

REQUEST FOR DIRECTOR DECISION – DD1149

Title: Rough sleeping services

Executive summary:

Approval is sought for the extension or expansion of a number of rough sleeping services and projects currently funded by the GLA, pursuant to the mayoral delegation to the director in MD1093. The cost of grant funding and contract variations amounts to £1.405 million in 2013-15.

Decision:**1. To approve the award** for 2014-15 of £495,000 of grant funding to:

- Thames Reach, Single Homeless Project and Broadway for the **Housing First** pilot, contributing £375,000 in total (£125,000 each) to their costs for the third year of the pilot (previous years' approvals: DD667 and DD980);
- Groundswell for the **Homeless Health Advocacy project**, contributing £50,000 to the third year of the project (previous years' approvals: DD667 and DD1047);
- Homeless Link for **StreetLink**, increasing the previously approved contribution from £30,000 to £50,000 for the second year of the project (approval for this function was given in DD559); and
- Broadway for the **Pan-London Personalisation Project**, contributing £50,000 to the third year of the project (previous years' approvals: DD559).

2. To approve variations, amounting to £910,000 in 2013-14 and 2014-15, to current contracts with the following providers:

- St Mungo's for **NLOS**, extending the contract for a year (2014-15), at a cost of £800,000, and adding into the contract an option exercisable at the discretion of the GLA to extend for a further one year subject to formal approval at a later stage (approval for the NLOS service was given in DD733);
- Broadway for NSNO, enabling the administration of a **Move-on Facilitation Fund** of £20,000 during 2013-14 (approvals for NSNO were given in MD1093 and DD980);
- Thames Reach for the London Reconnections Team, increasing the contract value by £20,000 during 2013-14 and enabling the administration of a **Resolution Fund** (approvals for the London Reconnections Team were given in MD1093 and DD559); and
- St John of God for the **Non-UK Nationals Project**, increasing the contract value by £70,000 to enable the provision of two additional bedspaces and adding into the contract an option exercisable at the discretion of the GLA to extend the project for a further one year, subject to formal approval at a later stage (approvals for the Non-UK Nationals Project were given in DD559, DD803 and DD1065).

AUTHORISING DIRECTOR

I have reviewed the request and am satisfied it is correct and consistent with the Mayor's plans and priorities.

It has my approval.

Name: David Lunts

Position: Executive Director, Housing and Land

Signature:

Date:

PART I - NON-CONFIDENTIAL FACTS AND ADVICE

Decision required – supporting report

1 Introduction and background

- 1.1 Among the Mayor's key aims in his London Housing Strategy are to ensure that no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night. Since early 2009, the Mayor has convened a board that brings together key partners to identify timely, appropriate and sustainable solutions to rough sleeping in the capital (initially the London Delivery Board and now the Mayor's Rough Sleeping Group).
- 1.2 In recognition of the Mayor's commitments and the then London Delivery Board's achievements, and as part of the localism agenda, the responsibility for commissioning pan-London rough sleeper services was devolved to the GLA from central government in April 2011. These are services for rough sleepers, or initiatives to tackle rough sleeping, that cannot or would not be provided at a London borough level, as they are pan-London or multi-borough in their remit. The Mayor invested a budget of £33.8 million for these services over 2011-15.
- 1.3 A procurement exercise was undertaken during 2011-12 and most of these services are under contract, with some being piloted under a grant agreement to test new approaches to working with rough sleepers. Further procurements have taken place during 2012-13, most notably a No Living on the Streets (NLOS) service and a service for non-UK nationals. Most of the budget is now committed. However, with almost 18 months of the programme left, there is still sufficient time and funding to take further steps to deliver the priorities of the Mayor's Rough Sleeping Commissioning Framework and address London's growing rough sleeping problem.
- 1.4 The pan-London services have been successful in achieving the Mayor's strategic aims. No Second Night Out (NSNO) has seen more than 4,500 people between its start in April 2011 and early October 2013. Only 19% of this cohort spent a second night out, which has meant that the service has had a positive impact on 81% of clients.
- 1.5 During 2012/13, the Tenancy Sustainment Teams successfully sustained the tenancies of over 1,800 former rough sleepers, while the London Reconnection Team reconnected around 300 people to the country with which they had a connection. The accommodation-based service for non-UK nationals also reconnected over 300 people last year. In addition, London Street Rescue, the pan-London outreach service, found 26% of those who were seen rough sleeping during 2012/13.
- 1.6 Unfortunately, the number of rough sleepers has increased significantly over the past two years as has the flow of new people onto the streets. Over 6,000 people were seen rough sleeping by outreach workers during 2012/13, of which 68% were new arrivals onto the streets.
- 1.7 To this end, it is proposed that a number of rough sleeping services and projects currently funded by the GLA are expanded or extended:
 - **NLOS** – to exercise the option in the *current* contract to continue funding the service in 2014-15 and to include in the contract a further option exercisable at the discretion of the GLA to extend for an additional year beyond this (to 31 March 2016)
 - **Housing First pilot** – to grant fund the final year (2014-15) of the current three-year pilot programme
 - **Homeless Health Peer Advocacy Project** – to grant fund a further year (2014-15) of an existing project, with a majority funding contribution from other sources
 - **StreetLink** – to increase the grant for an existing project in 2014-15, with a majority funding contribution from other sources
 - **Pan-London Personalisation Project** – to grant fund an existing project in 2014-15, with a majority funding contribution from other sources

- **Non-UK Nationals Project** – to fund an expansion of the service in 2013-15 and to include in the contract an option exercisable at the discretion of the GLA to extend for a further one year beyond the current contract term (to 28 February 2016)
- **Move-on Facilitation Fund** (to be administered through NSNO) – to set up a small fund to unblock barriers to move-on from the NSNO and NLOS projects in 2013-15
- **Resolution Fund** – to set up a small fund (to be administered through the London Reconnections Team) to enable entrenched non-EEA rough sleepers to resolve their immigration status and move off the streets in 2013-15.

1.8 It is necessary to obtain the approvals in advance to ensure that there is service continuity and a planned approach to implementation. Although new, or varied, grant agreements or contracts will not be issued until the services are due commence, it is essential that providers have greater certainty about the GLA's future funding programme, either to prevent staff from seeking other jobs or providers from issuing redundancy notices or to allow the effective mobilisation of services. In the case of Housing First, it is necessary to notify providers of our intention to enter into a grant agreement to ensure continuity of support to the tenants from the support workers employed for the project.

1.9 The Housing First pilots, and the NLOS and Non-UK Nationals contracts were subject to a competitive tender process. The Homeless Health Peer Advocacy Project, the Pan-London Personalisation Project and StreetLink have majority funding from other sources.

Exemption from the requirements of the GLA's Contracts and Funding Code

1.10 In order to vary the contracts for NLOS and for the Non-UK National Project to include, for each of them, an option exercisable at the discretion of the GLA to extend for a further one year (ie 2015-16), an exemption is sought from the requirements of section 3.6 of the GLA's Contracts and Funding Code. That is, an exemption from the requirement to undertake the Official Journal of the European Union (OJEU) process for Part B services. This exemption is being sought on the grounds of compatibility with an existing service (section 5.4 of the Code).

1.11 The amounts relating to each of the variations are as follows:

- Non-UK Nationals Project: £418,400 for one year
- NLOS: £800,000 for one year.

1.12 The proposed exemption is required because the revenue funding for the Mayor's rough sleeping programme in the next spending review period will be for one year only (ie 2015-16). Such a short spending round is unusual (they are generally three or four years), and has occurred in this instance because of the timing of the next general election.

1.13 A procurement of these services for such a short contract period is unlikely to attract bids from organisations other than those currently providing the service, given the high start-up costs and the requirement for buildings for services such as these. If any bids were to be submitted by other organisations, they are highly unlikely to represent good value for money. The reason for this is that services such as these require a great deal of upfront investment by the providers to secure buildings (these are building-based services) and to mobilise (they are also extremely staff-intensive, so would require major recruitment and induction exercises). The inability to spread start-up costs across a number of years inevitably leads to higher costs. A competitively priced bid would almost certainly mean an unacceptably low level of service and, as a consequence, poorer outcomes for clients and a negative impact on the achievement of the Mayor's rough sleeping targets.

1.14 In addition, it is becoming increasingly difficult to secure buildings for homelessness services, both because of a lack of suitable available premises and also because of some boroughs' reluctance to accommodate additional services of this type in their localities. Providers are unlikely to invest the time, effort and potentially money in building searches and negotiations with local authorities for a very short contract period.

- 1.15 No competitive process will be therefore conducted. However, as stated, both services were procured competitively and relatively recently in line with the OJEU process for Part B services.
- 1.16 An option that could overcome this would be to procure the current providers for a one year contract on a single source basis. However, this option has been considered and rejected. This is because both services were procured relatively recently through a full competitive process, and both are and will continue to be subject to detailed ongoing scrutiny and continuous improvement through the GLA's rigorous contract monitoring processes. A costly and resource-intensive procurement exercise that would almost inevitably result in services that look and cost the same as they do currently (or potentially more) would not make financial or organisational sense.
- 1.17 The exemption is sought precisely because it would represent far better value for money to extend the existing contracts, which the GLA has with these service providers, than to procure those same service providers for a new separate and distinct one year contract.

2 Objectives and expected outcomes

- 2.1 The Mayor's Rough Sleeping Commissioning Framework 2011-15 includes a number of priorities which the services and projects covered in this paper seek to address. Details are given below, with further information about each project and proposal provided in Appendix 1:

| Service | Agreements, approvals and funding | Priorities/ outcomes |
|--|---|---|
| 1 No Living on the Streets An assessment hub and short term accommodation for those who are not new to the streets. | A contract is in place for the period October 2012 to 31 March 2014, approved through DD733. The project's continuation to 2014-15 was dependent on the outcome of a review (and the contract contains the option, exercisable at the discretion of the GLA, to extend for an additional year). This review is now complete and an action plan to develop the project further is being developed. Proposed GLA funding: £800,000 for 2014-15. | To help entrenched rough sleepers off the street. |
| 2 Housing First pilot Independent accommodation with tailored services to sustain the tenancy for entrenched rough sleepers. | A three year grants programme has been agreed, with three providers selected for the programme. The first and second years' grant agreements, approved through DD667 and DD980, were issued to the providers, with the current agreement due to end on 31 March 2014. The third year of grant funding was dependent on the outcome of an independent review. This is now complete and is highly positive about the pilot. Proposed GLA funding: £375,000 for 2014-15. | To help entrenched rough sleepers off the street. To prevent those who have exited rough sleeping from returning to the streets. |

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| <p>3 Homeless Health Peer Advocacy Project</p> <p>A project whereby peer advocates accompany rough sleepers to attend health appointments and assist them to sustain health treatment.</p> | <p>Grant agreements for 2012-13 and 2013-14, approved through DD667 and DD1047, were issued to the provider, with the current agreement due to end on 31 March 2014. A third year's funding would enable the project to be expanded to additional areas of the capital.</p> <p>Proposed GLA funding: £50,000 for 2014-15.</p> | <p>To meet the physical and mental health needs of rough sleepers</p> |
| <p>4 StreetLink</p> <p>Rough sleeping reporting phonenumber and website.</p> | <p>A grant agreement for 2013-14 for £30,000 was issued to the provider, with this annual sum having previously approved for this purpose up to 31 March 2015 through DD559. The additional amount is required to help fill a large funding gap.</p> <p>Proposed GLA funding: an additional £20,000 for 2014-15 - £50,000 in total.</p> | <p>To ensure that where new rough sleepers arrive they do not spend a second night out.</p> <p>To help entrenched rough sleepers off the street.</p> |
| <p>5 Pan-London Personalisation Project</p> <p>Intensive personalised casework and personal budgets for long term rough sleepers who are very resistant to moving off the streets.</p> | <p>Grant agreements for 2011-12 and 2012-13, approved through DD559, were issued to the provider. Underspent grant has been used to continue the project in 2013-14.</p> <p>Proposed GLA funding: £50,000 for 2014-15.</p> | <p>To help entrenched rough sleepers off the street.</p> |
| <p>6 Non-UK Nationals Project</p> <p>An accommodation-based service for non-UK nationals.</p> | <p>A grant agreement for 1 September 2011 to 31 August 2012, approved through DD559, was issued to the provider. The service has, since 1 September 2012 been subject to a contract, approved through DD803 and DD1065. The current contract expires on 28 February 2015.</p> <p>Proposed GLA funding: an additional £70,000 to expand by two bedspaces.</p> | <p>To tackle rough sleeping by non-UK nationals.</p> |

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| <p>7 Move-on Facilitation Fund</p> <p>To be delivered through NSNO.</p> <p>A fund that would contribute to the costs of rent in advance, rent deposits or other costs to facilitate people moving on from the NSNO and No Living on the Streets (NLOS) services.</p> | <p>A contract for one year and ten months, to 31 March 2014, is in place for NSNO.</p> <p>Proposed GLA funding: £20,000 for 2013-14 and 2014-15</p> | <p>To prevent those who have exited rough sleeping from returning to the streets.</p> |
| <p>8 Resolution Fund</p> <p>To be delivered through the London Reconnections Team.</p> <p>A fund that would contribute to the cost of charge applications from rough sleepers for leave to remain.</p> | <p>A contract is in place for the London Reconnections Team (from 1 April 2012 to 31 March 2015).</p> <p>Proposed GLA funding: £20,000 for 2013-14 and 2014-15.</p> | <p>To help entrenched rough sleepers off the street.</p> <p>To tackle rough sleeping by non-UK nationals.</p> |

3 Other considerations

3.1 Key risks and issues

| Risk description | Rating | Mitigating action |
|--|--------|--|
| No Living on the Streets does not meet the targets set | Amber | The service has been subject to a thorough review and an action plan is now being drawn up to ensure improvements to the service. There are regular monitoring meetings with the provider and the service is underpinned by a contract, serious breaches of which could result in non-payment or closure of the service. |
| The performance of the Housing First pilots does not meet the targets set | Green | There are regular monitoring meetings with the providers. Under the grant agreement, payments are made on the basis of performance. |
| Rough sleepers refuse to engage with Homeless Health Peer Advocacy Project | Green | The experience of the project to date is that rough sleepers are willing to engage, primarily because of the innovative use of former rough sleepers as peer advocates. |
| StreetLink fails to attract a sufficient number of reports of rough sleepers to justify the costs involved | Green | Homeless Link is promoting StreetLink in a number of ways, including through social media. The proportion of reports in London far outweighs the proportion of funding that London contributes to the project. |

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| The performance of the pan-London Personalisation Project does not meet the targets set | Green | The GLA's monitoring of this project will be more focused in 2014-15 than it has been previously, with direct GLA/provider monitoring meetings rather than governance solely through a pan-London steering group. |
| The Non-UK Nationals Project does not meet the targets set | Green | There are regular monitoring meetings with the provider and the service is underpinned by a contract, serious breaches of which could result in non-payment or closure of the service. |
| The demand for funding from the Move-on Facilitation Fund and Resolution Fund far outstrips the funding available | Amber | The organisations responsible for administering the funds will operate within strict guidelines, to prioritise their use for those in the greatest need and, in the case of the Resolution Fund, ensure match funding. |

3.2 Links to Mayoral strategies and priorities

The objectives of the proposals are in line with the Mayor's Rough Sleeping Commissioning Framework 2011-15, as well as the Mayor's statutory London Housing Strategy which includes the following priorities: to ensure that no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night.

3.3 Impact assessments and consultations

The Mayor's Rough Sleeping Commissioning Framework 2011-15 was made available for public consultation. The statutory London Housing Strategy has been subject to a full-integrated impact assessment and undergone statutory consultation with the London Assembly and functional bodies and with the public.

4 Financial comments

- 4.1 There is sufficient uncommitted funding remaining in the rough sleeping budget to meet the proposed costs of £70,000 for 2013-14 and £1,335,000 for 2014-15. This is made up as follows: NLOS - £800,000, Housing First - £375,000, the Homeless Health Advocacy Project - £50,000, StreetLink - £20,000, the pan-London Personalisation Project - £50,000, the Non-UK Nationals Project - £70,000, the Move-on Facilitation Fund - £20,000 and the Resolution Fund - £20,000.
- 4.2 The Programme, Policy and Services unit within Housing and Land will be responsible for entering into and monitoring these contracts.

5 Legal comments

- 5.1 Under section 30 of the Greater London Authority Act 1999 (the 'Act') the GLA, after appropriate consultation, is entitled to do anything that will further the promotion, within Greater London, of economic development and wealth creation, social development and the improvement of the environment.
- 5.2 Furthermore, section 34 of the Act allows the GLA, to do anything which is calculated to facilitate, or is conducive or incidental to, the exercise of any functions of the GLA. In this case, the approval of grant funding and variations to contracts in relation to the provision of emergency accommodation and strategies to tackle rough sleeping may be viewed as being calculated to facilitate and conducive and incidental to social development in Greater London.
- 5.3 As regards the increase of the second year of Groundswell's funding from £30,000 to £50,000, the officers are reminded to ensure that the variation of the grant agreement be administered in accordance with the requirements of the GLA's grant to Groundswell.

- 5.4 As regards the variation of the GLA's contracts with Broadway and with Thames Reach by £20,000 each, the officers are reminded to ensure that, as in the case of the abovementioned grants, the variations be documented in accordance with the requirements of each contract.
- 5.5 The variations of the GLA's contracts with St Mungo's and with St John of God increase the value of each contract by approximately £800,000 and £418,400 respectively. Section 3.6 of the GLA's Contracts and Funding Code (the "Code") requires that the GLA undertake an OJEU advertised tender or call off the services from an accessible framework for contracts with a value above £125,000. However, section 5.4 of the Code also provides that an exemption from this requirement may be justified on the basis that the services to be procured are compatible with an existing service. The officers have set out at paragraphs 1.9 to 1.16 the reasons why the exemption is required. In summary the main reason is that the current contracts end at or just before the end of the current spending review period. The next spending review period is for one year only. Procuring these services for such a short contract period would be reasonably likely to result in negative financial, operational and strategic impacts for the GLA and for rough sleepers in Greater London. Furthermore, the services fall within Part B of Schedule 3 of the Public Contracts Regulations 2006, as they are considered the kind of services, which would only be of interest to bidders within the member state, where the contract is let. To this end, the advertising requirements for any tender, which would otherwise have taken place, would have been far less than those relating to Part A services. In light of the above, the director may approve the decisions, if he be so minded.

6 Planned delivery approach and next steps

| Activity | Timeline |
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| Vary the contract with Thames Reach to enable the London Reconnections Team to administer the Resolution Fund. | January 2014 |
| Vary the contract with Broadway to enable NSNO to administer the Move-on Facilitation Fund. | January 2014 |
| Vary the contract with St John of God for the Non-UK Nationals Project to cover the expansion and extension of the programme. | January 2014 |
| Vary the contract with St Mungo's for NLOS to cover the extension of the programme, and work with them to deliver the action plan for improvements to the NLOS service. | Contract variation and improvements in place by April 2014 |
| Enter into grants agreements for <ul style="list-style-type: none"> the third year of the Housing First the third year of the Homeless Health Peer Advocacy Project the second year of StreetLink the fourth year of operation (though third year of funding) of the Pan-London Personalisation Project. | April 2014 |

Appendices and supporting papers:

Appendix 1 Rough sleeper services subject to proposals

Public access to information

Information in this form (Part 1) is subject to the Freedom of Information Act 2000 (FOI Act) and will be made available on the GLA website within one working day of approval.

If immediate publication risks compromising the implementation of the decision (for example, to complete a procurement process), it can be deferred until a specific date. Deferral periods should be kept to the shortest length strictly necessary.

Note: This form (Part 1) will either be published within one working day after approval or on the defer date.

Part 1 Deferral:**Is the publication of Part 1 of this approval to be deferred? NO**

If YES, for what reason:

Until what date: (a date is required if deferring)

Part 2 Confidentiality: Only the facts or advice considered to be exempt from disclosure under the FOI Act should be in the separate Part 2 form, together with the legal rationale for non-publication.

Is there a part 2 form – NO

ORIGINATING OFFICER DECLARATION:

Drafting officer to
confirm the
following (✓)

Drafting officer:

Debra Levison has drafted this report in accordance with GLA procedures and confirms that:

✓

Assistant Director/Head of Service:

Jamie Ratcliffe has reviewed the documentation and is satisfied for it to be referred to the Sponsoring Director for approval.

✓

Financial and Legal advice:

The Finance and Legal teams have commented on this proposal, and this decision reflects their comments.

✓

EXECUTIVE DIRECTOR, RESOURCES:

I confirm that financial and legal implications have been appropriately considered in the preparation of this report.

Signature

Date

Appendix 1 Rough sleeper services subject to proposals

| Service/project | Rationale for funding and value for money |
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| <p>1 No Living on the Streets (NLOS)</p> <p>The service provides a rapid (maximum 72 hour) assessment service for clients who are not new to the streets (maximum capacity 15). There are three emergency beds for this group. It also has 25 short stay beds (up to 28 days) to which hub clients and those who have not been through the hub can be referred.</p> | <p>NLOS opened in December in 2012, following a competitive tender process, and St Mungo's are contracted to deliver the service until 31 March 2015. It was set up to provide a similar service to the highly successful No Second Night Out, but for those who are not new to the streets, and also to provide some direct access beds (partly to replace the rolling shelters).</p> <p>It was agreed that the second year's funding would be conditional on the outcome of a review. A three month review was carried out by GLA officers. This found that there was high demand for the service (eg 79 referrals were made in January 2013) but that move-on options were limited, mainly because many clients had 'burnt their bridges' with a number of services.</p> <p>An in-depth six month independent review has just been completed. This found that the service was valued among those who had referred clients to it. However, as with the three month review, it found the lack of move on a major issue. Key areas for development are as follows:</p> <ul style="list-style-type: none"> • much greater clarity around policies and procedures, particularly those relating to eligibility, referral and assessment • better information sharing and communication • much clearer and more robust internal processes, including more and better staff training. <p>While the service is meeting some of its performance targets, it is falling short on a number of others (see below). Most notably, because of the lack of move-on, the service has become silted up. However, it is still relatively early days for such an innovative project that is working with such a challenging client group. More time is needed to refine the model and implement the improvements to the project identified by the review. An action plan is being developed, with a view to all improvements being made by 1 April 2014 (and many a lot sooner than that). It is proposed that as well as continuing funding the project in 2014-15, there is an option for the GLA to extend the contract to 2015-16.</p> <p>Key performance indicators</p> <p>Number of clients December 2012 to June 2013 – 187</p> <p>Target for clients not returning to rough sleeping December 2012-June 2013 – 80%, achieved - 86%</p> <p>Target average length of stay in the hub – 3 days, achieved in April to June 2013 – 18.6 days</p> <p>Target average length of stay in the accommodation – 28 days, achieved in April to June 2013 – 33 days</p> <p>Cost per service user December 2012 to June 2013 - £2,495</p> |

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| <p>2 Housing First</p> <p>This is an accommodation model where the focus of service delivery is to provide whatever is necessary to meet the goal of tenancy sustainment. It involves providing rough sleepers (from within a specifically defined cohort) with self-contained accommodation without first requiring them to go through a fixed hostel pathway or to otherwise tackle any issues that may have previously prevented them from accessing or sustaining self contained accommodation (eg substance misuse problems).</p> | <p>This three year pilot commenced in March 2012. A notice was sent out to organisations to participate in the pilot and three were selected. The pilot needs to be carried out on long term basis as research evidence shows that such programmes take a number of years before individuals can sustain independence. Many Housing First clients are from the 205 cohort (London's most entrenched rough sleepers).</p> <p>The third year of grant funding will ensure that tenants are able to sustain their tenancies. Without this support the tenants are likely to be evicted.</p> <p>The Housing First project was initially costed on the basis of 40 clients at a cost of about £233 per person per week. However, the providers' caseloads are larger than initially envisaged and the current cost of the project supporting a client (in accommodation) is £184 per week, considerably less than the cost of a hostel (around £250 per week).</p> <p>The pilot has recently been independently evaluated. The findings are very positive: <i>'As well as achieving high levels of tenancy sustainment and prevention of rough sleeping, ... it is clear that clients were supported to achieve a wide range of other positive outcomes'</i>. The project is achieving or exceeding its key targets.</p> <p>Key performance indicators in 2012/13</p> <p>Number of clients supported into tenancies - 26</p> <p>Target for tenancy sustainment – 75%, achieved – 100%</p> <p>Target client case load – 42, achieved - 48</p> <p>Cost per client (supported in accommodation) - £9,615</p> |
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| <p>3 Homeless Health Peer Advocacy Project</p> <p>This service trains former rough sleepers to provide a peer advocacy service to current rough sleepers, to help them access health services by accompanying them to appointments and to see through ongoing medical treatment.</p> <p>The service also has the benefit of providing the peer advocates with volunteering experience, helping them to access work.</p> | <p>The project is in its second year, with grant funding up to 31 March 2014.</p> <p>The £60,000 funding from the GLA for 2013-14 has levered in £200,000 from other sources, including Clinical Commissioning Groups (CCGs) and local authorities. This has enabled the project to work across more boroughs. The purpose of the funding in 2014-15 would be to attract contributions from additional boroughs or CCGs, to achieve even wider coverage across the capital. Once established in a locality, the need for GLA funding reduces.</p> <p>Findings from a study by the Young Foundation show a saving of £1.75 for every £1 spent on the project, primarily through the significant reduction in unplanned admissions to hospital.</p> <p>Key performance indicators in 2012/13</p> <p>The project is achieving or exceeding its key targets.</p> <p>Target for medical appointments attended – 800, achieved – 849</p> <p>Target for peer advocated supported – 9, achieved – 13</p> <p>Target for % returning to rough sleeping – no more than 10%, achieved – 8%</p> |
| <p>3 StreetLink</p> <p>This is a rough sleeping reporting phonenumber and website. It is used by the public, services and, on occasion, rough sleepers themselves. Reports are validated and, where appropriate, referrals made to the appropriate services. Feedback on outcomes is provided to people who use the</p> | <p>Between April 2011 and October 2012, the GLA funded a dedicated London-specific phonenumber for to enable rough sleepers to be reported and referred to services. This was developed because it was critical to the success of NSNO to have the public acting as their ‘eyes and ears’, spotting and swiftly reporting new rough sleepers who could then be found by outreach teams and taken to the service. The phonenumber was operated by London Street Rescue (LSR), and cost £30,000 a year. This arrangement ceased when the national StreetLink phone line was set up by DCLG (delivered by Homeless Link). This has been funded in 2013-14 mainly by DCLG, but with a £30,000 (10%) contribution from the GLA).</p> <p>DCLG has made no formal commitment to fund the service in 2014-15, but has suggested that much-reduced funding will be available. Homeless Link are seeking contributions from a number of sources, including corporate sponsorship, to fill what is likely to be a large funding gap. Given this gap, that the vast majority of reports are in London and how critical this service is to No Second Night Out in particular, it is proposed that the GLA’s contribution in 2014-15 should be increased to £50,000.</p> <p>London has accounted for 80% of all referrals from StreetLink in its first year (but provided only 10% of the funding). Also, outcomes for London under the new arrangements are significantly better than they were previously, because of the</p> |

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| <p>phoneline.</p> | <p>additional resources and infrastructure resulting from a bigger, national service. In 2011/12, LSR made around 4,500 referrals from the phone line, of which 10% resulted in a positive outcome. The comparable London figures for the first year of StreetLink are 9,100 and 46%. The London Street Rescue outreach teams alone are receiving around 600 referrals a month from StreetLink.</p> <p>Key performance indicators, October 2012 to September 2013 38,000 reports of rough sleepers, the overwhelming majority of which were in London. 9,100 London referrals. 46% of referrals resulted in positive outcomes.</p> |
| <p>4 Pan-London Personalisation Project</p> <p>This project works with very entrenched rough sleepers who have consistently refused offers of accommodation or assistance. It uses a non-traditional approach to outreach, combining more intensive engagement with the use of a flexible funding pot. The key determinant of success has been the model of extended and intensive engagement, often enabled through the use of personal budgets.</p> | <p>In May 2009, Broadway began a pilot project of personalised support for rough sleepers. The project was funded and supported by the City of London Corporation and Communities and Local Government to work with a group of the City's most entrenched rough sleeping.</p> <p>An independent evaluation of the original pilot was positive, and reported significant outcomes. As a consequence the project was expanded to deliver a pan-London service with grant funding from the GLA, City Bridge Trust and Oak Foundation. The GLA's contribution (£86,000 over two years) was significant in attracting the support of City Bridge and Oak, which together contributed £324,000. The project is currently monitored and overseen by a pan-London steering group, co-ordinated by the Corporation of London.</p> <p>Most clients are either 205s or frequent returners to the streets. Their histories of rough sleeping are prolific – 30 of the 42 people currently working with the project have rough sleeping histories of more than five years, half of whom have been rough sleeping for more than ten years. Of these 42 cases, 17 are currently in accommodation, three of whom have rough sleeping histories of 11, 12 and 14 years. The accumulated cost of such long term rough sleeping is significant and without resolution would have continued to cost the public purse at estimated £24,000-£30,000 a year for each person.</p> <p>Having been approached by Broadway for 2014-15 funding, GLA officers undertook a review to assess the value of continuing the project for a further year. Feedback from the outreach teams that have referred to the project is very positive. The commonly identified success of the project is the flexibility of the team to work with people at different stages, for longer durations and in different localities across borough and service boundaries.</p> <p>It is proposed that the GLA supports the project's continuation, with a contribution of £50,000 in grant funding for 2014-15. This will allow time for the approach to be mainstreamed into general practice, and as a condition of grant we would expect the provider to be proactive in doing this (through active promotion, training, toolkits, etc). We would also expect much more rigorous monitoring arrangements and better project oversight.</p> <p>Broadway has a provisional offer of 18 months' further (of £80,000) funding from the City Bridge Trust that is conditional</p> |

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| | on further financial support by the GLA. They also believe GLA funding will enable them to lever in other funders and corporate supporters and extend the project beyond 2014-15, including £20,000 from the Oak Foundation. |
| <p>5 Non-UK Nationals Project</p> <p>This is an accommodation service for non-UK nationals. It provides high turnover reconnection beds (maximum 7 days), which are used primarily by London Reconnections Team (LRT) and No Second Night Out (NSNO) to temporarily accommodate clients while they organise reconnection abroad. It also provides longer term support and accommodation to clients (up to six months) who have an entitlement to services in the UK. There are 24 beds, at least 18 of which are short term/flexible and 6 are long term.</p> | <p>This service was initially provided with GLA grant funding (from 1 September 2011 to 31 August 2012) and is now contracted until 28 February 2015. It was developed to provide a tailored service to non-UK nationals (EAA nationals in particular), who form over 50% of London's rough sleepers. Many Eastern Europeans end up on the streets as they do not have the basic skills to obtain employment in the UK, eg they do not speak English. Some are too ashamed to return home, whilst others get caught up in a rough sleeping life style. The picture is more complex for those from outside the EU with many requiring documentation or visas.</p> <p>The additional funding of £70,000 would be used to convert two rarely-used self-catering kitchens into bedrooms (around £8,000) and provide support to the residents thereafter (costed for 14 months), enabling a solution to rough sleeping to be found for more of this group. This increase in the capacity is needed because of the high and rising numbers of non-UK nationals who are rough sleeping and the lack of similar provision. St John of God will be seeking funding from other sources to convert two additional under-used self-catering kitchens into bedspaces and the GLA funding should help them to lever in this funding. It is proposed that as well as providing this additional funding, there is an option for the GLA to extend the contract to 2015-16.</p> <p>GLA officers reviewed the service earlier this year and concluded that it was achieving good outcomes and providing good value for money. 93% of clients accessing the short term beds had a successful reconnection to their country of origin. The turnover of these clients was high, with 220 clients having used the short stay beds. The outcomes for the smaller number of more entrenched rough sleepers accessing the flexible and long term beds were impressive, with 48% entering employment (against a target of 25%) and 75% having a planned discharge into reconnection or independent living in the UK.</p> <p>Key performance indicators in 2012/13 (1 September 2012 to 31 March 2013)</p> <p>Number of clients – 257.</p> <p>Target for positive moves (short stay) – 90%.</p> <p>Target for positive moves (long term) – 50%.</p> <p>Percentage that have made a positive move (overall) – 84%.</p> <p>Percentage of clients that have returned to rough sleeping – 2%.</p> <p>Cost per bedspace per week – £278.</p> |

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| <p>6 Move-on Facilitation Fund</p> <p>A fund that would contribute to the costs of rent in advance, rent deposits or other costs to facilitate people moving on from the NSNO and No Living on the Streets (NLOS) services</p> | <p>The devolution of budgets for Crisis Loans and Community Care Grants to local authorities in April 2013 has resulted, in some boroughs, in the introduction of criteria for accessing this funding that reduce rough sleepers' chances of securing awards. These criteria include requirements that relate to local residence or other connection, the exclusion of housing costs, ceilings for awards that are lower than would cover a deposit or rent in advance, and exclusive or priority access for particular groups.</p> <p>NSNO and NLOS have evidence that this is proving detrimental to rough sleepers' ability to move on into independent accommodation, particularly private rented sector accommodation where rent in advance and deposits are generally required. Work is underway through the Mayor's Rough Sleeping Group to establish a way forward to ameliorate the position. However, in the meantime there is evidence that the lack of access to this funding is silting up these two key GLA services.</p> <p>In 2012/13, NSNO clients had 125 successful applications to the Social Fund for rent in advance/rent deposits. This represents 68% of their clients who moved into private rented accommodation. The average sum awarded was £875. Since localisation (ie 1 April 2013), only five clients have had an award.</p> <p>It is proposed that £20,000 of interim funding for rent deposits, rent in advance and other costs associated with move-on is made available for NSNO and, potentially, NLOS clients. This would be administered by NSNO (at no additional cost) according to strict criteria, prioritising those in the greatest need and ensuring that all other avenue of funding are exhausted. It would be expected to achieve the following outcomes:</p> <ul style="list-style-type: none"> • increased move on from NSNO and NLOS • reduced overstaying in NSNO hubs/staging post beds and the NLOS short term accommodation • reduced closure of NSNO and NLOS • reduced levels of abandonment from NSNO and NLOS • reduced rough sleeping. |
| <p>7 Resolution Fund</p> <p>A fund that would contribute to the cost of charge applications from rough sleepers for leave to remain.</p> | <p>About 10% of rough sleepers are non-EEA nationals who do not have recourse to public funds. A small number of these are people likely to be granted leave to remain upon application. However, such applications are charged for by the Home Office and there is no possibility of exemption. The cost of charged applications for leave to remain ranges from around £700 to £1,500.</p> <p>The inability to fund these applications (boroughs are usually unwilling and charities have limited resources) can lead to people remaining stuck on the streets with neither recourse to services (hostels, supported housing etc) or likely resolution of their immigration status. Such long term rough sleeping can lead to increased costs to health and policing, and undermines community confidence in public services.</p> <p>In order to tackle this situation it is proposed that a Resolution Fund is established. It will only support applications for</p> |

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| | <p>leave from non-EEA national rough sleepers. The expectation is that only those with significant histories of rough sleeping and for whom outreach or other services have identified a credible likelihood of leave being granted will have their application resourced.</p> <p>The fund would be administered by Thames Reach as an add-on to the GLA-commissioned London Reconnections Team. Applications to the fund will only be allowed from commissioned outreach teams, NSNO, NLOS and the Non-UK Nationals Project. Thames Reach will vet applications and prioritise funding to ensure the fund is used most effectively and targeted appropriately. Where necessary, they will liaise with the Home Office to informally assess the likelihood of outcome before agreeing funding.</p> <p>To maximise the capacity funding will be granted where the referring team secures agreement for equal match funding from the local authority. Exception from this requirement can only be agreed by the GLA.</p> |
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