City of London Corporation Committee Report

Committee: Homelessness and Rough Sleeping Sub-Committee	Dated: 09/12/2024
Subject: Homelessness and Rough Sleeping Strategy 2023–2027 Update Report	Public report: For Information
This proposal: • **Delivers Corporate Plan 2024–2029 outcomes**	Links to Corporate Plan outcomes 1,2,3,4,10
Does this proposal require extra revenue and/or capital spending?	No
If so, how much?	NA
What is the source of Funding?	NA
Has this Funding Source been agreed with the Chamberlain's Department?	NA
Report of:	Judith Finlay – Executive Director, Community and Children's Services
Report author:	Will Norman – Head of Homelessness Prevention and Rough Sleeping

Summary

This report provides Members with a summary of progress against the aims set out in the Homelessness and Rough Sleeping Strategy 2023–2027. Strategy delivery is administered through a Service Delivery Plan (SDP). The first part of the report offers members a high-level summary of SDP actions underway and completed.

The second part of the report provides Members with a commentary on the Homelessness and Rough Sleeping Strategy 2023–2027 Performance Scorecard and Dashboard (Appendices 1 and 2). A case study has been included at non-public Appendix 3 which help to demonstrate particular achievements, characteristics or challenges faced by the service. Appendix 4 provides Members with a summary of completed actions to date from the Strategy Delivery plan.

The Scorecard and accompanying Dashboard charts are designed to offer Members helpful insights into the successes and challenges encountered through the delivery of the SDP across the lifespan of this strategy.

This report references the following priorities from the Homelessness and Rough Sleeping Strategy 2023–2027:

- Priority 1 – Rapid, effective and tailored interventions
- Priority 2 – Securing access to suitable, affordable accommodation
- Priority 3 – Achieving our goals through better collaboration and partnership
- Priority 4 – Providing support beyond accommodation

Recommendation

Members are asked to:

- Note the report

Main Report

Background

1. This report provides Members with an update on our progress in meeting the objectives set out the Homelessness and Rough Sleeping Strategy 2023–2027. The update forms part of a regular reporting cycle into every Homelessness and Rough Sleeping Sub-Committee.

2. At the June 2024 meeting of the Sub-Committee, Members were introduced to the metrics we will be using throughout the lifespan of the strategy and the formats that will be used to track and present progress.

Current Position

Service Delivery Plan Update

	Priority 1 Rapid, effective and tailored interventions	Priority 2 Securing access to suitable, affordable accommodation	Priority 3 Achieving our goals through better collaboration and partnership	Priority 4 Providing support beyond accommodation	Total
Not started	1	3	3	2	9
Risk	0	0	0	0	0
Underway – issues	1	0	0	0	1
Underway – no issues	7	5	9	3	24
Complete	3	2	5	3	13
Total	**12**	**10**	**17**	**8**	**47**

- There are currently 47 actions on the SDP
- One action is new in the period
- 38 actions have commenced – four more than the last period
- 25 actions are currently live (underway with/without issues) – one more than the previous period
- 13 actions are now completed – three more than the last period
- No significant risks have been identified at this stage

3. The new action added in the period can be found in Priority 3 – Achieving our goals through better collaboration and partnership. Following discussion at the September Sub-Committee meeting, a new action has been added to develop dedicated public-facing website content that helps to communicate the work we do and our achievements. Work will begin as time allows and is currently scheduled to be completed by the end of Q2 2025/26.

4. The actions completed in the period are:

   ✓ A skills and competency audit has been integrated into the review of Pathway services, which begins this quarter (Priority 3)
   ✓ The nurse-led health in-reach service at Grange Road has been reviewed and findings have been combined with the review of all mobile health delivery models (Priority 4)
   ✓ A client death protocol has been signed off by the Homelessness and Rough Sleeping Strategy Group and is now in place as a pilot (Priority 4)

Performance Scorecard and Dashboard Commentary

5. The Scorecard and presentation slide Dashboard can be found at Appendices 1 and 2 respectively. A case study that helps to demonstrate the achievements of the service can be found at non-public Appendix 3.

Q2 Commentary

6. The number of combined prevention and relief duty outcomes (1.1) has increased from between one or two over the previous three quarters to four in Q2. This can be accounted for by the number of approaches for assistance increasing from 122 in Q1 to 157 in Q2.

7. The number of rough sleepers recorded in the period (1.2) has decreased by 15% to 256. While this figure is still high, this is the lowest quarterly total since Q2 2023/24. There has also been a small reduction in the number of T1000 clients seen sleeping rough (1.3).

8. The number of rough sleepers occupying high-impact rough sleeping sites (3.2) has increased sharply in the period due to work carried out by commissioned services at Castle Baynard Street.

9. The number of accommodation outcomes (1.4) has increased slightly over the previous period, but is fairly consistent with a natural fluctuation. The number of

accommodation outcomes in the year to date (Q1 and Q2 2024/25) is 90. This is a significant increase over the same period last year (54 in Q1 and Q2 2023/24).

10. The average length of temporary accommodation stays (2.1) has decreased by 33 days in the period. Two private rented sector outcomes were achieved by the Statutory Homelessness Team, one of which was for a client with a stay in temporary accommodation in excess of three years. This contributed to the decrease in average length of stay.

11. Two people accessed private rented sector tenancies in the period (2.3). Both were referred by the Statutory Homelessness Team.

12. The number of referrals received by the Statutory Homelessness Team under the duty to refer (3.1) decreased by three, but this is consistent with a natural fluctuation. The team has received between nine and 12 referrals for the past six quarters.

13. Referrals to specialist substance misuse services (4.1) decreased for the second consecutive quarter – from 35 in Q1 to 25 in Q2. Officers are currently analysing data to measure our understanding of assessed need against the rate of referral to explore the source of the trend. One hypothesis is that the increase in rough sleepers seen only once or twice makes assessment and referral less likely. This will lead to a small proportion of total rough sleepers encountered in the period being referred.

14. The number of individual rough sleepers registered with a GP (4.2) remains at 27% of our total caseload.

15. The number of individuals accessing employment, training or education in the period (4.3) decreased by three to 15. This remains consistent with what we have seen over the last 12 months.

Options

16. There are no options for Members to consider.

Proposals

17. There is no proposal for Members to consider.

Key Data

18. Metrics data can be found in Appendices 1 and 2.

Corporate & Strategic Implications

19. Financial implications – none

20. Resource implications – none

21. Legal implications – none

22. Risk implications – none

23. Equalities implications – none

24. Climate implications – none

25. Security implications – none

Conclusion

26. One new action has been added to the Strategy Delivery Plan in the period, bringing the total to 47. Work has commenced on four actions, and three actions have been completed during the period. A total of 13 actions are now completed; 25 actions are currently live; and no significant risks have been identified.

27. Rough sleeping in the Square Mile has decreased slightly in the period. However, the number of rough sleepers recorded at high-impact rough sleeping sites increased. This is largely due to outreach activity at Castle Baynard Street.

28. The rate at which the service is making accommodation placements for rough sleepers is significantly higher at the mid-point in the year than it was at the same point in 2023/24.

29. Approaches to the Statutory Homelessness Team increased between Q1 and Q2 which in turn led to an increase in prevention and relief outcomes.

Appendices

- Appendix 1 – Homelessness and Rough Sleeping Strategy Performance Scorecard (table)
- Appendix 2 – Homelessness and Rough Sleeping Strategy Performance Dashboard (charts)
- Non-Public Appendix 3 – Case study
- Appendix 4 – Strategy Delivery Plan Completed Actions

Will Norman
Head of Homelessness Prevention and Rough Sleeping

T: 020 7332 1994
E: will.norman@cityoflondon.gov.uk