

Rapid Rehousing Pathway: Memorandum of Understanding

Greater London Authority

Agreed: 19/06/19

Signatories

SIGNED for and on behalf of

The Secretary of State for the Ministry
of Housing, Communities and Local
Government

SIGNED for and on behalf of

Greater London Authority

Name Jeremy Swain

Deputy Director for

Position Homelessness and Rough
Sleeping Delivery

Signature



Date 19/06/19

Name

David Lunts

Position

Executive Director, Housing and
Land

Signature



Date

13/06/2019

1. Purpose of the Memorandum of Understanding

1. This Memorandum of Understanding has been drafted to set out the principles and practices that will apply to the working relationship between MHCLG and Greater London Authority with regard to delivering a Rapid Rehousing Pathway.
2. The Memorandum of Understanding sets out the monitoring arrangements and responsibilities, accountability, governance structures and financial arrangements of the project.
3. This memorandum guides future relationships and is subject to review where appropriate to ensure that it continues to reflect activity on the ground.
4. While this document is not a legal or binding agreement, all parties are committed to honoring it. The agreement will need to be updated to take account of any possible future changes in the wider relationship between the parties involved.
5. The document outlines the actions which are necessary to provide Government and local partners with assurance that decisions over funding are proper, transparent, and that they deliver value for money. In performing their respective role, the parties will continue to ensure that they act in a manner that is lawful, transparent, evidence based, consistent and proportionate.

2. Funding Composition and Payment Mechanism

6. Funding for this project will be provided by MHCLG directly to Greater London Authority via a Section 31 Grant Determination.
7. Total funding for the financial year 2019/20 is £2,281,851.00, to be paid in 2019. Total funding is comprised of £20,000.00 capital funding and £2,261,851.00 revenue.
8. This allocation will be split into two payments, both to be paid in 2019. The first tranche will be confirmed immediately upon signature of this MoU and paid as soon as possible afterwards.
9. The second tranche will be paid in November, and is dependent on achieving a RAG rating of green or amber/green from MHCLG. This RAG rating will be based on:
 - 9.1. Whether the agreed actions upon which the first payment was made have been completed. The agreed actions will be covered in the delivery plan.
 - 9.2. Whether MHCLG is confident that each element of the Rapid Rehousing Pathway that you are funded to deliver meets and will continue to meet the original policy intent as detailed in the sections below and in the published prospectus.
10. If approved, the second tranche of funding would be confirmed in November 2019 and paid as quickly as possible after confirmation.
11. This funding is for the sole purpose of delivering a Rapid Rehousing Pathway in Greater London Authority and the areas associated with the submitted bid.
12. It is Greater London Authority's responsibility to provide assurance to their MHCLG account manager that funding is accounted for and is only applied to pilot-based activity.

3. Governance, Monitoring and Reporting

Governance

13. MHCLG's Principal Accounting Officer is accountable to Ministers and Parliament and the Department will therefore require Greater London Authority to provide performance reporting of projects funded through the programme referred to in this MOU.
14. In MHCLG the funding programmes set out in this MOU will be managed at a strategic level by the Rough Sleeping Initiative or Homelessness Advice and Support Team adviser allocated to Greater London Authority.
15. For Greater London Authority the rough sleeping coordinator will have oversight of the programmes listed in this MOU.
16. Where Greater London Authority identifies significant risks or issues of financial or delivery under-performance those must be escalated to the Head of Homelessness and Rough Sleeping Delivery in MHCLG for resolution.
17. Greater London Authority and MHCLG will hold monthly monitoring meetings to discuss progress and performance across the programme in this MOU.

Monitoring and Reporting

18. Greater London Authority will appoint an account manager who will be responsible for providing a monthly monitoring and performance report covering the following areas at the end of each month:
 - A summary of progress made on each funded intervention in this MOU.
 - Financial performance.
 - High level outputs for each funded intervention.
19. Greater London Authority and MHCLG, during the delivery of the Rapid Rehousing Pathway, will conduct an evaluation (detail to be agreed) to inform transformation and enable learning to be shared elsewhere. Greater London Authority will supply data and participate in this evaluation.

4. Somewhere Safe to Stay

21. To satisfy the requirements of MHCLG Greater London Authority must:

- Make an assessment hub an integral part of the rapid rehousing pathway to make a positive impact on rough sleeping numbers.
- Have an operational hub in place which is safe and staffed 24hrs a day. The hub should allow clients access to shower and toilet facilities as well as basic facilities to prepare food and drink. It must have adequate space for staff teams to work from including interview and assessment rooms.
- Have a local partner who is providing trained staff to deliver rapid assessments and referrals.
- Implement a robust triage process and capability with skilled staff trained and able to determine those who fit this cohort.
- Commit to a target of 72 hours for the average stay in the hub.
- Ensure that their service is part of a pathway that includes assessments of local authority duties, and provision of a personalised housing plan.
- Be providing options for appropriate move on.
- Where appropriate (geography permitting), have local relationships that allow more than one area/outreach team/housing options to refer into the hub.
- Receive referrals from those who Housing Options believe are genuinely at imminent risk of rough sleeping, this should be unpinned by a robust process and clear set of mutually agreed criteria. There must be a strong relationship between the LHA and hub with LHA staff located in a hub or hub staff located in the LHA.
- Ensure all referrals made into the hub are appropriate e.g. use of a consistent checklist.
- Be able to estimate the use and throughput of their hub and have contingency plans, if the hub reaches capacity, to ensure service delivery continues.
- Where appropriate, consider vulnerable groups in the provision, including women and victims of domestic violence.
- Develop robust data and recording systems to use to evidence their work but also highlight the gaps and challenges locally and nationally to inform service and sector improvement -including recording length of stay, reasons for long stay, reasons for risk of rough sleeping, demographics, support needs etc. All pilot areas will need to record outcomes and move on success.

5. Supported Lettings

22. To satisfy the requirements of MHCLG Greater London Authority must:

- Use this funding to provide tenancy sustainment support to sit alongside homes that are let to rough sleepers leaving the street, former rough sleepers leaving hostels, and those at imminent risk of sleeping rough.
- Make, and be able to evidence, that additional PRS or Housing Association Stock, that is affordable, is available to rough sleepers or those at risk of rough sleeping.
- Identify and work with the cohort who will benefit from the service and implement the mechanism through which individuals will be referred into the service;
- Take advantage of local relationships to ensure the rapid recruitment/commissioning of a Supported Lettings service.

6. Local Lettings Agency (LLA)

23. To satisfy the requirements of MHCLG the Greater London Authority must:

- Offer a comprehensive service that meets local need and provides help for rough sleepers, or those at risk of rough sleeping, who are not owed a housing duty by the local authority and need additional support to access the private rented sector or other suitable housing.
- Provision could include:
 - I. Signposting to local services, including deposit services or charities;
 - II. Advice on renting, tenancy agreements and budgeting;
 - III. Guidance on support services and referrals to housing providers;
 - IV. Brokering relationships with local landlords and housing providers, to create a bank of landlords who will let to more vulnerable tenants;
 - V. Leasing of properties and rental guarantees for landlords; and/or
 - VI. Managing or holding a portfolio of property to be rented by vulnerable individuals;
- have a clear strategy to ensure that this service will provide housing outcomes for vulnerable people;
- evidence how the LLA is specifically supporting rough sleepers;
- take advantage of local relationships to ensure the rapid recruitment/commissioning of an LLA service, to foster and broker stronger relationships between tenants and landlords locally.

7. Data Protection

24. MHCLG and Greater London Authority will co-operate with one another to enable each party to fulfil its statutory obligations under the General Data Protection Regulation (EU) (2016/679) as amended, superseded or replaced from time to time.
25. Nothing in this MoU is intended to, or shall be deemed to, establish any partnership or joint venture between the parties, constitute either party as the agent of the other party, nor authorise either of the parties to make or enter into any commitments for or on behalf of the other party.

8. Delivery Plan

	Rapid Rehousing Pathway Delivery Plan				
Greater London Authority					
	Outputs (Please detail expected milestones and deliverables required to make each element operational)	Cost (Not applicable to all outputs)		Delivery Date (not applicable to all outputs)	Comments (if deemed necessary by LA)
		Revenue (e.g. training, staffing)	Capital (e.g. equipment purchase)		
Somewhere Safe to Stay	All services listed below will be operational from August although some of these will scale up from that point i.e. a phased rollout. Staff and property costs stated are for full 12 months.				
	The GLA will match fund SSStS for a second year. The SSStS hub will continue to be branded as such and will operate as per section 4 of this MoU throughout the two year period.				
	CHAIN to developments required for use by SSStS	£15,000		01/07/2019	GLA match-funding
	Hub One				
	Licence signed use of Clerkenwell Fire Station for SSStS			01/07/2019	
	Modifications/repairs made to building		£20,000	22/07/2019	
	1 x Hub manager recruited			15/07/2019	
	1 x Hub assistant manager recruited			01/08/2019	
	11.5 x Assessment and reconnection workers recruited			01/10/2019	All to be in post by 1 st October but starting to be in post incrementally from 1 st August, with the majority commencing in August
	1 x Case co-ordinator recruited			01/08/2019	
	2 x Assessment level workers recruited			01/09/2019	Target to be in post by the beginning of August
	0.5 x trainees recruited			01/09/2019	
	Staff costs (posts as above plus locums and staff travel for reconnecting clients)	£617,572			
	Property costs, including security costs (security warden and CCTV), insurance, maintenance/repairs, cleaning, utilities, laundry, furniture and equipment, laundry, health & safety	£112,600			
	Provider overheads	£90,445			
	Client costs	£68,737			

Supported Lettings	Recruitment commences			6-8 weeks after confirmation of funding (15 July 2019)	
	PRS Support Service : Clearing House Officers, IT system development and some of TST staff in post	£194,199.40	N/A	(2 September 2019)	
	PRS Support Service 100% operational and fully staffed	£776,797.60		(31/10/19)	We anticipate most staff will be recruited within 4-5 months.
	Clearing House Coordinator 0.6 FTE Clearing House Officer 1 FTE				
	TST North: 1 team manager 1 team leader 4 caseworkers 1 admin				
	TST South: 2 x Senior Practitioners 6x Support Worker 2x Assistant Support Worker, PRS Access: 5 PRS access workers 1 Team Leader				

Local Lettings Agencies	PRS Access 60% operational (3 PRS access workers)	£201,900		3 months after confirmation of funding (12/08/19)	
	PRS Access fully operational (additional 2 PRS access workers)	£134,600		6 months after confirmation of funding (12/10/19)	
	Additional 200 PRS properties accessed by end of year (TBC)			12 Months after confirmation of funding	