

Rough Sleeping & Single Homeless Briefing Local Service Provision, Key Challenges & Good Practice July 2012

Introduction

This briefing summarises local authority commissioned services in Brighton & Hove for single, homeless people and rough sleepers. These services include:

- Emergency Placement Accommodation
- Hostel Accommodation
- Rough Sleepers Street Services & Relocation Team (RSSSRT)

The following information details types of housing and support these services provide, current capacity in terms of units of accommodation available, key challenges and examples of good practice locally to address demands.

Emergency Placement Accommodation:

There are 373 units of emergency accommodation within Brighton & Hove; the accommodation is divided up into the following categories:

Type of Accommodation:	Number of units
Guest house style – shared facilities	117
Guest house style – self contained	18
Self contained - studios	38
Self contained - 1 bedroom	87
Self contained – 2 bedrooms	77
Self contained – 3 bedrooms	18
Self contained – 4 bedrooms	18
Total number of units:	373

There are only 5 wheelchair accessible emergency placement properties and last year we placed 24 households with a wheelchair user at an additional cost to the local authority of over £10k.

The average length of stay in emergency placement accommodation is 150 days and as of the 12th July 2012 there were 336 households placed, 260 of these were classed as Homeless and 76 were placed under Service Level Agreements with services such as Adult Social Care to meet the social care needs of clients.

The individuals placed in this accommodation are offered support through the Housing Support Service (funded by the 'Supporting People' Welfare Grant for housing-related support services) should they require it. This service provides 112 units of support to assist those in emergency placements to move on to more permanent accommodation, provide resettlement support and ensure that individuals are able to access other services to acquire/maintain a level of independence. There is not only a significant and growing demand for this service (it currently has a waiting list of 163 households) but also the level of vulnerability that clients are presenting with, have also increased significantly. Clients have much higher levels of need and in June 2012 alone, 50 individuals were assessed to have high, complex and multiple needs. This includes clients with substance misuse/addiction support needs, mental health support needs or physical health issues.

Rough Sleeper & Hostel Services:

The rough sleeper and hostel services detailed below are commissioned as part of the wider Integrated Support Pathway (ISP). The ISP is divided into different bands of services that provide

different levels of housing and support. The overall objective of the ISP is to progressively move clients from high, to medium and low level housing and support services, ultimately to enable clients to live independently.

- Band 1 provides outreach services to rough sleepers and floating support to those in emergency placement accommodation
- Band 2 is 24 hour staffed hostel accommodation
- Band 3 is supported accommodation
- Band 4 is floating support for those who have moved into independent accommodation
- Band 5 provides drop in services and crisis support.

The ISP is supported by a number of supplementary services including work and learning services, the behaviour support service, which promotes psychological interventions to change behaviour and substance misuse services to enable clients to access treatment services.

Band 1 Rough Sleeper Street Services & Relocation Team (RSSRT):

CRI are commissioned by the local authority to provide services to rough sleepers. This is an outreach based service which operates across Brighton & Hove to identify people sleeping rough and assist them into accommodation or support them to relocate where they have no local connection. The team operates a free phone number for members of the public to report rough sleeping and works closely with Sussex Police and the hostels within Brighton & Hove. CRI are also commissioned to provide services to A10 nationals by seeking solutions for those residing on the streets who have no recourse to public funds. The rough sleeper’s team has referral rights into the First Base Day Centre, a number of hostels (detailed below), emergency placement accommodation and substance misuse treatment services.

CRI are commissioned to work with all rough sleepers and in 2011/12 they worked with 732 individuals, this was a 24% increase on the previous year, 467 of these individuals did not have a local connection.

Band 2 Accommodation – Hostels:

The following hostels are commissioned to provide accommodation and keywork support to rough sleepers and single homeless individuals. These hostels provide 24 hour staff cover and often work with clients who have complex needs and exhibit challenging behaviour.

Name of Accommodation:	Number of Units of Accommodation:	Client Group / Referrer:
BHCC, Glenwood Lodge Hostel	44	Male Only 75% referrals from Probation Service 25% Single Homeless. The service takes clients with an offending history often directly from prison.
BHCC, New Steine Mews	20	Rough Sleepers
BHCC, West Pier	15	Rough Sleepers. The hostel has an additional 25 beds in the mental health pathway for those with mental health & substance misuse issues.
BHT Phase One	52	Single Homeless (referrals from BHCC Allocations Team)
Brighton YMCA, William Collier House	96	90 Single Homeless, 4 Rough Sleeper Beds and 2 Probation beds.
Brighton YMCA, George Williams Mews	25	Single Homeless

Riverside, St Patricks	25	Rough Sleepers
Total number of units :	277	

There are also a number of services commissioned to house and support young people who are homeless, these are:

Name of Accommodation:	Number of Units of Accommodation:	Client Group
Impact Initiatives, Stopover One	8	Women only aged 16-25
Sussex Central YMCA, Gareth Stacey House	15	16-25
Sussex Central YMCA, Lansworth House	18	16-19
Sanctuary, The Foyer	25	16-25
Total number of units:	66	

The total cost of rough sleepers services and hostel accommodation for both adults and young people in 2012/13 is just over £3.5m, funded by the Supporting People Welfare Grant for housing-related Support and the Homelessness Prevention Grant. Each service and contract is reviewed periodically by applying a continuous improvement contract monitoring framework to assess quality, performance, value for money and outcomes for clients. Analysis is also undertaken to benchmark the costs of these services against comparator local authorities across the south east region and at a national level. This analysis highlights that in comparison to other similar services across the region, housing-related support services in Brighton & Hove offer excellent value for money.

Pressures / Challenges:

There are a number of challenges facing the local authority in tackling rough sleeping and homeless in the city, these include:

- The number of households in emergency placement accommodation awaiting support from the Housing Support Service including those who have high and multiple, complex needs.
- The increasing numbers of individuals with high and multiple, complex needs being placed in emergency placement accommodation.
- The current economic climate and impact of the changes to Housing Benefit and wider Welfare Reform are expected to result in greater numbers of homeless households within Brighton & Hove due to an increasing shortfall between Housing Benefit and costs in the private rented sector.
- The increase in rough sleepers being identified and supported by the Rough Sleepers Team, up 24% from 2010/11 to 2011/12.
- There are a high number of people rough sleeping in Brighton & Hove without a local connection and the rough sleepers team is having increasing problems relocating them outside the area due to the diminishing resources of other local authorities.
- An increase in individuals who are homeless due to economic circumstances and do not fit into the traditional hostel pathway which tends to cater to the needs of individuals with complex issues such as substance misuse.
- 34 individuals being supported by the rough sleeper's team are currently awaiting hostel accommodation.
- The increase in clients with complex needs within hostel accommodation. For example a sample of 48 clients in New Steine Mews in 2011/12 showed that 12 had physical disabilities, 5 were elderly or infirm, 15 had mental health issues and 31 had alcohol misuse issues. The majority of these 48 clients presented with multiple needs.
- Revolving door clients – those with complex needs who exhibit unacceptable behaviour towards residents and staff and are repeatedly evicted from hostel services.

- Meeting the needs of vulnerable clients in hostel accommodation for example those with learning disabilities.

Meeting Challenges & Good Practice:

Detailed below is a brief overview of some of the work taking place to address these challenges by working towards building capacity in current service provision and improving delivery of services to achieve better outcomes for clients:

- A review of the Integrated Support Pathway is currently in progress.
- An evictions protocol has been implemented for hostel accommodation utilising good practice from Homeless Link to tackle challenging behaviour and prevent evictions.
- CRI are undertaking research into the problems of relocating rough sleepers with no local connection with the aim of addressing the barriers they are experiencing.
- A small project is taking place with three service providers to pilot personalised services to entrenched rough sleepers, revolving door clients and clients who are unable to move on from hostel accommodation.
- An alcohol nurse is employed within hostels to provide intensive support to those with alcohol dependency issues.
- The commissioning team is working with service providers to develop substance free areas of accommodation.
- CRI & BHT have made a successful bid for external funding ('Homelessness Transitions Fund' from central government) to employ two staff to work with people new to rough sleeping to ensure they are swiftly supported and accommodated to prevent them becoming entrenched. We have also supported more recent local applications submitted for grants from the fund.
- Joint work is taking place with neighbouring local authorities to respond to rough sleeping and homelessness issues across Sussex to utilise additional government funding made available. To date, additional outreach support staff have been recruited to build capacity in the CRI Rough Sleepers Team to work with rough sleepers across Sussex and to deliver services in line with the national 'No Second Night Out' approach. Other actions to utilise this fund over the next year include developing county-wide reconnections policy, joint working protocols to promote good practice and purchasing an IT system / database to 'track' clients rough sleeping
- The local authority is working with Community & Voluntary Third Sector organisations to develop proposals to meet housing and support needs of clients with multiple and complex needs from Big Lottery funding available for the south east region

Additional Information:

Additional information is available on request.

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