



Rough Sleeping Strategy 2020 - 2022

Summary

Contents

| | |
|--|----|
| Introduction | 3 |
| What have we completed since the last strategy (2016-2020) | 4 |
| Rough sleeping in Hackney | 6 |
| Who is rough sleeping in Hackney? | 8 |
| Prevention and support services for rough sleepers | 9 |
| What we will do | 12 |

Introduction

In 21st century Britain, no one should ever need to sleep rough, but sadly we know that every night thousands of people across the country sleep on the street.

The reasons that drive people to sleep rough are complex, but we are clear that as a Council, we must work with our partners to do everything we can to prevent people from finding themselves homeless in the first place and supporting those that do into settled accommodation while helping with their wider support needs.

In his manifesto, the Mayor of Hackney has committed to eliminate rough sleeping in our borough, and this Rough Sleeping Strategy will play a key role in helping us to achieve this.

I am proud to introduce this document, which provides a summary of our strategy, setting out the current position, support available for those who need it, our plans for the future and how residents can help too.

I'd like to thank everyone involved in the drafting of this document, in particular



the Hackney Homelessness Partnership, and hope that by continuing to work together, we can get a step closer to ending rough sleeping.

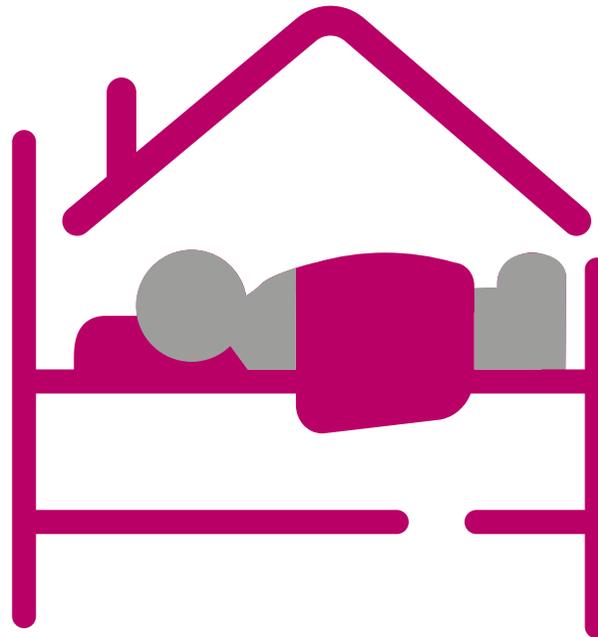
Cllr Rebecca Rennison
Deputy Mayor and Cabinet Member for
Finance, Housing Needs and Supply



What have we completed since the last strategy (2016-2020)

Introduced a new Street Outreach Team - including a dedicated Rough Sleeping Coordinator to have strategic and operational oversight of all rough sleeping services in the borough (see page X)

Additional emergency bed spaces - The Council has procured additional emergency bed spaces to support the work of the new on street outreach team.



Floating Hubs - With the GLA and St Mungos we are delivering short term floating assessment hubs. These hubs are a two week intensive service, where

Council services, dedicated outreach teams, homeless organisations and local community and voluntary organisations all work together to encourage rough sleepers off the streets.

No First Night Out - These principles around homeless prevention have been embedded into the borough's mainstream housing advice services to identifying potential individuals who could be at risk of going on to rough sleep, and taking preventative action before they reach the streets.

Tap London Points - Tap London is a network of contactless points, backed by the GLA and Mayor of London, which allow people to use their debit or credit card to donate £3 to recognised homelessness charities. The Council has installed points at Hackney Town Hall and the Hackney Service Centre and is working with the business community to increase the number of donation points across Hackney.

Second Annual Rough Sleeper Conference - The Council held its second annual rough sleeper conference in February 2019, with 75 representatives

from local voluntary and community organisations. The conference discussed key issues and how, as a partnership, we might respond and be more joined up. Another conference will be held in 2020

Website - The Council has set up a dedicated information webpage to provide essential information for people who are homeless or at risk of rough sleeping. It also informs people about what they can do to help a rough sleeper.



Campaigns - The Council has launched a new campaign to empower residents to help rough sleepers. Talk, Tap, Time, Tell continues to be promoted throughout the borough and via social media.



Rough sleeping in Hackney

Rough sleeping in Hackney is measured in three ways:

1 National Rough Sleeper Count

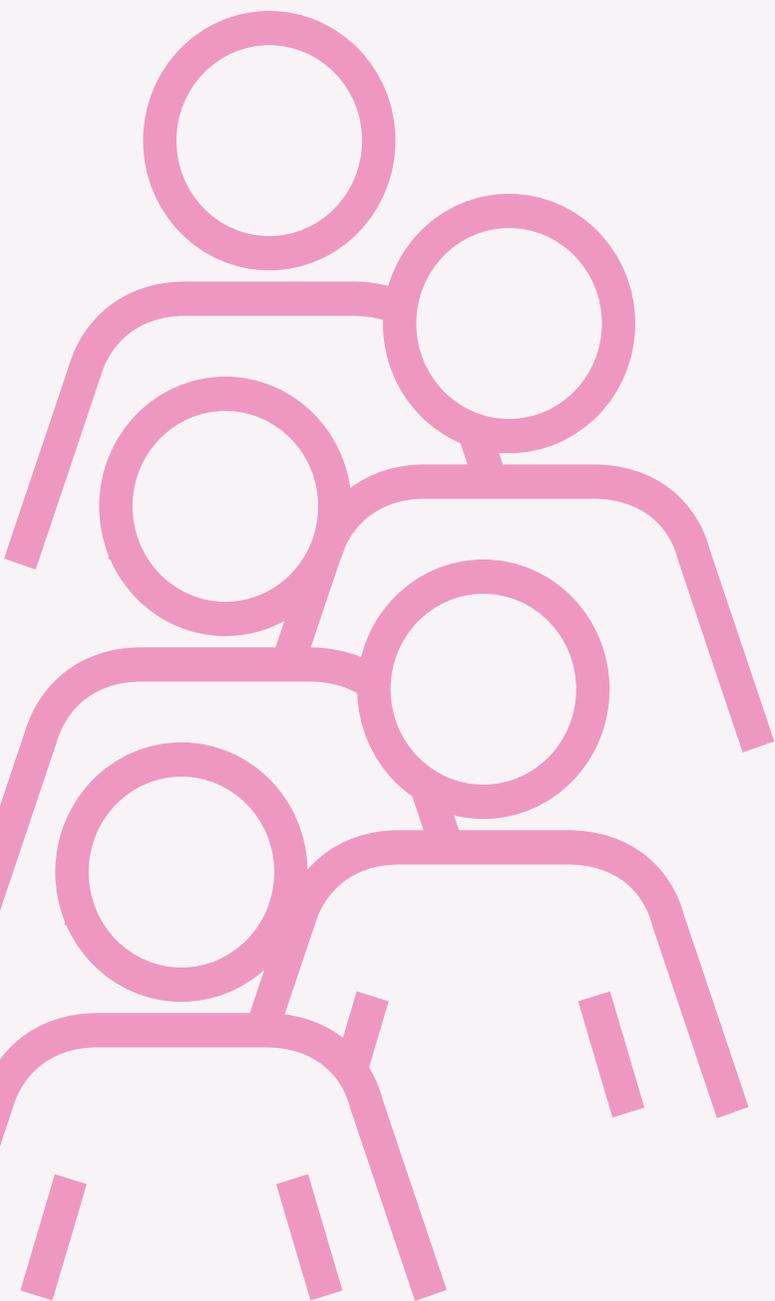
Counts are carried out across the country every November. While useful in comparing Hackney with neighbouring boroughs it is only a snapshot on a single night, and therefore can be impacted by various factors, including weather. It also fails to pick up individuals who may be sleeping on public transport, sofa surfing or in squats.

| Year | 2014 | 2015 | 2016 | 2017 | 2018 | 2019 |
|---------|-------|-------|-------|-------|-------|------|
| Hackney | 12 | 20 | 17 | 18 | 23 | 12 |
| London | 742 | 940 | 964 | 1,137 | 1,283 | |
| England | 2,744 | 3,569 | 4,134 | 4,751 | 4,677 | |

2 Local Rough Sleeper Counts

To measure the impact of our rough sleeping outreach work, since July 2019 the Council has also carried out local rough sleeper counts every two months.

| Date Count Took Place | 26 July 2019 | 27 Sept 2019 |
|-------------------------------|--------------|--------------|
| Male | 13 | 8 |
| Female | 7 | 2 |
| Identify in another way | | |
| Other/ not known/ undisclosed | | |
| Total | 20 | 12 |



3 Combined Homelessness and Information Network (CHAIN)

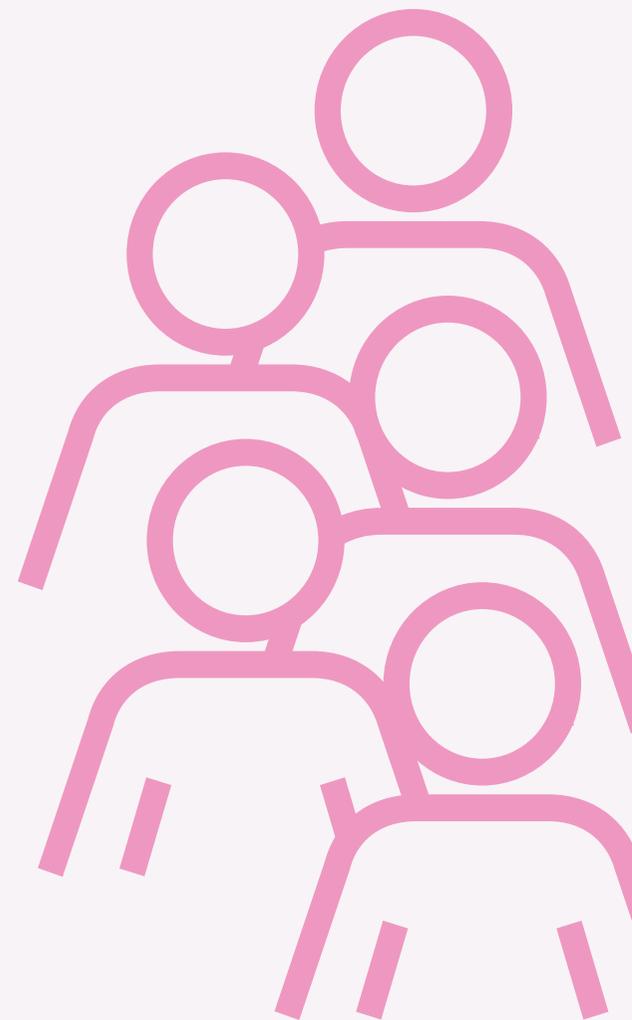
This is a multi-agency database which records information about rough sleepers and the street population in London. It is commissioned by the Mayor of London and managed by St Mungo's.

CHAIN data for Hackney indicates that rough sleeping numbers in the borough have been relatively stable since 2014/15, despite increasing challenges caused by welfare reform and the lack of affordable housing options increasing homelessness.

Overall, London has seen a significant increase in rough sleeping, with numbers going up 18% from 2017/18 to 2018/19.

Although early days, our own local counts are showing a decrease, particularly among UK nationals, which suggests that our investment in additional rough sleeping outreach and support is having an impact.

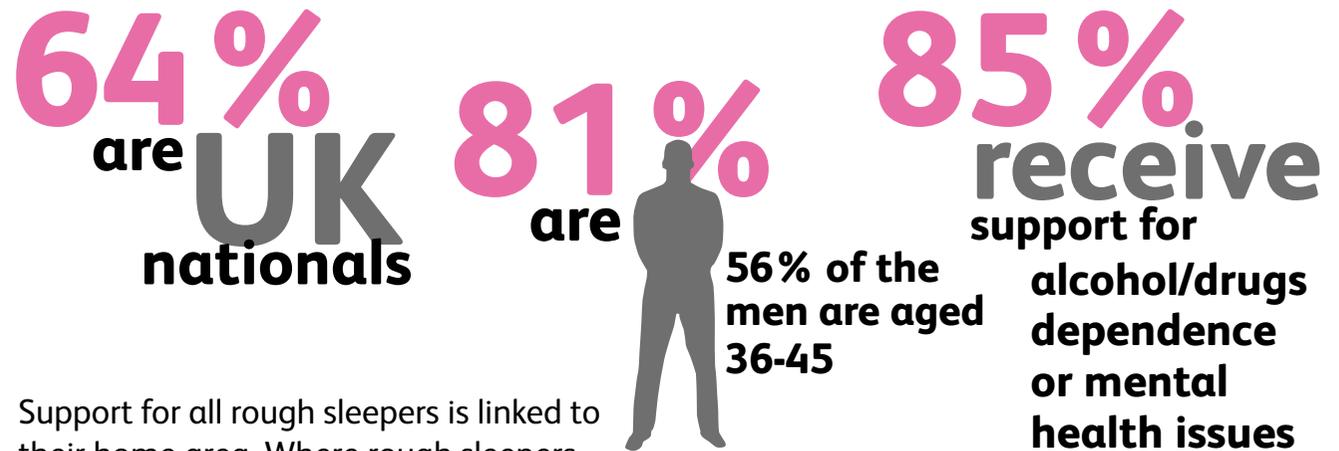
| | |
|---------------|---------------|
| 2014/15 : 155 | 2016/17 : 134 |
| 2015/16 : 148 | 2017/18 : 171 |
| 2018/19 : 163 | |



Who is rough sleeping in Hackney?

Data shows that the majority of people who sleep rough in Hackney originate from neighbouring boroughs.

They may be drawn to Hackney for a number of reasons, including to access the borough's good quality health, substance misuse or mental health services, because they have exhausted housing and support options in their home area or following enforcement out of a neighbouring borough.



Support for all rough sleepers is linked to their home area. Where rough sleepers are bedded down in Hackney and have a 'local connection' with a different borough or local authority, we work to ensure they are referred back into local services, except in instances where this would not be appropriate (for example, where someone has experienced domestic abuse.)

The proportion of rough sleepers being supported off the streets and into accommodation is at an all-time high.

However they are being replaced by new rough sleepers at about 20 a month. UK nationals continue to be the largest proportion (64%) of Hackney's rough sleepers.

81% are male, and the majority (56% are aged 36-45.)

85% of rough sleepers have support needs relating to alcohol, drugs or mental health.

Prevention and support services for rough sleepers

Hackney Council's Rough Sleeping Outreach team

In March 2019 the Council successfully bid for £350,000 of funding to create and recruit a new outreach team. The team works proactively and also responds to concerns - including reports made via Streetlink. We reach every referral within two hours of being notified.

The team consists of:

Dedicated Rough Sleeping

Coordinator. This role acts as a single point of contact for all rough sleeping services. The post provides both a strategic overview, and operational lead for rough sleeping services in borough to ensure delivery of our rough sleeping programme. Since the person has been in post we have seen increased funding for rough sleeping services, identified gaps in provision, and raised prominence of rough sleeping initiatives across the community.

Three rough sleeping outreach

workers. This team provides significantly increased and more responsive on-street capacity to find individuals who are sleeping rough and connect them to appropriate housing and support compared to the previous pan London service. Referrals from the public are responded to more rapidly.

Approved Mental Health Outreach Worker.

This dedicated mental health worker works alongside the outreach team, ensuring rough sleepers get quicker assessment and diagnosis of mental health problems, and are more rapidly connected into appropriate mental health treatment and support.

Three Navigators. These officers work with small caseloads of rough sleepers with complex needs on a 1-2-1 personalised basis. Their smaller caseload means they have the ability and time to form a long term trusting relationship with the most entrenched rough sleepers, based on the needs of the person. Over time navigators become a single, consistent and trusted point of contact for the individual they are supporting, enabling the individual to successfully engage, or re-engage with services from which they would otherwise be excluded, including encouraging them to return to accommodation which they have

abandoned or been excluded from. The navigators all have small discretionary budgets, ensuring rough sleepers get access to the support they need.

Dedicated Employment Advisor.

This officer specifically works with single homeless people and former rough sleepers, providing employment support that is intensive, flexible and well structured with the specific needs of homeless people in mind. They provide support that tackles the multiple barriers which single homeless people face.

The outreach team currently receive about 25 new rough sleeping cases per month, as new rough sleepers move into the borough or flow onto the streets for the first time, which they work with to get off the streets.

The Greenhouse

The Greenhouse is a partnership between Hackney Council, NHS England and Thames Reach and provides an integrated healthcare, housing and welfare advice service for single homeless people, including those with no recourse to public funds (NRPF).

The Greenhouse team includes a GP and nurse, staff from Thames Reach and Hackney Housing Advice Service. The Greenhouse has specialist GPs who are used to working with homeless individuals, and longer appointments give patients the time to talk about their physical and mental health.

The Greenhouse offers:

- Holistic assessment of service users' circumstances, including: housing, medical needs, issues around substance misuse, mental health, offending, sex working and welfare benefits advice
- TB screening, needle exchange and links to dentistry and eye care services
- Information and assistance around finding accommodation

- For young people, mediation and support to return to the family home where this is safe and appropriate
- Tenancy sustainment support, including: landlord mediation and Discretionary Housing Payments to reduce rent arrears, provide essential goods and/or top up Housing Benefit
- Through partners, provide access to employment, training and debt advice and specialist immigration advice
- Weekly visits from Vietnamese and Polish-speaking interpreters.
- Homeless health peer advocacy via Groundswell who can support clients to attend and understand appointments and work with them to build their resilience.
- A registered address for rough sleepers enabling them to receive post and claim benefits.



Hackney Single Homeless Adult Pathway

Hackney Single Homeless Adult Pathway provides accommodation based support for rough sleepers in Hackney. Recently redesigned, the Pathway is aligned to Hackney's Community Strategy with a continued focus on keeping vulnerable adults safe. The Pathway model is designed to allow service users to progress through appropriate temporary supported accommodation options towards more permanent placements.

Housing First

Housing First is an evidence-based approach to supporting homeless people with high needs to live in their own homes. It does not seek to establish conditions for housing readiness, but rather provides people with a secure home at the start of their journey out of homelessness, using this as a platform from which other issues are addressed. Support is via intensive floating support, which can be increased or decreased as needs arise.

The Council's first Housing First scheme

will commence in March 2020 with 20 people placed in units with appropriate floating support attached.

Thames Reach peer landlord scheme

Peer Landlord schemes are shared housing for former homeless individuals who are living in the private rented sector for the first time. Each property contains a live in "Peer Landlord". The Peer landlord is a co tenant with lived experience of homelessness, who has gained a level of independence, experience and resilience. The peer landlord enables a supportive environment and they have received training in housing and financial management, covering basic skills such as maintenance, money management and paying bills, and lead in liaising with Thames Reach – who manage the properties.

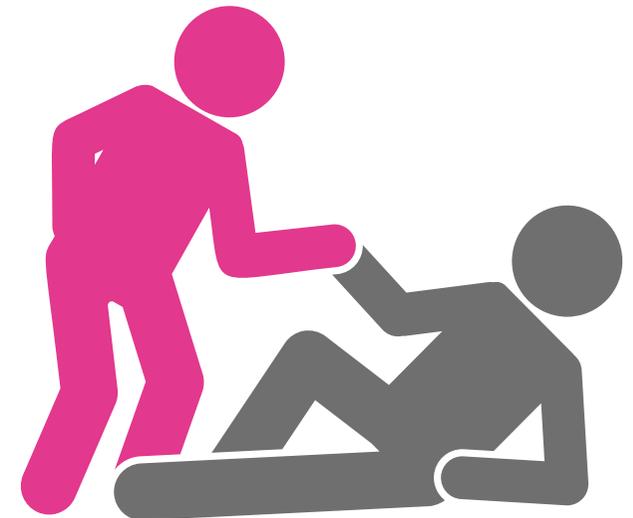
Floating Support

Tenancy Sustainment Teams (TSTs). The GLA funds two TSTs, run by St Mungo's and Thames Reach. These teams provide floating support for former rough

sleepers who have moved into long-term supported accommodation provided in housing association tenancies.

Hackney Recovery Project

This provides specialist substance misuse outreach in Hackney. A new 5 year contract is due to commence in October 2020, with a much stronger focus on the specific treatment needs of rough sleepers and street users, and an emphasis on close partnership working with street homelessness outreach teams and the Greenhouse.



What we will do

Our priorities

Our work will focus on:

1. Prevention
2. Outreach
3. Pathways out of rough sleeping and homelessness



We are committed to:

- Continuing to ensure that all Hackney Greenhouse service users have personalised plans, which include support around life skills, building resilience and sustaining accommodation.

- Continuing joint working at Hackney Greenhouse with Department for Work and Pensions (DWP) and Hackney's Hackney Works programme to support rough sleepers into employment.



- Exploring the potential for developing a cross-borough pool of shared housing, to support mobility and flexibility and which is genuinely affordable.
- Working with NHS and other health partners to explore how the use of trauma and psychologically informed approaches can help to reduce substance misuse and improve health outcomes for rough sleepers.
- Continuing to commission a range of organisations to provide specialist supported accommodation for Hackney rough sleepers and work

What we will do

with Adult Social Care commissioners to ensure that intensive support is available for people with complex mental health needs. We will explore how learning from Hackney's Multiple Needs Service and the Making Every Adult Matter approach can improve the design and coordination of services for people facing multiple needs, including via integrated commissioning.

- Reviewing adults commissioning to ensure there is joint working across the relevant Adult Social Care and Homelessness teams to ensure that the move on pathway is joined up, and accommodation and support is appropriate to the person's needs.
- Monitoring abandonments and evictions within Hackney's hostels and supported accommodation and utilising recognised good practice, such as Homeless Link's Abandonments and Evictions Toolkit, to address issues.
- Exploring additional accommodation options for NRPF rough sleepers. This will include the possibility of funding a temporary bed space for stays of up to

six months within Mare Street Hostel in order (with the individual's consent) to work with the Home Office to confirm immigration status and secure access to welfare benefits.

- Offering EEA nationals intensive employment support to enable them to move into employment, meaning they can access welfare benefits and housing, including help with housing costs. This will be done in partnership with the Council's Hackney Works employment service and working closely with Crisis's employment services.
- Completing the pilot delivery and enhancing a Housing First model with wraparound support for rough sleepers with complex needs. This will initially provide tenancies for 20 people and is jointly funded by the Council, City of London and City and Hackney CCG.
- Increasing support for older rough sleepers and people engaged in hoarding behaviour, with a greater focus on providing pre and post-tenancy support, including floating support.