub-Committee considered a report of the Director of Community and Children's Services on the proposed timeline for developing the 2023-27 Homelessness and Rough Sleeping Strategy and the following points were made:

- A timeline was in place to support the development of the Homelessness and Rough Sleeping Strategy 2023-27, which would come into force on 1 April 2023. The timeline included key activities comprising gathering baseline data and stakeholder analysis; engagement; monitoring and evaluation set-up and drafting, with these activities supported by regular strategy development group meetings. Consultation on the draft 2023-27 Homelessness and Rough Sleeping Strategy would commence in January 2023, with a view to securing sign-off of the new strategy by the Homelessness and Rough Sleeping Sub-Committee in March 2023.
- The Chairman requested that Officers engage closely with Members in developing the 2023-27 Homelessness and Rough Sleeping Strategy. A Committee Member highlighted the importance of building in learning from the COVID-19 pandemic and another Committee Member underlined the need to review progress in delivering the 2019/23 Homelessness and Rough Sleeping Strategy.

**RESOLVED**, that the report be noted.

7. **ROUGH SLEEPING Q3 2021/22 PERFORMANCE REPORT**

The Sub-Committee considered a report of the Director of Community and Children's Services in respect of rough sleeping data for Quarter 3 2021/22 and the following points were made:

- The total number of rough sleepers in the City of London in Quarter 3 2021/22 was 183 individuals, which represented a 44% increase on the previous quarter and a 39% increase on the same period in 2020/21. This increase reflected the large number of transient rough sleepers who spent between one and five nights in the City of London, as well as a number of individuals being 'unknown clients' with whom it was challenging to engage. The proportion of new rough sleepers remained high at 33%; however, of 60 individuals identified as new during Quarter 3 2021/22, 62% had no second night out which demonstrated the success of the City of London Corporation's high assessment accommodation rates. There had been 82 individuals supported into accommodation or reconnection during Quarter 3 with current accommodation events 110% above pre-pandemic levels and 14% above the height of the pandemic response.
- In response to a question from a Committee Member, the Rough Sleeping Coordinator confirmed that individuals who were 'unknown clients' were often unwilling to share their personal data or engage with commissioned services but that Outreach Teams continued to work with them to build relationships. The Committee Member observed that some 'unknown clients' may be European Union nationals who were reluctant to engage as they had no recourse to public funds. The Rough Sleeping Coordinator advised that the Home Office continued to accept applications for the European Union Settlement Scheme where there were extenuating circumstances, such as homelessness, and clients were supported to make applications where appropriate.

**RESOLVED**, that the report be noted.

## 8. **ANNUAL STREET COUNT REPORT**

The Sub-Committee considered a report of the Director of Community and Children's Services presenting the findings of the annual street count and the following points were made:

- Due to the likelihood of the Severe Weather Emergency Protocol being put into action and upon the advice of Homeless Link, the annual street count had been undertaken as a spotlight count on 25 November 2021 supported by a multi-agency meeting which was a similar approach to that taken in November 2020. In total, 19 individuals had been met 'bedded-down' during the spotlight count, of whom five were identified as 'unknown clients', with a further individual identified as 'bedded-down' early on 26 November 2021. The total of 20 individuals represented the City of London's lowest annual street count since the process was established in 2010, demonstrating the effectiveness of the multi-agency approach. The Rough Sleeping Services Manager advised that the disparity between the annual street count total and growing rough sleeping numbers for Quarter 3 2021/22 was largely as a result of the number of 'unknown clients'.
- The Chairman thanked Committee Members, Officers and partners for their ongoing work to tackle homelessness and rough sleeping in the City of London which had led to such a successful outcome for the annual



street count and requested that this information be publicised following the meeting. The Chairman also requested that a document providing a holistic view of the City of London's homelessness pathways be presented to the next meeting of the Sub-Committee on 9 May 2022.

**RESOLVED**, that the report be noted.

9. **TRANSITION PLAN UPDATE REPORT**

The Sub-Committee considered a report of the Director of Community and Children's Services providing an update on the Transition Plan and the following point was made:

- The Transition Plan represented an evolution of the COVID-19 Recovery Plan and included the anticipated decant of the Carter Lane hostel and the progress of delivering two capital projects comprising the City Assessment Service and the High Support Hostel. The Transition Programme also included winter planning for individuals who were rough sleeping, including the Severe Weather Emergency Protocol arrangements which came into effect when temperatures were forecast to fall below 0°C. The Protect and Vaccinate Fund had recently been launched by the Department for Levelling Up, Housing and Community to support local authority accommodation and vaccination efforts and it was planned to use the City of London Corporation's grant allocation to support contingency accommodation arrangements as the Transition Plan progressed. The Head of Homelessness, Prevention and Rough Sleeping advised that 61 individuals were currently covered by the scope of the Transition Plan, including 20 residents of Carter Lane Hostel who were due to move onto to alternate provision by the start of March 2022.

**RESOLVED**, that the update be noted.

10. **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:

- Operation Luscombe continued to operate successfully. During Quarter 3 2021/22, 32 tickets had been issued of which 17 were "green" invites to attend the bi-monthly intervention hub, 10 were "amber" Community Protection Warnings and 5 were Community Protection Notices. Criminal Behaviour Orders were also used where appropriate, such as where individuals were involved in begging, and an application was currently being made in respect of an individual whose behaviour had exceeded the threshold. At every stage of issuing notices, individuals were invited to attend the bi-weekly intervention hub where they could access homelessness outreach and support services, and a significant proportion of those receiving notices did not come to notice again. A day of action had been undertaken by the City of London Police on 19 January 2022 with Ward Officers attending the east-side of the City of London to support homeless and rough sleeping individuals.

- The British Transport Police had tabled an update which advised that there had been a significant reduction in aggressive begging at transport hubs in recent months, although passive begging continued. The present focus of the British Transport was night-time anti-social behaviour, violence against women and girls and staff assaults, but the British Transport Police would continue to work with the City of London Police on initiatives to tackle homelessness and rough sleeping, including Operation Luscombe. A Committee Member underlined how passive begging was also cause for concern as it could escalate to more aggressive behaviours. The Committee Member further noted that, when moved on by the Police, those engaged with begging activities often resumed them at a different location.

**RESOLVED**, that the update be noted.

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

There was one question.

In response to a question from a Committee Member, the Head of Homelessness, Prevention and Rough Sleeping confirmed that the Mayor's Fund contributed to a number of London-centred charities but that this did not include homelessness services in the City of London. A Committee Member observed that the Lady Mayoress was holding a fundraising event in the Guildhall Yard on 30 March 2022 to highlight issues of homelessness.

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

There was one item of other business.

The Chairman thanked Members, Officers and partners for their commitment and excellent work in addressing homelessness and rough sleeping issues during the 2021/22 municipal year.

**13. 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.

<b>Item no</b>	<b>Para no</b>
14-20	3
21	1 & 2

**14. NON-PUBLIC MINUTES**

**RESOLVED**, that the non-public minutes of the meeting held on 6 December 2022 be approved.

**15. OUTSTANDING ACTIONS**

Members received the Sub-Committee's outstanding actions list.

16. **CAPITAL PROJECTS UPDATE**

The Sub-Committee received a non-public update of Director of Community and Children's Services on capital projects.

17. **HOMELESSNESS AND DRUGS**

The Sub-Committee received a non-public report of the Commissioner of the City of London Police on homelessness and drugs.

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

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

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

There were no non-public questions.

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

There was no other business.

21. **HOMELESSNESS FATALITY REVIEW**

The Sub-Committee received a confidential update of the Director of Community and Children's Services on a Homelessness Fatality Review.

**The meeting closed at 12.49 pm**

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Chairman

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

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<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	09/05/2022
<b>Subject:</b> Rough Sleeping Performance Reporting Changes	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 3, 4, 11
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Jack Deeprise, Rough Sleeping Co-ordinator	

### Summary

This report presents current issues with the data release schedule from the Combined Homelessness and Information Network (CHAIN) being misaligned with the frequency of Homelessness and Rough Sleeping Sub-Committee meetings. The non-alignment of the CHAIN Quarter 4 (Q4) full data release with the draft deadline for the 9 May 2022 Sub-Committee has meant it is not possible to present the Q4 Rough Sleeping Performance Report to Members at this Sub-Committee.

These issues have prompted City of London (CoL) Officers to consider changes to the frequency and format in which Rough Sleeping Performance is reported across the financial year. The proposed changes include moving to a biannual reporting schedule, comprising a Rough Sleeping Annual Performance Report, followed by a Rough Sleeping Six-month Performance Review. The data points and formats of these reports will be consistent to allow for better tracking of trends. At Sub-Committee sessions where no biannual performance report is submitted, the CoL Rough Sleeping Co-ordinator will submit reports focusing on specific areas of rough sleeping work.

### Recommendations

Members are asked to:

- Note the report
- Endorse the performance report changes.

## Main Report

### Background

1. Quarterly Rough Sleeping performance reporting schedules, and the deadlines associated with drafting these papers for this Sub-Committee, have become increasingly out of line with the published full data releases from CHAIN. In the past, this has led to the Q3 Performance Report analysing an initial release of data by CHAIN, and not the usual full report. This initial release, while still accurate, is limited in scope when compared to the full CHAIN release available some weeks later. This does not allow for comparisons against neighbouring borough rough sleeping numbers, or more detailed breakdowns into accommodation outcomes and demographics.
2. For the Homelessness and Rough Sleeping Sub-Committee on 9 May 2022, the publication of CHAIN data misses the draft deadline for this Sub-Committee, meaning that it is not possible to present a Q4 Performance Report to Members. This misalignment has prompted consideration and discussion between Homelessness and Rough Sleeping Officers on how best to make positive reforms to the frequency and style of rough sleeping performance reports for this Sub-Committee.

### Current Position

3. The CHAIN performance data for Q4 has not been released in time for consideration at this Sub-Committee. The table below shows the CHAIN data release schedule alongside Homelessness and Rough Sleeping Sub-Committee draft deadlines and Committee sessions. The CHAIN data process and planned schedule is also included as Appendix 1 of this paper.

	CHAIN data releases		Sub-Committee dates	
	Initial data	Full reports	Draft deadline	Committee session
Q4	15/4/2022	29/4/2022	13/4/2022	9/5/2022
Annual Report		30/6/2022	23/6/2022	18/7/2022
Q1	15/7/2022	29/7/2022		
Q2	15/10/2022	31/10/2022	8/9/2022	3/10/2022
			5/11/2022	30/11/2022

4. As the date misalignment shows, it is not currently possible to submit performance reports at the most appropriately timed Sub-Committees.
5. At the Homelessness and Rough Sleeping Sub-Committee held on 14 February 2022, it was noted by Members and CoL officers that the level of analysis and style of data presentation in the Q3 Rough Sleeping Performance Report was thorough, but could be confusing when presented alongside other rough sleeping reports. CoL officers have discussed amending the performance report structure and content to ensure that the data can be better communicated to Members, with more consistency across reporting periods, and better illustration of long-term trends.

6. As Q4 data is not available in time for the 9 May 2022 Homelessness and Rough Sleeping Sub-Committee, this report will deal with proposed solutions to the issues discussed, and how these solutions to rough sleeping performance reporting can be implemented.

## **Options**

7. The course of action proposed to address these issues is a change in frequency of rough sleeping performance reports submitted to this Sub-Committee.

8. These reports will consist of two biannual reports:

- *Rough Sleeping Annual Performance Report*

This report will summarise CHAIN rough sleeping data for the previous financial year. It will compare performance against previous years, make comparisons against neighbouring boroughs, and illustrate changes in rough sleeping between the four quarters of the financial year.

- *Rough Sleeping Six-month Performance Review*

This report will review CoL rough sleeping CHAIN data for Q1 and Q2 of the current year. It will compare performance against the previous annual report, make comparisons against neighbouring boroughs, and illustrate any changes across the first two quarters of the year.

9. Both the annual and six-month performance reports will cover the following data points:

- total individual rough sleepers (annually and quarterly)
- annual cohort trends of new, consistent and returning rough sleepers
- quarterly cohort trends of new, living on the streets, and intermittent rough sleepers
- rough sleeper demographics
- rough sleeper support needs
- accommodation and reconnection outcomes.

These headings for data analysis will remain consistent across all future performance reports, and this will allow for better tracking and highlighting of longer-term trends.

10. At Sub-Committees at which there is neither the Annual Performance Report nor the Six-month Performance Review, papers will be presented on developments in specific areas of the work, and other data-driven updates, such as street count and Severe Weather Emergency Protocol (SWEP) reviews.

## Proposals

11. With the course of action described, the proposal is that the following papers are submitted at the corresponding scheduled Homelessness and Rough Sleeping Sub-Committees:

18/7/2022 Sub-Committee

- 2021 Annual Street Count Performance Report
- 2021/22 SWEF Review

02/10/2022 Sub-Committee

- 2021/22 Rough Sleeping Annual Performance Report

30/11/2022 Sub Committee

- City Inn Express Progress Report

March/April Sub-Committee

- Rough Sleeping Six-month Performance Review

12. This proposed scheduling will allow more time to be dedicated to the new performance reports, which will result in more consistent and robust reporting. The non-performance reports will give insight and measure performance on other vital areas of work for the CoL Rough Sleeping team.

## Corporate & Strategic Implications

13. 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**

14. In conclusion, these proposed changes to frequency and method of rough sleeping performance reporting aim to address the issue of the CHAIN data releases schedule being misaligned with Homelessness and Rough Sleeping Sub-Committees. The change to a biannual performance reporting will allow the publication of full data reports in good time before Sub-Committees and ensure that the Annual Performance Report and Six-month Performance Review can be submitted at the same time each financial year. Additionally, there will be reforms to the style and consistency of these reports, with shared data points and headings to improve clarity and consistency across reporting periods.
15. For Sub-Committees at which no Rough Sleeping Performance Report is submitted, there will instead be a data-driven review of specific areas of CoL rough sleeping work.

## **Appendices**

- Appendix 1 – CHAIN Quarterly and Annual Reports Process and Schedule

### **Jack Deeprose**

Rough Sleeping Co-ordinator  
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## **A note from the GLA's commissioned CHAIN team regarding CHAIN quarterly and annual reports production process and timetable**

The purpose of this document is to outline the process and timescales for the production of CHAIN quarterly and annual reports, so that stakeholders can be clear about when they can expect data to be available to them.

### **QUARTERLY REPORTS Part 1: Initial Data Production**

The CHAIN team needs to allow a reasonable amount of time after the end of the quarter before running the reports, in order to ensure that all necessary inputting has been completed by outreach services and other services that use CHAIN as real-time reporting does not occur. If this is not done, experience has shown that figures in the reports can be unrepresentatively low and significant discrepancies can occur with later retrospectively generated statistics.

In general this means the initial data production week would be **the week within which the midpoint of the month following quarter end falls**. So, for example, initial production of data for the quarter January to March would take place on the week containing 15 April. The team would normally start the reporting process on the Monday of that week.

The procedure for generating the figures starts with a data process to categorise all people seen rough sleeping in London during the quarter, based on the New Rough Sleepers, Living on the Streets, and Intermittent categories. Once this process has been completed, we then run a separate process to determine each borough in which each person has been seen rough sleeping, so that clients can be ascribed to boroughs for reporting purposes. It is not possible to run an individual borough report without first running the overall London process.

Once the overall London and individual borough figures have been produced, we use these to produce a document containing graphs and tables for London overall and each of the central boroughs. This document is sent to the GLA for review and approval.

On receiving GLA approval, we then distribute the document to outreach managers and local authority leads at each of the central boroughs. We also send a list of all clients included in the figures for the borough, indicating which category each client has been assigned to.

In general we would aim to have this information disseminated by the **middle to end of the initial production week**. So, for the January to March data, this would usually be the second half of the week containing 15 April.

The document is tabled for review at the GLA's quarterly Local Authority Rough Sleeping Leads' and Mayor's Rough Sleeping Group meetings, and the information is reserved for inclusion in the Rough Sleeper Population Analysis section of the published quarterly reports.

### **QUARTERLY REPORTS Part 2: Full Reports Production**

In the week following initial production, we begin work on generating data for the remaining sections of the published reports (e.g. nationality, support needs, accommodation and reconnection outcomes etc.). Once we have produced the data for the full Greater London

report we again send this to the GLA for review and approval. On receipt of GLA approval for the Greater London report, we finalise the complete set of borough reports and forward these to the GLA for uploading to the Datastore website.

Once the reports have been uploaded to the Datastore we send an email notification to all contacts on our reports mailing list. Anyone not currently included in the mailing list can contact us to request future inclusion.

In general we would aim to have the **full reports published by the end of the month following the quarter end.**

## **ANNUAL REPORTS**

Work on the production of annual reports commences towards the end of April, and publication date will usually be late June. Annual report data is strictly embargoed prior to publication date, and is only accessible by the CHAIN team and GLA.

### **Projected Forthcoming Report Dates**

#### **2020/21 Annual Reports**

30th June 2021

#### **Apr-Jun 2021 Reports**

Initial data: 14th-16th July 2021

Full reports: 30th July 2021

#### **Jul-Sep 2021 Reports**

Initial data: 13th-15th October 2021

Full reports: 29th October 2021

#### **Oct-Dec 2021 Reports**

Initial data: 12th-14th January 2022

Full reports: 31st January 2022

#### **Jan-Mar 2022 Reports**

Initial data: 13th-15th April 2022

Full reports: 29<sup>th</sup> April 2022

#### **Apr-Jun 2022 Reports**

Initial data: 13th-15th July 2022

Full reports: 29th July 2022

#### **Jul-Sep 2022 Reports**

Initial data: 12th-14th October 2022

Full reports: 31st October 2022

<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee – For Information	09/05/2022
<b>Subject:</b> Rough Sleeping Bulletin	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 3, 4, 11
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>No</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Jack Deeprise, Rough Sleeping Co-ordinator	

### Summary

This report serves to provide an accompanying narrative to the data provided in the accompanying Appendix 1 Rough Sleeping Bulletin Data. The data illustrated and discussed in this report shows that rough sleeping in the City of London (CoL) has decreased since 2018. This is true both when looking at all unique rough sleepers in each quarterly period, as recorded on the Combined Homeless and Information Network (CHAIN) database, and when comparing annual street counts and monthly street audits which count an ‘on the night’ figure for rough sleepers in the Square Mile on a given night. The report notes that rough sleeping in CoL was lowest during the height of the Covid-19 pandemic, but that overall figures have not returned to pre-pandemic levels. The provided data also shows the linear trend for rough sleeping in CoL is trending steadily downwards.

This report also includes cohort and demographic breakdowns for rough sleepers found on the most recent street audit, which highlights the different approaches taken with those found by City Outreach during this audit. Also included is a breakdown of clients housed in assessment and emergency accommodation as of 31/3/22, showing the amounts of rough sleepers placed into temporary accommodation, and the amount of those who have since been supported into long-term and settled accommodation.

### Recommendation(s)

Members are asked to:

- Note the report.

## Main Report

### Background

1. This paper is designed to serve as accompanying analysis and narrative to the Appendix 1 Rough Sleeping Bulletin Data attached to this paper. The rough sleeping data and analysis displayed in this report and appendix is an overview of important metrics captured on both the CHAIN database and City of London's own databases. This report is being submitted to this Sub-Committee so that long and short-term rough sleeping trends can be observed and discussed by the Sub-Committee, in place of a Quarterly or Annual Performance report. The issues with, and proposed changes to, the reporting schedule and performance reports at this Sub-Committee are discussed in the paper 'Performance Reporting Changes Proposal', also submitted to this Sub-Committee on 9 May 2022.

### Current Position

The following will reference the slide titles from the accompanying Appendix 1 – Rough Sleeper Bulletin Data.

#### 2. Unique Rough Sleepers – Last 4 Years

This slide shows the quarterly totals for unique rough sleepers found bedded down in CoL from Quarter 1 (Q1) 2018/19 to (Q4) 2021/22. This data shows an overall decrease in rough sleeping in the Square Mile during this period.

The four-year period illustrated has been a period of change and challenge for CoL rough sleeping services, and this is reflected in the data. For example, the decreases in overall rough sleeping in CoL seen between Q1 2020/21 and Q1 2021/22 was during the height of the Covid-19 pandemic and CoL Rough Sleeping response to it as part of 'Everyone In'. The recent increase in quarterly numbers shows the fluctuation in rough sleepers presenting in CoL, though Q4 2021/22 shows a fall to near previous levels.

Whilst these quarterly figures do fluctuate quarter to quarter, the linear trend line of this data shows that overall the amount of unique rough sleepers in CoL is steadily decreasing.

#### 3. Street Counts & Audits – 2018 to Present

The data for street counts & audits shows a similar picture of decrease to the cumulative quarterly data. This data shows the figures for 'on the night' rough sleeping in CoL, in which overnight counting shifts are conducted once a month to manually record the amount of people rough sleeping in the Square Mile.

As highlighted in a previous report to this Sub-Committee (Q3 Performance

Report), whilst overall rough sleeping numbers can fluctuate quarter to quarter, CoL street count and audit figures remain low, showing that these increases do not necessarily lead to a long-term cumulative increase for 'on the night' numbers. These snapshots of rough sleeping in CoL have shown large decreases since 2018.

The linear trend line for this data reflects a steady decrease, and this averaged decrease is very similar when compared to quarterly data from the same period.

#### **4. March Street Audit Breakdown**

There were 27 individual rough sleepers counted during the street audit conducted in March of this year. This slide shows a breakdown of different cohort and support designations assigned to the rough sleepers counted. Seven of those found on the night of the count were new to rough sleeping in CoL, and had previous and recent rough sleeping history in neighbouring boroughs. Twelve of the individuals had recently been offered accommodation by commissioned services prior to be counted at the street audit. These offers of accommodation will be continued to be offered to these individuals.

Two rough sleepers were known to have settled accommodation out of borough, though had still chosen to rough sleep. City Outreach continue to encourage and facilitate returns to client's accommodation. Two of those found also had recently abandoned or been asked to leave temporary accommodation offered to them.

Of the 27 individuals found, 11 of are designated as 'Unknown' on CHAIN. This cohort of clients were unwilling to engage with City Outreach and unwilling to share their name or details. Rough sleeping commissioned services are working currently to share intel with colleagues in neighbouring boroughs, City of London Police, and other statutory services, to help identify these clients so that they can best be supported away from the streets.

#### **5. Unique Rough Sleepers – Last 6 months**

This slide shows how many unique individuals were seen bedded down in CoL in each of the last six months. This illustrates the general decrease in rough sleeping between Q3 and Q4 of 2021/22, and that this fall in numbers has stabilised.

#### **6. Assessment and Emergency Accommodation**

As of 31<sup>st</sup> March 2022, CoL had 44 rough sleepers accommodated in some form of short-term assessment accommodation. The City Assessment Service (CAS), operating out of premises at Carter Lane during the pandemic, had finished the decanting of clients by this point, before being decommissioned, and these clients at this time were housed in a combination of hotels and temporary accommodation units. These clients were receiving in reach support from commissioned rough sleeping services such as City Outreach, the Mobile Intervention Support Team (MIST), and City Navigators.

This slide shows a nationality breakdown of the clients accommodated on this date. Also included is a three month record of moves in and out of CoL rough sleeping assessment accommodation. 22 clients had come in off the street for an assessment period. Between 1/1/22 and 31/3/22, 13 clients had either abandoned their accommodation, or had their placements closed as they were not using their bedspace. 16 clients had moved onto to longer term accommodation, such as placements within CoL's supported pathway, or into Private Rented Sector accommodation. Four clients were reconnected to other Local Authorities and were made accommodation offers in areas in which they held a local connection.

### **Options**

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

### **Proposals**

8. There are no proposals arising from this paper.

### **Corporate & Strategic Implications**

9. 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**

In conclusion, there has been an overall decrease in rough sleeping in CoL since 2018. This is illustrated by the data provided on both quarterly unique rough sleepers recorded on CHAIN, and by the street count and audit data provided. Whilst total rough sleeping figures recorded for CoL can fluctuate quarter to quarter, when shown in perspective of the last four years, there is a steady downward trend across both recording metrics, as shown by their linear trend lines. There has been a relative increase in rough sleeping in CoL since the easing of 'Everyone In' during the Covid-19 pandemic, but numbers have not risen back to pre-pandemic levels. The most recent quarterly total for unique rough sleepers shows a decrease back to Q2 2021/22 levels.



## **Appendices**

- Appendix 1 – Rough Sleeping Bulletin Data

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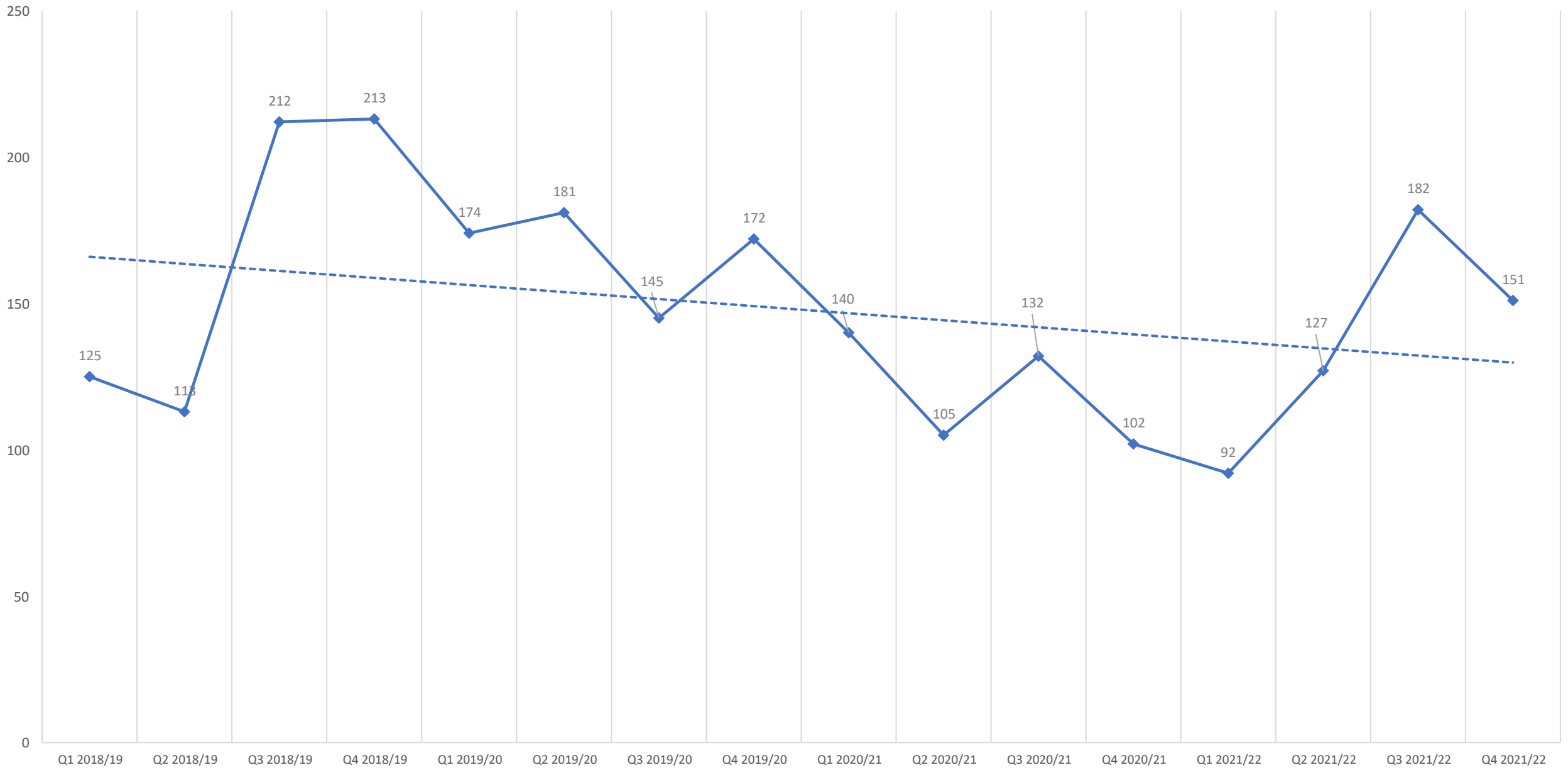
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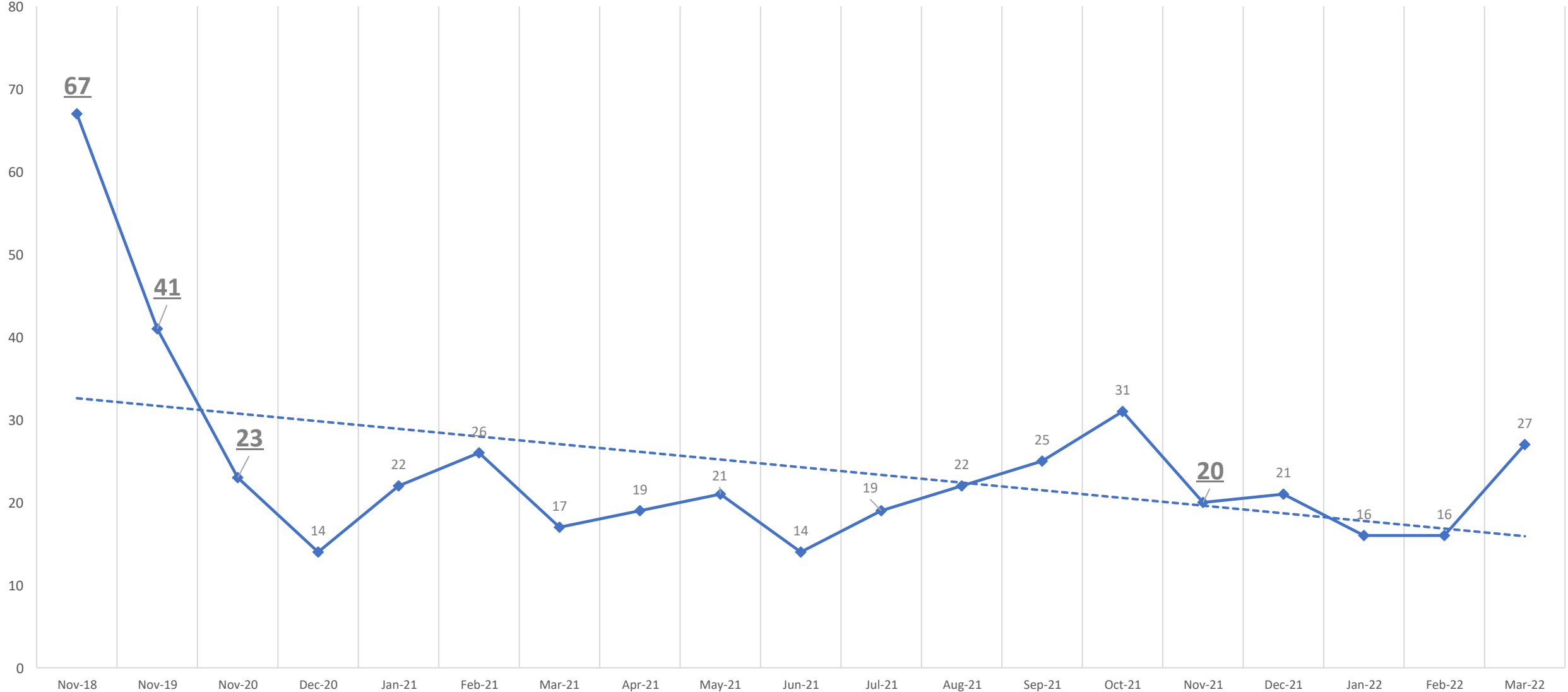
Homelessness and Rough Sleeping  
Sub-Committee 9/5/22

# Rough Sleeping Bulletin

# Unique Rough Sleepers – Last 4 Years



# Street Counts & Audits – 2018 to Present

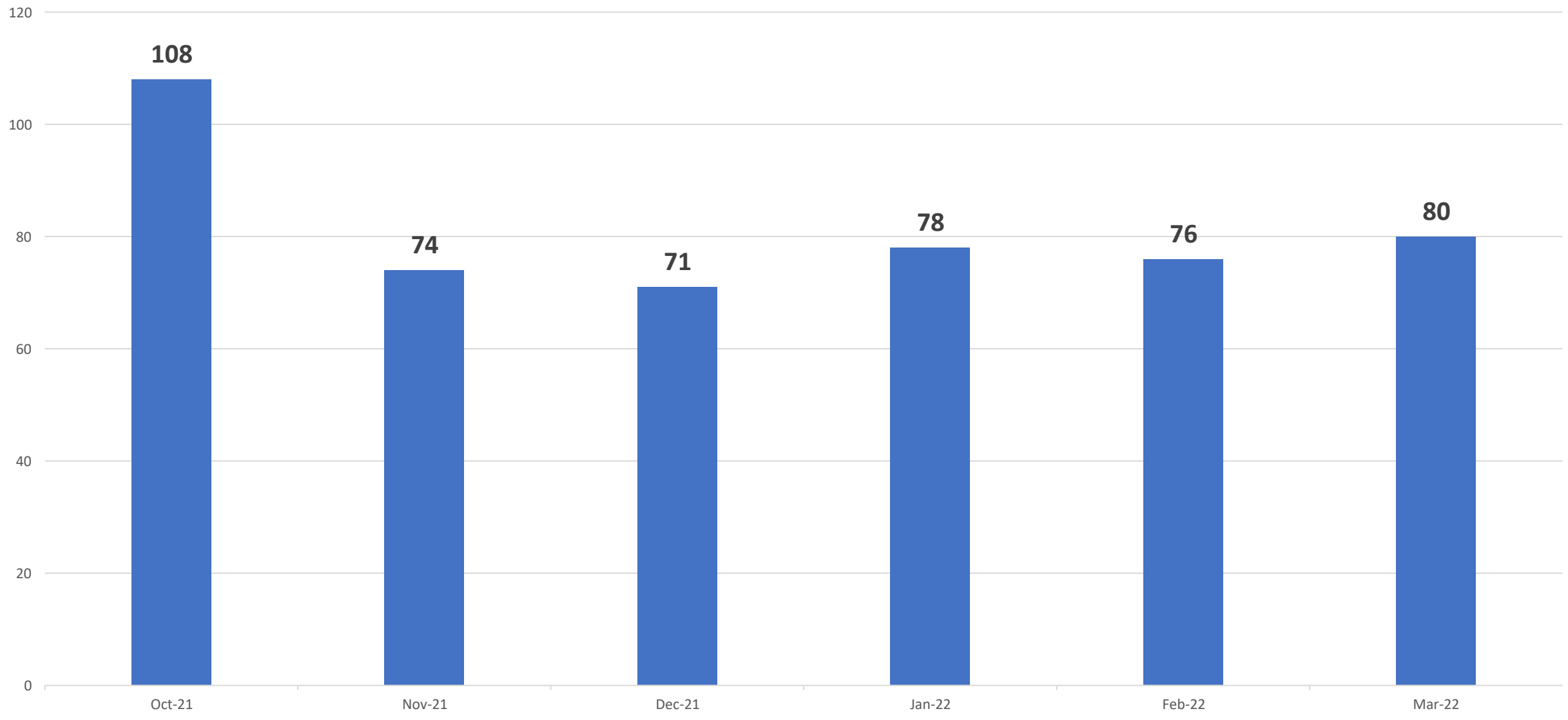


N.B - Underlined figures in the months of November denote official 'Annual Street Counts' submitted to DLUCH

March  
Street Audit  
Breakdown

New to Rough Sleeping in CoL	7
Have been made a an offer of emergency or temporary accommodation and refused it	12
Evicted or abandoned from emergency/temporary accommodation	2
Unknown clients unwilling to engage	11
Had accommodation open to them when counted as rough sleeping	2

# Unique Rough Sleepers – Last 6 Months



Assessment and  
Emergency  
Accommodation

Total in Assessment and Emergency Accommodation 31/3/22	44
UK Nationals	27
EEA Nationals	15
Non-EEA Nationals	2
Since 1/1/22:	
Newly accommodated	22
Left without move on arrangements	13
Moved on to long term accommodation	16
Reconnected to another Local Authority	4



<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	09/05/2022
<b>Subject:</b> Transition Programme Update Report	<b>Public</b>
<b>Which outcomes in the City Corporation’s Corporate Plan does this proposal aim to impact directly?</b>	<b>1, 2, 3, 4, 10</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain’s Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children’s Services	<b>For Information</b>
<b>Report author:</b> Will Norman, Head of Homelessness Prevention and Rough Sleeping	

## Summary

This report offers Members an updated status report on the City of London Transition Programme. The Programme covers the use of contingency accommodation at the City Inn Express Hotel, Bed & Breakfast, and Temporary Accommodation placements for the period between the City of London’s COVID Recovery Plan and the opening of two new rough sleeping accommodation services later in 2022.

There are currently 40 individuals within the scope of the Transition Programme – a reduction of 20 from the previous update in February. Carter Lane has now been returned to the Youth Hostel Association and operations have begun from the City Inn Express in Hackney.

## Recommendation

Members are asked to note the report.

## Main Report

### Background

1. The objectives of the Transition Programme are to:
  - a. maintain service continuity and capacity until an enlarged supported accommodation pathway is deliverable later in 2022/23

- b. track client progression through the assessment and Credible Service Offers
  - c. minimise use of B&B and Temporary Accommodation placements
2. Carter Lane – the City’s principal accommodation service through the COVID-19 pandemic – has now been returned to the Youth Hostel Association.
  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.
  4. To ensure that our commissioned outreach services can continue to offer a ‘route off the street’ to rough sleepers, pending the launch of the new services, contingency accommodation has been procured at the City Inn Express.

## **Current Position**

### *Carter Lane*

5. The Carter Lane service closed to new referrals on 28 February 2022. A gradual decant of the service began in November 2021, culminating in the last resident leaving on 14 March 2022.
6. Repairs, cleaning and redecoration have been undertaken through corporate contracts co-ordinated by Homelessness and Rough Sleeping officers and colleagues in City of London Facilities Management.
7. The service is considered a huge success. At one time or another, Carter Lane provided assessment beds, short- to medium-term accommodation for complex needs rough sleepers and emergency COVID-19 accommodation. The service ran for 24 months, and 159 rough sleepers passed through its doors.

### *City Inn Express Hotel (CIE)*

8. The City of London has entered into an occupation agreement with City Inn Express Ltd. CIE is a 20-room hotel located at 144 Mare Street in the London Borough of Hackney (LB Hackney). Prior to this agreement, the hotel was used by the service for individual, ad-hoc bookings. The agreement began on 4 April 2022 and secures all 20 rooms for City of London use for a period of 12 months. CIE will retain responsibility for building management.
9. CIE is funded through the central government Protect and Vaccinate grant fund and revenue savings found through the delayed City Assessment Centre and High Support Hostel projects.
10. The hotel is located in Hackney, adjacent to The Greenhouse specialist GP practice. City rough sleepers are signposted to The Greenhouse for GP registration and access to primary care, so we expect improved pathways into health care as a result. East London Foundation Trust (ELFT) are the clinical providers at The

Greenhouse. ELFT are able to provide in-reach services to our hotel guest population.

11. A high-level memorandum of understanding is shared between City of London and LB Hackney, which accounts for the statutory housing and social care implications of City establishing a rough sleeper service outside our jurisdiction. Hackney homelessness services will have access to two beds in the hotel.
12. As per Carter Lane, the rooms will be used as assessment beds with a 28-day turnaround. Providence Row Housing Association have been awarded a client support contract to operate CIE.

#### *High Support Hostel*

13. The construction and refurbishment element of the project commenced on 31 March 2022. The revised work programme will take 26 weeks, meaning a provisional mobilisation date of early October 2022.
14. The phased introduction of guests described to Members in previous reports will no longer be required.

#### *City Assessment Service (CAS)*

15. The timeline for the new CAS has not changed since Members were updated at the February Sub-Committee.
16. The planning application was registered from 10 March 2022 and should be determined by 5 May 2022. The project has progressed to the detailed design stage and the construction/refurbishment tender is due to be issued in the week ending 15 May 2022, with authority to start works anticipated in June 2022.
17. On Friday 1 April, City officers participated in a volunteering day to begin clearing the garden area to improve access and safety and prepare the ground for fresh landscaping.
18. Based on current information, project mobilisation is expected in November or December 2022.

#### *Hotels and Temporary Accommodation (TA)*

19. Hotels and TA provided flexible, additional capacity throughout the pandemic. Demand increased as we reduced the Carter Lane population, peaking at a combined total of 47 in February 2022. Guests placed outside the Square Mile will be supported by an extended Mobile Intervention Support Team (MIST) provided by Thames Reach.
20. A clear objective of the Transition Programme is to reduce our reliance on TA and hotel use and bring efficiencies to how we source provision. The service has created a locus of support by procuring seven rooms at the Bridge Hotel in LB Waltham Forest.

## Key Data

	W/C 18/04/2022	Variance
Total clients in Transition Programme accommodation	40	Down
Total accommodated at City Inn Express (CIE) to date	23	n/a
CIE population (City/Hackney)	18/0	n/a
B&B clients	7	Down
TA clients	15	Up
EEA clients with outstanding EUSS applications	5	Down
Total clients with Credible Service Offer (CSO)	24 (60%)	Down (%)

21. The following points explain the key data:

- The total number of clients accommodated in Transition Programme accommodation is 40, down from 60 in February 2022.
- The City's 18 rooms at CIE are fully occupied. LB Hackney are yet to place anyone in their allocated rooms.
- CIE has so far accommodated 23 guests.
- Out of the total of 40, seven people are accommodated in hotels. This is down from 26 people in February 2022.
- 15 of the total are in TA, an increase from 13 in February 2022.
- European Union Settlement Scheme (EUSS) refers to outstanding applications to the Government's scheme – five are currently outstanding. This is a reduction from six in the February update
- Out of the total of 40, 24 people have been issued with a CSO. This is also expressed as a percentage of the total of individuals in the Transition Programme. Of clients within the Transition Programme's scope, 62% had a CSO at the time of the last report.

22. The total number of clients falling within the Transition Programme's scope has fallen significantly – from 60 in February to 40 for the week commencing 18 April 2022. In part, this can be explained by the reduction in overall size of the programme – 45 rooms at Carter Lane versus 18 City rooms at CIE. Every Carter Lane resident left with an alternative accommodation offer.

23. Five Carter Lane guests left the service and have not moved into alternative City-provided accommodation: two were sectioned under the Mental Health Act; and three rejected offers of alternative accommodation (all three are rough sleeping and the team continues to track these cases).

24. The combined number of clients placed in B&B or TA placements has decreased from 36 to 22. The TA population has grown slightly (from 13 to 15) while the B&B population has fallen significantly (from 23 to seven).

25. The number of clients awaiting the outcome of an EUSS application has reduced again, from six to five. One case received pre-Settled status and is currently accommodated at CIE, working full time and applying to our Private Rented Sector

scheme. All five remaining cases are being fast-tracked with the Home Office team. The majority are complicated by criminal convictions, resulting in slower case progression. City of London officers are in regular contact with London Councils and the Home Office team.

### **Corporate & Strategic Implications**

26. 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**

27. Carter Lane has been successfully decanted and the building has been returned to the Youth Hostel Association. City of London's lease expired on 31 March 2022. No one left Carter Lane without an offer of alternative accommodation from the City of London. Despite this, three people are known to be rough sleeping at this time.

28. The City of London has established an occupation agreement with a 20-room hotel in LB Hackney. The CIE is adjacent to The Greenhouse GP practice. The agreement is for the period 4 April 2022 to 3 April 2023. The duration is designed to cover the period from Carter Lane closing and the planned opening of the two new services towards the end of 2022.

29. The number of individuals falling within the scope of the Transition Programme has fallen significantly – from 60 to 40. This new total covers CIE, other B&Bs and TA placements.

30. The sub-total of clients accommodated in B&B/TA placements has fallen from 36 to 22. The Thames Reach MIST service continues to offer support to rough sleepers placed in these settings.

### **Appendices**

- None

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<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	09/05/2022
<b>Subject:</b> Carter Lane City Assessment Service	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	1, 2, 3, 4
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of Funding?</b>	<b>N/A</b>
<b>Has this Funding Source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Kirsty Lowe, Rough Sleeping Service Manager, Department of Community and Children's Services	

## Summary

This report provides an overview of the City of London's (CoL's) commissioned Carter Lane hostel, which opened in April 2020 as part of the CoL's response to the COVID-19 pandemic and calls from government to enact the 'Everyone In' approach. Carter Lane hostel, also known as the CoL's temporary City Assessment Service (CAS) was the first commissioned homelessness accommodation within the Square Mile. Carter Lane hostel closed on 31 March 2022. While operating, Carter Lane supported 159 individuals to come off the streets, supported 106 individuals to positively moved on from the service and 72 of these individuals moved into sustainable long-term accommodation. The overall success of Carter Lane and the learning opportunities it has presented has influenced the CoL's strategic planning, partnership work and commissioning of future homelessness services.

## Recommendation

Members are asked to note the report.

## Main Report

## Background

1. The World Health Organization declared the COVID-19 outbreak a Public Health Emergency of International Concern on 30 January 2020, and a pandemic on 11 March 2020.

2. The UK government provided £3.2 million to local authorities in England to assist an emergency support package to help rough sleepers into accommodation – known as the ‘Everyone In’ approach.
3. Prior to the announced pandemic on 11 March 2020, the CoL Homelessness team and commissioned services had begun to support many individuals from the streets into self-contained hotel or temporary accommodation.
4. On 30 March, the Greater London Authority (GLA) opened the first of several block-booked hotels, including the Travelodge in the City on Middlesex Street. Approximately 30 individuals who were booked into the Middlesex hotel by CoL Outreach were then migrated to the GLA.
5. Throughout April, CoL continued to spot purchase hotel beds to ensure rapid off the street offers of accommodation continued. However, to address the needs and requirements of individuals with higher support needs, CoL negotiated a short-term licence of the currently empty Youth Hostel Association (YHA) at 36 Carter Lane.
6. The licence was agreed on 29 April 2020 for three months for the CoL’s occupancy of up to 45 bedrooms, 20 bathrooms and some communal spaces.
7. On 29 July 2020 a lease between YHA and CoL was agreed with the end date of 31 March 2021. Funding came from the CoL’s Homelessness and Rough Sleeping budget and grant funding from the Department for Levelling Up, Housing and Communities (DLUHC) – formerly the Ministry of Housing, Communities & Local Government. The lease was extended a further two times, with the final end date and subsequent closure of the service on 31 March 2022.
8. In parallel to the licence and lease agreements with the YHA, CoL also varied and extended the support contract provided by Providence Row Housing Association (PRHA), catering provided by CH&CO and the cleaning service by Atalian Servest.

## Achievements

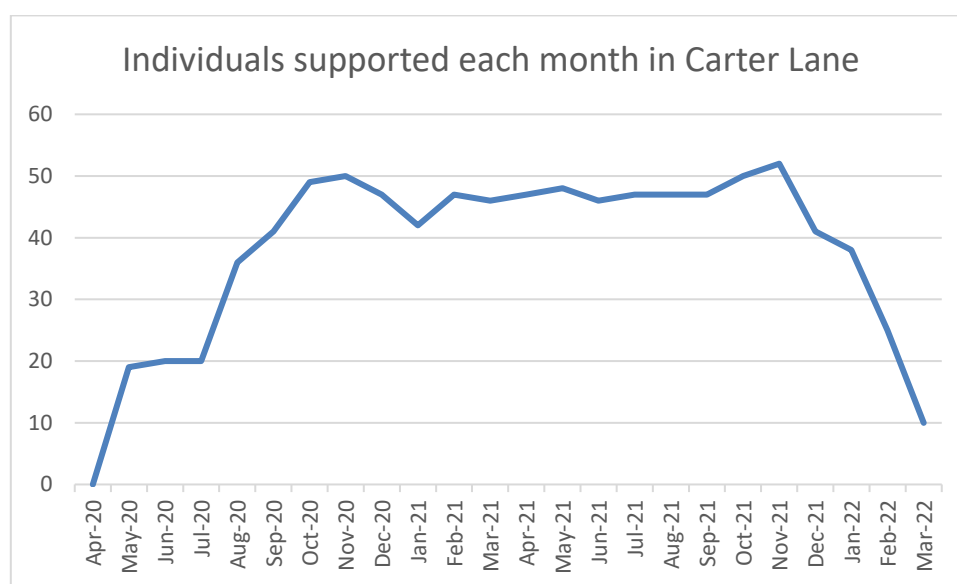
9. CoL officers and the CAS met every month to discuss service delivery and to review key performance indicators (KPIs) shown in the table below.

<b>KPIs</b>	<b>2020/21</b>	<b>2021/22</b>	<b>Total</b>
<b>Unique individuals supported</b>	90	69	159
<b>Positive Move Ons</b>	30	76	106
<b><u>Average</u> length of stay for Cohort 1 (off the streets short stay assessment beds) in days</b>	51	51	<u>51</u>

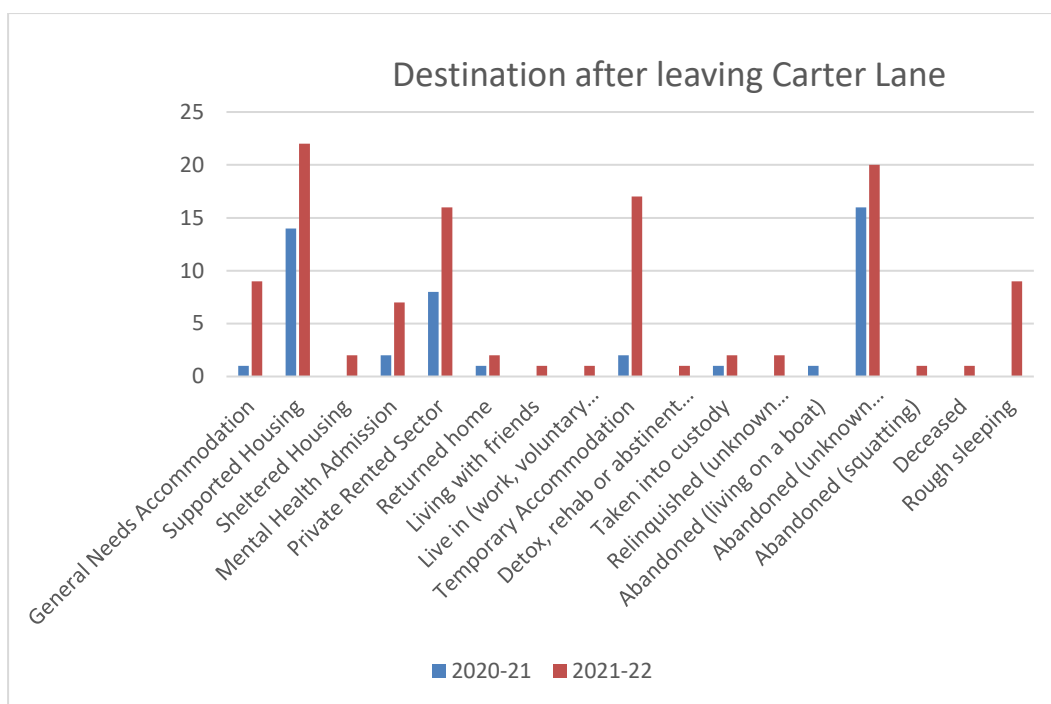


<b>Average length of stay for Cohort 2 (medium stay beds for medium support)</b>	79	151	<u>116</u>
<b>Average length of stay for Cohort 3 (long stay beds for high support)</b>	107	297	<u>205</u>
<b>Evictions &amp; abandonments</b>	19	30	49
<b>Needs &amp; risk assessments complete within 48 hours</b>	89	66	155
<b>Move on plans completed within 7 days</b>	71	39	110
<b>Claimed Housing Benefit</b>	0	41	41

10. KPI data shows that a total of 159 individuals were in accommodation at Carter Lane, most during 2020–21. However, when looking at the number of individuals supported each month in the diagram below, you can see that the service was supporting a minimum of 40 guests between September 2020 and December 2021. This was due to the rotation of new guests coming into the service and older guests leaving.



11. Overall, 106 individuals were supported to move out of Carter Lane in a positive and planned way, as shown on the bar chart below. Most individuals went on to access supported accommodation through the City Accommodation Pathway. Generally, more individuals exited the service in 2021–22 due to the closure of the service, and many individuals abandoned or were supported into Temporary Accommodation before the closure.



## Demographic information

12. The table below shows the key demographic information of all the guests supported at Carter Lane. In summary, the data shows that most clients who stayed at Carter Lane were UK nationals, male, aged between 35–44, with substance use being their primary support need. In addition, there are also health and immigration outcomes achieved through the partnership work with health services and immigration advice services.

<b>Carter Lane guests</b>	<b>2020–22 Cumulative</b>
<i>UK national resident in UK</i>	89
<i>UK national returning from residence overseas</i>	1
<i>Czech Republic</i>	0
<i>Estonia</i>	0
<i>Hungary</i>	0
<i>Latvia</i>	3
<i>Lithuania</i>	6
<i>Poland</i>	16
<i>Portugal</i>	1
<i>Slovakia</i>	2
<i>Slovenia</i>	0
<i>Turkey</i>	0
<i>Bulgaria</i>	1
<i>Romania</i>	15
<i>Other European Economic Area country (EEA*)</i>	10
<i>Any other country</i>	11

<i>Not yet determined</i>	2
<i>Refused</i>	2
<b>TOTALS</b>	<b>159</b>
Gender	2020–22 Cumulative
<i>Male</i>	138
<i>Female</i>	21
<i>Non-binary / gender non-conforming</i>	0
<i>Intersex</i>	0
<i>Prefer not to say</i>	0
<b>TOTALS</b>	<b>159</b>
Age Group	2020–22 Cumulative
<i>16–24</i>	6
<i>25–34</i>	42
<i>35–44</i>	51
<i>45–54</i>	43
<i>55–64</i>	16
<i>65+</i>	0
<i>Not yet determined</i>	1
<b>TOTALS</b>	<b>159</b>
Support Needs	2020–22 Cumulative
<i>SMU - Substance Misuse</i>	52
<i>AMU - Alcohol Misuse</i>	34
<i>MH - Mental Health</i>	39
<i>PH - Physical Health</i>	34
<i>DV - Victim of Domestic Violence</i>	14
<i>LD - Learning Difficulties/Disabilities</i>	8
<i>IMM - Immigration</i>	42
<i>NRPF - No recourse to public funds</i>	26
<i>BEN - Support with benefits</i>	44
<i>ROF - Risk of Offending</i>	24
<i>Other</i>	44
Health Outcomes	2020–22 Cumulative
<i>Supported to access prescribing services</i>	49
<i>Supported to access testing</i>	57
<i>Supported to register with a GP</i>	114
<i>Supported to register with a dentist</i>	16
Immigration Outcomes	2020–22 Cumulative
<i>Support need IMM - immigration</i>	42
<i>Being supported to achieve settled status</i>	39
<i>Supported to obtain documents</i>	32

## Partnerships

13. Carter Lane provided a convenient base, an ongoing assessment opportunity between homeless individuals and outreach support services such as the City Outreach team and City/Tower Hamlet Navigators for the first time. Throughout the two years, except for periods of national lockdown, other stakeholders were welcomed to work from Carter Lane to support clients to get the help they needed.
14. Many providers, particular health partners, East London Foundation Trust, Providence Row Psychotherapy, Turning Point Drug & Alcohol team, Positive East, Rough Sleeping & Mental Health Programme (RAMHP), Doctors of the Word (DOTW), and Test and Trace, all provided satellite services at Carter Lane. CoL saw engagement between individuals and health professionals improve thanks to on-site intervention and, in several cases, a continuation of support from outreach services into Carter Lane (e.g. RAMHP and DOTW).
15. Six COVID-19 vaccination clinics were carried out at Carter Lane and a total of 36 vaccinations were administered.
16. City Voices, an independent research project delivered by Groundswell and Becky Rice, looked at the CoL's response to the COVID-19 pandemic and how CoL accommodated several known rough sleepers: many were accommodated and interviewed at Carter Lane between April and November 2020. Significant learning and future plans emerged from the City Voices report ,and this is thanks to the opportunities created by Carter Lane.
17. It was essential to CoL to continue to provide a temporary off-the-streets offer of supported accommodation after the closure of Carter Lane and while the permanent CAS is being developed. CoL opened a new service from 4 April 2022 – a 20-bed hotel in Hackney with the continued client support from PRHA, catering from CH&CO and cleaning from Atalian Servest.

## Corporate & Strategic Implications

18. 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

19. CoL Carter Lane homeless hostel was the first of its kind, and it has been successful in achieving its initial aims and more. The service was initially

commissioned to safeguard CoL rough sleepers at the time of a global pandemic, however, over the last two years the service has grown and expanded in response to the CoL's ambitions. A total of 159 individuals were supported by the service, and 67% had a positive move from the service – many into the City Accommodation Pathway.

20. One of many successes was the development of stronger links with health colleagues and an improved level of engagement between CoL rough sleepers and health services. The learning from Carter Lane will continue to shape the delivery of new accommodation services and the new CoL's Homelessness and Rough Sleeping Strategy.

## **Appendices**

- None

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

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By virtue of paragraph(s) 1, 2, 3 of Part 1 of Schedule 12A of the Local Government Act 1972.

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