

<b>Committee:</b>	<b>Dated:</b>
Homelessness and Rough Sleeping Sub-Committee	30/11/2022
<b>Subject:</b> City Inn Express temporary assessment service progress report	<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> Clare Chamberlain, Interim Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Kirsty Lowe, Rough Sleeping Services Manager, Department of Community and Children's Services	

### Summary

This progress report provides an update on the City Inn Express (CIE) – the City of London's (CoL's) 21-bed temporary assessment service for individuals met rough sleeping and in need of off-the-street assessment accommodation.

Providence Row Housing Association (PRHA) provides 24/7 support and case management to CIE residents, with a focus of carrying out rapid needs assessments and identifying the most appropriate 'move on' accommodation.

A total of 53 individuals have been accommodated by the CIE service from April – October 2022. Of the 53 individuals supported, 33 have left the service, 19 were identified as moving on from the service in a positive way, and the majority went into the CoL supported accommodation pathway.

### Recommendation

Members are asked to:

- Note the report.

## Main Report

### Background

1. Prior to the CoL temporary assessment service being delivered from CIE in Hackney, it was situated at Carter Lane in CoL. Carter Lane was returned to the leaseholders, the Youth Hostel Association on 1 April 2022 and the new service at CIE commenced on the same date.
2. PRHA's support contract was varied and extended to provide ongoing support and case management at CIE until 31 March 2023, with a team of one Contract Manager, two Support Officers, four Night Officers and a Concierge.
3. There has also been a continuation of CH&CO catering and Atalian Servest cleaning contracts until 31 March 2023, and ongoing building maintenance support through the CoL helpdesk provided by Skanska.
4. Two beds are ringfenced for the London Borough of Hackney's (LBH's) sole use. These beds have been occupied by individuals met by the LBH outreach team in Hackney and have been fully utilised since April 2022. Data regarding these individuals are not included in this report.
5. CoL officers and the PRHA Contract Manager agreed new Key Performance Indicators in May 2022 with a renewed focus on:
  - i) Full occupancy of beds
  - ii) Prompt completion of support and risk assessments
  - iii) Development of CoL Credible Service Offers
  - iv) Positive 'move on' within a set timeframe to support pathway, private rented or reconnection
  - v) Set up of Housing Benefit
  - vi) Attendance to internal workshops.

## Current Position

6. A total of 53 individuals have been accommodated at the CIE from 1 April to 21 October 2022. There are 20 individuals currently residing in CIE, which means 33 have left the service; 19 rooms are utilised by CoL clients, which means that one room is accommodating a couple.
7. The table below categorises the 33 individuals who have left CIE and identifies a total of 19 individuals who had a positive move on from the service, whereas the remaining individuals either abandoned, were evicted or went into police custody.

<b>Departure type from CIE:</b>	<b>Total</b>	<b>% of moves</b>
Positive move on	19	58%
Abandoned	11	33%
Evicted	2	6%
Custody	1	3%

8. In comparison, the table below looks at the same categories of departure, but this time from Carter Lane between April and October 2021. A total of 43 individuals entered the service and 32 departed between April and October.

<b>Departure type from Carter Lane:</b>	<b>Total</b>	<b>% of moves</b>
Positive move on	24	75%
Abandoned	4	13%
Evicted	3	10%
Custody	1	2%

9. The table below shows what type of support and/or accommodation the 19 individuals who positively moved on from CIE went on to receive.

<b>Positive move on CIE:</b>	<b>Total</b>
CoL supported accommodation	4
Other CoL assessment beds	3
Reconnection	3
Other borough supported accommodation	3
No Second Night Out	3
Long-term medical care	2
Private rented scheme	1

10. In comparison, the table below looks at the 24 individuals who positively moved on from Carter Lane between April and October 2021.

<b>Positive move on Carter Lane:</b>	<b>Total</b>
CoL supported accommodation	7

Other CoL assessment beds	3
Reconnection	1
Other borough supported accommodation	2
No Second Night Out	3
Long-term medical care	0
Private rented scheme	8

11. There was a higher overall percentage of positive move-ons from Carter Lane of 75% compared to CIE's 58%, however, when looking at the different categories and the total figures, the difference is minor. The only significant difference is the higher number of eight individuals who moved on from Carter Lane into private rented accommodation, whereas only one individual went into private rented accommodation from CIE.
12. There is also a higher rate of clients abandoning CIE at 33% of the total departures compared to Carter Lane's 13% of total departures the previous year.
13. Fewer abandonments at Carter Lane may be due to the COVID-19 backdrop at the time. For Carter Lane services, the initial objective was to safeguard clients from contracting COVID-19 through maintaining their accommodation, whereas CIE is designed to deliver more of an off-the-streets assessment hub.
14. The CIE team are tasked with quickly assessing a person's needs so that they can then identify the most appropriate offer of support which is issued through a CoL Credible Support Offer. Many individuals who have declined their Credible Support Offer chose to leave CIE rather than accept the help being offered.
15. In further comparison, it is important to note the difference in size and resources of the two services, and that the demand for off-the-streets CoL assessment accommodation remains high. Carter Lane had more than twice the number of beds on offer than CIE. CIE has successfully operated at full occupancy this past six months and has a waiting list.
16. The CoL Grange Road hostel opened on 14 November 2022 and some its first residents will be from CIE. These moves will certainly alleviate some pressure on the CIE service and the waiting list, resulting in an increase of positive move-ons by the end of the quarter in December.

### **Corporate & Strategic Implications**

17. Finance – N/A
18. Resource implications – N/A
19. Legal implications – N/A

20. Risk implications – N/A

21. Equalities implications – N/A

22. Climate implications – N/A

23. Security implications – N/A

## **Conclusion**

24. The CIE temporary assessment service has delivered in line with the service specification and is similar to the achievement of the Carter Lane service the previous year. As the CoL accommodation pathway expands, through the arrival of Grange Road and the permanent assessment service, an increase in positive move-ons from CIE is inevitable.

## **Appendices**

- None

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