

Committee: Homelessness and Rough Sleeping Sub-Committee	Dated: 01/07/2019
Subject: Quarter 4 2018/19 Rough Sleeping Outcomes Report	Public
Report of: Andrew Carter, Director of Community and Children's Services	For Information
Report author: Will Norman, Head of Homelessness Prevention and Rough Sleeping, Department of Community and Children's Services	

Summary

This report provides outcomes data for rough sleepers in the City of London for Quarter 4 (Q4) 2018/19. The report includes the total number of outcomes as well as the number of individual people assisted. Summary information for the range of services utilised is also included.

All data in this report is derived from the Combined Homelessness and Information Network (CHAIN).

Recommendation

Members are asked to note the report.

Main Report

Background

1. In 2017 the City of London increased its supported accommodation stock for rough sleepers through the introduction of new monies secured by Members. Prior to this, options for rough sleepers were limited to Crimscott St in Southwark, the two Lodge projects and four beds spot-purchased from Tower Hamlets.
2. Rough sleeping numbers in the City of London have increased over the last 12 months, as they have in many areas of Greater London. Table 1 below provides a brief summary:
3. Table 1.

	2017/18	2018/19
Q1	135	125
Q2	140	113
Q3	149	212
Q4	135	213

After recording an initial reduction in rough sleeping over the previous year, we recorded a significant increase in Q3. To some extent this was supported by data returned at our annual Street Count in November (67 compared with 36 in November 2017), although it should be noted that 36 was one of the lowest annual count figures ever returned by the City of London. Subsequent data analysis revealed that significantly more new rough sleepers were arriving in the City, and more people than ever before were refusing to engage with the Outreach team.

Current Position

4. In Q4, 213 individual rough sleepers were recorded in the City. A single individual more than the previous quarter. Despite this static position, monthly data for the same period indicates a minor decrease in the number of individuals recorded, which is further supported if April is included. See Table 2 below. Despite this welcome downturn, it is too early to predict a trend.

5. Table 2.

Jan-19	120
Feb-19	114
Mar-19	113
Apr-19	99

Note that individuals may be seen in more than one month in any given quarter, therefore the monthly figures cannot be totalled.

6. Since August 2018 when the Ministry of Housing, Communities and Local Government (MHCLG) investment arrived through the Rough Sleeping Initiative (RSI) Fund, we have been operating our Assessment Hub at an increased tempo of monthly, up from quarterly. This, along with our existing workstreams helped us achieve outcomes at a greater rate than ever before.
7. Table 3 provides a brief summary of our outcomes, and the following sections break this down into more detail.
8. Table 3.

	Outcomes
Assessment Hubs	41
B&B/temporary accommodation	31
Winter night shelters	5
Hostels	10
No Second Night Out	7
Severe Weather Emergency Provision	29
Total outcomes	123
Individuals helped	62

9. It is important to note that Q4 2018/19 included several Severe Weather Emergency Protocol (SWEP) activations and some rough sleepers are assisted more than once in any given period.
10. **Short-term or 'route off the street' outcomes** – the primary intention is to ensure that the City has an immediate offer of assistance for all rough sleepers. This could be because they are new to the service and we need to assess them, or because the team are seizing an opportunity to work with someone who had previously declined. Placements of this nature can be found in the B&B and temporary accommodation figure, as well as the City Assessment Hubs, No Second Night Out, and for this quarter, SWEP. During Q4 we recorded 81¹ 'off the street' outcomes.
11. We operate an 'in for good' principle, meaning that anyone who we assist, into any form of accommodation, we seek to maintain in accommodation or safely connect to another area.
12. **Mid-term arrangements** – these actions are often the 'move-on' offer from an immediate 'route off the street' outcome. Our preference is usually to source and secure longer-term or settled accommodation directly from the initial offer, but this is not always available in the timeframe and the assessment may not be complete.
13. Destinations for mid-term outcomes will often be Great Guildford St hostel in Southwark, which we use for ongoing assessment or B&B and temporary accommodation placements. As with 'route off the street' outcomes, the Outreach team remain the lead agency for the case.
14. In Q4, 36 people moved into mid-term accommodation, all from a 'route off the street' placement.
15. **Longer-term and settled accommodation outcomes** – this will include referrals into our supported accommodation pathway, assisting people to access the private rented sector (PRS), non-homelessness oriented supported placements such as sheltered living and safely connecting people to areas beyond the City where we expect their homelessness to be resolved.
16. In Q4 six people moved into settled accommodation or were safely connected to another area.
17. **Other service interventions**
- a. **Street Impact Team (Social Impact Bond Service)** – The Street Impact Team were involved in five of the outcomes achieved in Q4. All five clients remained booked into accommodation at the end of the period.

¹ One person may have more than one 'off the street' outcome in any period

- b. Navigator Service** – This new service is funded by the MHCLG’s RSI Fund and shared with London Borough of Tower Hamlets. Two caseworkers are focusing on long-term rough sleepers across the two areas, with attention to individuals who have been resistant to service offers in the past and/or who are known to services in both areas. This service commenced in April and, although the service has achieved some success, this will be reported in future quarters.
- c. No First Night Out (NFNO)** – The introduction of new funding from the MHCLG RSI Fund has seen the project shift position slightly by reviewing how their successful model can be applied to rough sleepers. NFNO is a homelessness prevention service (a more detailed paper is provided to this Sub-Committee); however, we’re interested in using NFNO to fast-track rough sleepers through a temporary accommodation placement and then on to a PRS tenancy. NFNO’s network of accommodation providers have experience of working with a range of support needs and can provide tenancy preparation, as well as tenancy support. Q4 saw two individuals move from temporary accommodation pending an onward move into the PRS.
- d. No Second Night Out (NSNO)** – The Outreach team made use of three different NSNO Assessment Hubs in the period and transferred seven rough sleepers directly there from the street. At the end of the period, three clients had left the hub in an unplanned way, and four were accessing ongoing support and accommodation.

It should be noted that the Outreach team face challenges in accessing NSNO on a regular basis due to the current demand on these services. Across the seven projects that form the NSNO service, on average, they were open 39% of the time in Q4.

- 18. Safe connections and reconnections** – three people were safely connected or reconnected to another area in the quarter. Two people were reconnected by our Outreach service and a third person was reconnected indirectly via the NSNO Assessment Hub.
- 19. Long-term rough sleepers** – four RS205 (the highest priority designation for rough sleepers) were accommodated in the period. Three accessed hostel accommodation and a fourth is currently placed in temporary accommodation.
- 20. Use of the City Accommodation pathway** – Table 3 showed how the 123 accommodation outcomes were sourced. Table 4 looks at non-SWEP outcomes in more detail, focusing on the performance of the accommodation pathway.

21. Table 4.

Hostels	
St Mungo's Great Guildford St	4
Other supported accommodation ²	2
The Lodge	2
Caritas Anchor House	2
St Mungo's Mare St	0
Riverside King George's	0
Providence Row Dellow Hostel	0
Providence Row Crimscott St	0
Look Ahead Edward Alsop Court	0
Unsupported accommodation³	
B&B	25
Temporary accommodation	6

22. Table 4 demonstrates that we are drawing from alternative supported accommodation providers and B&B in order to provide an 'off the street' offer as well as moving people into mid-term accommodation stays. There was no available capacity in four of our commissioned services, Crimscott St being the exception. This option was not used as the team was unable to match a rough sleeper to the low support specification of the service.

23. **Unplanned exits from accommodation** – we rely on our accommodation provider colleagues to record the reason for departure on CHAIN. This sometimes results in gaps in our data; however, the available data still indicates that there were 33 unplanned exits from accommodation stays. This is usually due to a client abandoning or being evicted. There were 50 planned exits.

24. CHAIN confirms that, on 26 occasions, someone returned to rough sleeping after an accommodation stay. In all 26 cases this followed SWEP or another 'off the street' outcome such as a stay at the Assessment Hub.

Conclusion

25. There was a high degree of achievement in Q4 with the City Assessment Hub and our SWEP provision all functioning well.

26. Due to the expected seasonal fluctuations that we see during winter, Q4 was a typically busy time. The total of 123 accommodation actions is the highest number recorded and is testament to the impact that a monthly Assessment Hub is having, and this coincided with a period of cold weather where SWEP was activated.

² Services not commissioned by the City of London

³ Meaning no on-site support and outreach team remain the lead agency supporting the client

27. Data seems to indicate that, while our services are very effective at providing an initial 'route off the street' for rough sleepers, translating this into sustainable options is more challenging. While we make every effort to ensure that every rough sleeper has an accommodation plan, the timeframe in delivering these and the range of options available does not always meet the expectations of the client.
28. Our more recently procured hostel beds were underutilised this quarter. Beds at King George's, Edward Alsop Court, the Dellow Hostel and St Mungo's Mare St were not accessed, and all remained 100% occupied in the period.

Appendices

- None

Will Norman

Head of Homelessness Prevention and Rough Sleeping
Department of Community and Children's Services

T: 020 7332 1994

E: will.norman@cityoflondon.gov.uk