

Committee:	Dated:
Homelessness and Rough Sleeping Sub-Committee	09/05/2022
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
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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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