



**Report to: Cabinet, 17<sup>th</sup> January 2017**

**Report of: Councillor Roger Berry, Cabinet Member for Housing and Heritage**

**Subject: SUPPORT FOR MEETING THE NEEDS OF ENTRENCHED ROUGH SLEEPERS**

**1. Recommendation**

**That Cabinet note that prior to implementing a restructure to respond to the new Housing Strategy that a multi-agency approach to addressing the needs of entrenched rough sleepers be trialled and funded from existing resources.**

**2. Background**

2.1 Over a number of years there has been a range of issues that have impacted on the levels and complexity of homelessness for the single homeless:

- Recession and austerity
- Welfare Reform - single room rate under 35's and Universal Credit
- Shortage of affordable housing
- Reduction in housing related support services
- Private rented sector more difficult to access
- Higher access thresholds for social care services - physical and mental health, substance abuse, traumatic life experiences

2.2 On a national and local basis this has created an increase in rough sleepers.

2.3 According to Government figures, an average of 3,599 people slept rough in England each night in 2015. This was 30% higher than in 2014 and more than twice the number of people who were sleeping rough in England in 2005. Of this total 41 individuals were estimated to be sleeping rough across Worcestershire.

2.4 As set out in the table below, the increase in rough sleeping has not been uniform across Worcestershire with both increases and decreases seen across the 5 years in individual districts.

<b>District</b>	<b>2010</b>	<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>Percentage difference from 2014</b>
Bromsgrove	7	3	3	1	3	4	+25%
Malvern Hills	4	3	6	2	3	4	+25%
Redditch	1	3	3	2	3	0	-100%
Worcester	7	17	34	21	22	27	+19%
Wychavon	14	14	6	12	8	1	-88%
Wyre Forest	7	1	9	8	5	5	N/C
England	1,768	2,181	2,309	2,414	2,744	3,599	+30%

<b>Worcestershire Total</b>	40	41	61	46	44	41	-7%
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2.5 The total numbers of rough sleepers in Worcestershire has remained fairly static in the low to mid 40's with a considerable spike in 2012. The annually required count has been undertaken for 2016 which has seen a significant decrease in numbers for Worcestershire and Worcester City but this information has to be verified before release by the Department of Communities and Local Government during January 2017.

2.6 Worcester City Council continues to work in partnership with neighbouring local authorities, statutory and voluntary sector partners to ensure that those who are at risk of homelessness get the support service at the right time and right place to meet their needs. The two overarching themes of these services are to prevent rough sleeping to begin with, and for those who are stuck in a cycle of homelessness or rough sleeping to provide interventions that allow service users to gain the skills, confidence and support to move towards sustainable housing. At the current time the Worcestershire Strategic Housing Partnership plan is out for consultation. The plan will be adopted early in the new year and a restructured service taken forward in April 2017.

### **3. Preferred Option**

3.1 In every local area people with multiple needs and exclusions are living chaotic lives and facing premature death because as a society we fail to understand and coordinate the support they need. Yet evidence shows that by working together local services can develop coordinated interventions that can transform lives.

3.2 The 'Making Every Adult Matter' (MEAM) approach provides a non-prescriptive framework for developing a coordinated approach in Worcester or any other local authority area. It includes seven core elements that are important for all coordinated interventions to consider, but it is not prescriptive about how these are achieved:

- i. Making sure your intervention is sustainable through systemic change - differentiate between the two main things you are trying to sustain: (A) the practical coordination and (B) the flexible responses from local services.
- ii. A commitment to measuring social and economic outcomes - design a set of shared measures that are agreed by the partnership are vital to future sustainability and will focus everyone on the same outcomes
- iii. Service improvement and gap filling - do all your local services operate in the best possible way for clients? Are there some gaps that still need to be filled or some services that need to operate differently, filling any gaps in services and seeking continuous improvement
- iv. Flexible responses and system change - ensuring flexible responses from all statutory and voluntary agencies and a commitment that all local services going the extra mile for this group.
- v. Coordination - the practical resource to link individuals to existing services and to broker engagement from local agencies. To develop a single, consistent and trusted point of contact, this may sit independently, within existing services, or as part of a multi disciplinary team.
- vi. Consistency - being consistent about identification, referral processes and caseloads

- vii. Partnership and audit - the right people at the table and a shared understanding of the problem, to develop a cross-sector partnership of providers, service users and commissioners that are committed to leading this work with the aim to create an intervention for the "area as a whole".
- 3.3 It is intended to trial a new way of working through adopting a MEAM approach for Worcester City. This will ensure that services are wrapped around the individual and based on their needs. The work will link into and enhance the work of the existing Multi Agency Critical 10 meeting and work in partnership with the other existing single homeless services in place:
- CCP preventing and early intervention
  - Access to PRS and or hostel accommodation
  - Tender out for Park Street to provide greater volume of accommodation for individuals with higher needs statutory and non statutory
  - NSNO to prevent increase in rough sleepers and entrenched rough sleepers
  - Maggs Day Centre to meet basic needs of rough sleepers
  - Critical 10 Multi Agency Meeting Approach
  - SWEF to prevent death
- 3.4 The MEAM Approach is supported by Homeless Link and has been developed to guide local areas as they design and deliver better coordinated services for people facing multiple needs and exclusions. Any local area can use the MEAM Approach and in doing so join the national network of MEAM Approach areas that are working together to share practice, provide peer support and ultimately deliver sustainable change for people facing multiple needs.
- 3.5 The MEAM Approach will ensure that lessons and evidence can be gathered in advance of the restructuring of the team against the new strategy. The outcome of this trial will be that the "Worcester MEAM Approach" becomes integral to day to day working practice of both statutory and voluntary sector services meeting single homelessness need.

#### **4. Additional funding**

- 4.1 The Councils have been successful in securing £390,000 of additional central government funding from the Department for Communities and Local Government to help those new to the streets, or at imminent risk of sleeping rough. The money will prevent an estimated 200 people from becoming entrenched rough sleepers over the next two years, by giving them access to a wide range of support to help turn their lives around.
- 4.2 The grant will pay for seven dedicated staff to run a county-wide No First Night Out Taskforce, bringing together expertise and experience in tackling rough sleepers' needs across local authority, Police, Paramedics, local NHS Trusts and voluntary partners.

#### **5. Alternative Options Considered**

The City Council could wait until the new strategy and restructure is embedded. However, this will potentially mean delaying the new way of working for several months.

## **6. Implications**

### **6.1 Financial and Budgetary Implications**

Support will be funded from existing resources.

### **6.2 Legal and Governance Implications**

There are no legal or governance implications within this paper. Developing this new approach will be following good practice.

### **6.3 Risk Implications**

Rough sleeping is the most visible form of homelessness and is an emotional subject for the public. As we are currently in the winter period it is appropriate to implement new ways of working quickly.

### **6.4 Corporate/Policy Implications**

This will support the delivery of the City Plan to achieve the “collective vision of a city that is prosperous, accessible, diverse and inclusive; with great opportunities for work, leisure, sport and tourism alongside a quality of life that is attractive to all.”

### **6.5 Equality Implications**

The issue of people sleeping rough has become more acute with a visibly increased presence on the streets. This not only impacts on the individual’s life chances, but also the city’s reputation and costs to public services and business. People rough sleeping have complex needs which can only be met through multi-agency working. The development of this new approach will ensure all services work together to provide each person with their own Multi-Agency Plan that will outline who is responsible for coordinating their care, which services are working with them and the support available to advance equality of opportunity, eliminate discrimination, and foster good relations.

### **6.6 Human Resources Implications**

The appointment to this post will follow the appropriate recruitment and selection policies.

### **6.7 Health and Safety Implications**

There are no health and safety implications contained in this paper.

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**Background Papers:** None