

GREATER LONDON AUTHORITY

[REDACTED]
[REDACTED]
(by email)

Our Ref: MGLA271020-8630

14 December 2020

Dear [REDACTED]

Thank you for your request for information which the GLA received on 27 October 2020. Your request has been dealt with under the Freedom of Information Act (FoIA) 2000.

Our response to each part of your request is as follows:

Covid 19 homelessness response/'Everyone In' - Guidance/policies/communications

1. *Any internal guidance/policies concerning homeless non-UK nationals accommodated through the Covid-19 homelessness response/'Everyone In' This should include any general guidance/policies making reference to homeless non-UK nationals/homeless migrants with NRPF.*

In response to your request, we are attaching internal guidance and policy documents produced by GLA staff which refer to homeless non-UK nationals/homeless migrants with NRPF accommodated through the Covid-19 homelessness response:

- Move-on offers from Covid-19 hotels (August 2020 and October 2020 versions- please note that the latest version is currently under review and that hotel providers have been told not to ask anybody to leave for not accepting an offer during lockdown)
 - GLA COVID hotels move-on resources (online live document converted into PDF for this FOI)
 - GLA letter EU nationals
 - GLA letter non-EU
 - Hotels EUSS Referral Form
 - Weekly update form EUSS
 - EUSS referral system for guests in Covid-19 accommodation (Old and updated versions attached)
 - Rough Sleeping update October
 - 20200505 Rough Sleeper Next Steps Strategy
 - Data collection for rough sleeping 'next steps' planning
2. *If not covered by (1), any policies/guidance/minutes of internal or stakeholder meetings related to international reconnections/voluntary returns for the 'Everyone In' cohort (i.e. homeless non-UK nationals accommodated through the Covid 19 homelessness response)*

In response to your request, we are attaching documents produced by GLA staff which can be considered internal guidance and policy documents as well as minutes of internal and external stakeholder meetings which refer to international reconnections or voluntary returns for the 'Everyone In' cohort.

Minutes have been understood as accurate records of a meeting agreed by the participants and we have excluded those that were just focused on discussing specific cases of guests with hotels providers:

- Homeless Migrants Advisory Panel meetings minutes from 03/06, 01/07, 29/07 and 09/09.
- Move-on operational group meeting minutes of 08/06, 15/06, 07/09, 14/09, 21/09, 05/10 and 26/10 .
- Next Steps Planning- Task and Finish Group meeting minutes of 14/04/2020.
- Minutes from a Task & Targeting meeting with a hotel provider: City Airport TT 3rd of September
- Internal workstream meeting Immigration Advice/Reconnection (minutes from 13/ 05 and 21/05)
- Migrant and Refugee Advisory Panel meeting minutes is 27/07/ 2020
- GLA rough sleeping update to boroughs 11/08/20

3. *Copies of any template letters or other documents used to communicate offers of international reconnection*

In response to your request we are attaching template letters drafted by GLA staff which can be used to communicate offers of international reconnection. Please note these are included as annexes of the Move-on offers from Covid-19 hotels policy also attached. Latest version attached: Move-on offers from Covid-19 hotels October TEMPLATE LETTERS

4. *Copies of any emails between senior managers and the Home Office/Ministry of Housing Communities and Local Government regarding reconnections for this cohort. (Please note we are not asking for information about specific homeless people.)*

In response to your request, we understand that you are asking for direct correspondence from GLA senior management (grade 12 and above) to Home Office/Ministry of Housing Communities and Local Government regarding reconnections for this cohort. No emails directly relate to reconnections for this cohort. However, some emails include different versions of a document referring to reconnection. We are attaching 2 versions of that document as a sample:

- Next Steps Plan v.10
- Next Steps Plan v.26

Statistics

5. *(a) How many single homeless people were accommodated through the Covid-19 homelessness response/'Everyone In'? (b) Of this total, how many were EU or EEA nationals (excluding UK nationals)? (c) How many were non-EEA/non-EU nationals? (d) For each of these cohorts of non-UK nationals, how many have had an immigration needs assessment? (e) How many were assessed as having no recourse to public funds (NRPF)? (f) What outcomes have been recorded for each of these cohorts?*

Please find below the information which we have identified as within scope of your request. This information is taken from the Combined Homelessness and Information Network (CHAIN) database, which is commissioned by the Mayor, provided by St Mungo's and has been used by support providers in commissioned hotels.

The data below relates only to those accommodated in GLA commissioned hotels. Please note the following:

- Immigration needs assessments

This information is based on whether the person's 'Immigration Advice Situation' has been recorded as part of a move-on plan recorded on CHAIN. Move-on plans were introduced on the system in June 2020, and so many people who departed hotels in the first few months of the service may have had an immigration needs assessment without this being recorded on CHAIN.

Please note that the 'Immigration Status' and 'Source of Immigration Status' fields are additional sections separate to the move-on plan. As a relatively new part of the system, work is on-going to improve the level and accuracy of recording in this area.

- Recourse to public funds

The current recourse to public funds field on CHAIN does not allow for nuanced recording of the differing situations of non-EEA nationals with no recourse, and EEA nationals who cannot currently access benefits. As a result, users may have used this field with differing interpretations of what the options mean, and the information should be treated with caution.

We have been planning to introduce a new field to facilitate more accurate recording, but this has not yet been achieved due to the high volume of work arising from the Rough Sleeping Initiative, and latterly Covid-19 emergency response.

- Outcomes

Due to the emergency nature of the situation, hotel staff were not recording outcomes in the initial phase of the service. As a result, it is likely that there may be some people who left hotels with a positive outcome which is not reflected in these figures.

Accommodation outcomes specifically relate to accommodation in the UK, and in many cases may also constitute a reconnection. Where a reconnection has been recorded without an accommodation outcome, it is likely this will represent a reconnection outside the UK.

See below a response to each of your requests:

(a) How many single homeless people were accommodated through the Covid-19 homelessness response/'Everyone In'? - 1,762

(b) Of this total, how many were EU or EEA nationals (excluding UK nationals)? - 702

(c) How many were non-EEA/non-EU nationals? - 426 (plus a further 59 nationality not known)

(d) For each of these cohorts of non-UK nationals, how many have had an immigration needs assessment?

Immigration needs assessment	EEA	Non-EEA
Immigration needs assessment received	296	171
Immigration needs assessment not received, or assessment received but not recorded ¹	406	255
Total	702	426

(e) How many were assessed as having no recourse to public funds (NRPF)?

Recourse to public funds	EEA	Non-EEA
Yes	232	162
No	237	190
Not known/recorded	233	74
Total	702	426

(f) What outcomes have been recorded for each of these cohorts?

Outcome type	EEA	Non-EEA
Hubs, shelters and emergency accommodation	12	8
Hub	0	0
Winter/Night Shelter	1	0
SWEP (Local)	0	0
SWEP (Pan-London)	0	0
COVID-19 Emergency Accommodation (Local)	11	8
Nightstop	0	0
Temporary accommodation	121	73
Assessment centre	15	1
Hostel	8	2
Staging post	71	31
Second-stage accommodation	0	0
Local authority temporary accommodation	9	13
Clinic/Detox/Rehab	0	0
Bed & breakfast	2	0
Friends & family	6	6
Other temporary accommodation	10	20
Long term accommodation	120	75
St Mungo's complex needs	0	0
St Mungo's semi-independent	0	0
Supported housing	11	10
LA tenancy (general needs)	0	0
RSL tenancy (general needs)	0	0
Clearing House/RSI	6	9
Sheltered housing	0	2

¹ Of these, 73 individuals (43 EEA and 30 non-EEA) had a record under "Source of immigration status" stating that their immigration status was confirmed by documents or by an immigration adviser, but we cannot confirm the assessment took place in the GLA Covid-19 hotels. Please note that of those non-UK nationals in the hotels on 30/11/2020 over 85% have a record regarding their 'Immigration Advice Situation'.

Care home	0	0
Private rented sector - independent	54	32
Private rented sector - with some floating support	21	13
Tied accommodation	11	2
Other long-term accommodation	17	7
Reconnection	10	7
Total with recorded outcome	263	163
Total with no recorded outcome	175	67
Total departed from accommodation	438	230

Rough Sleeping Support Service

6. *Any specific guidance/policies produced or in use between 1st January 2020 and 22nd October 2020 relating to the Home Office's Rough Sleeping Support Service. This request includes but is not limited to any protocols concerning the process for referring a rough sleeper to the Rough Sleeping Support Service*

There have been no guidance or policy documents produced or in use at the GLA between 1st January 2020 and 22nd October 2020 relating to the Home Office's Rough Sleeping Support Service. The latest communication we had with the relevant commissioned services about the Home Office's Rough Sleeping Support Service was in July 2019 when we informed them that:

"Regarding the Home Office's Rough Sleepers Support Service (RSSS), the Mayor's position is that the current proposal from the Home Office is not acceptable as it could lead to enforcement action being taken against individuals – i.e. people facing deportation when they do not want to leave the country".

7. *Copies of any emails between senior managers and the Home Office/Ministry of Housing Communities and Local Government in the same period regarding the operation of the Rough Sleeping Support Service. (Please note we are not asking for information about specific homeless people.)*

In response to your request we are attaching direct email correspondence from GLA senior management (grade 12 and above) to Home Office/Ministry of Housing Communities and Local Government regarding the Rough Sleeping Support Service. Please note that for chain of emails, only the latest email has been included:

- RE: Rough Sleeping Support Service - Stakeholder Meeting (emails sent on: 08/10, 20/11, 28/11, and 16/11)
- RE: Rough Sleeping Support Service - Stakeholder Meeting (direct email with HO on 20/10/2020)
- RE: Rough Sleeping Support Service Meeting Tuesday 15th (email sent on: 11/09)
- RE: Rough Sleeping Support Service (various emails sent on 11/09)
- RSSS (email received on 02/09)
- Re: Oversight meeting (emails received on 07/09)

Next Steps Accommodation Programme

8. *Copies of any bids for funding from the government's Next Steps Accommodation Programme that relate to non-UK nationals, and the outcomes of any such bids. Please feel free to redact financial information.*

In response to your request we are attaching the following:

- NSAP Proposal Template for interim accommodation inside Greater London Final- most financial information has been redacted.
- The email received from MHCLG confirming the NSAP allocations.

Please note that within the attached information, some names of members of staff are exempt from disclosure under s.40 (Personal information) of the Freedom of Information Act. This information could potentially identify specific employees and as such constitutes as personal data which is defined by Article 4(1) of the General Data Protection Regulation (GDPR) to mean any information relating to an identified or identifiable living individual. It is considered that disclosure of this information would contravene the first data protection principle under Article 5(1) of GDPR which states that Personal data must be processed lawfully, fairly and in a transparent manner in relation to the data subject

Furthermore, some of the information held by the GLA in relation your request is exempt from disclosure under Section 38(1)(a) and (b) (Health and safety) of the FoIA. Section 38(1) of the Act states that:

Information is exempt information if its disclosure under this Act would, or would be likely to - (a) endanger the physical or mental health of any individual, or (b) endanger the safety of any individual.

The Mayor's team has worked with the hospitality industry to block-book rooms in London hotels so that Londoners sleeping rough will be given vital protection from coronavirus. The information withheld from disclosure relates to identifiable information relating to these hotels. Section 38(1)(b) of the Act is duly engaged because of the potential risk to public safety as set out in the Act. Londoners sleeping rough are particularly vulnerable, and their safety may be more easily endangered by others.

The GLA is mindful of releasing information relating to the location of Rough Sleepers where there is a likelihood that they would be singled out for harassment, intimidation and possible violence by others.

Section 38(1) is a qualified exemption. The Act provides that a public authority must weigh the public interest in maintaining the exemption against the public interest in disclosure. Under FoIA, the 'public interest' is not the same as what might be of interest to the public. In balancing the public interest in disclosure, we consider the greater good or benefit to the community as a whole if the information is released or not. The 'right to know' must be balanced against the need to enable effective government and to serve the best interests of the public.

There is a clear public interest in the release of information that helps demonstrate the work of public bodies involved in helping vulnerable members of society. To help facilitate this understanding, there is a justifiable public interest in placing into the public domain information that would allow the public to assess the nature of the discussions that take place, the advice that is given and the way it is presented. Transparency of these decision-making processes will generate confidence in the integrity of the procedures involved.

The GLA is also mindful of the assumption in favour of disclosure in 2(2)(b) the FOIA. Conversely the disclosure of this same information would be likely to increase the risk of

incidents (as evidenced in the media²) if made public and seen by those intent on causing harm. It is not in the public interest to release information that could be directly used to harm or plan harm to the public.

Once section 38 is engaged and it has been established that there is a real and actual danger to someone's health and safety, it is difficult to find favour in disclosure. The information withheld from disclosure is not key to understanding the discussions taking place between senior officials. We have determined that safeguarding the safety of the public attending the events is of paramount importance and the public interest favours maintaining the exemption provisions of s.38(1)(b) in relation to the redacted and withheld information.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely


Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>

² <https://www.thelondoneconomic.com/news/britain-first-is-raiding-homeless-hotels-to-harass-asylum-seekers/27/08/>

[REDACTED]

From: [REDACTED]
Sent: 02 September 2020 13:56
To: [REDACTED]
Subject: RSSS

<https://www.gov.uk/government/publications/rough-sleeping-support-service>

[REDACTED]
[REDACTED] Homelessness and Rough Sleeping Directorate | Ministry of Housing, Communities and Local Government |
Second Floor | Fry Building | 2 Marsham Street | London | SW1P 4DF
[REDACTED] [communities.gov.uk](https://www.gov.uk/government/publications/rough-sleeping-support-service) | T: [REDACTED]



Ministry of Housing,
Communities &
Local Government

[REDACTED]

From: [REDACTED]
Sent: 03 September 2020 14:48
To: [REDACTED]
Subject: [REDACTED] T&T 3rd Sept

Hi both

Thanks again for your time in today's meeting, I found it really useful. Notes and actions below.

1. Immigration advice/ EUSS/ Routes Home

- **ACTION from last meeting:** [REDACTED] to prep full list of update on actions next week and meet with [REDACTED] to discuss. Set up meeting.
- Working with [REDACTED] from Praxis who is meeting with everyone, then they will have an action plan for each person. Plan to include resettlement coordinator in the meeting with [REDACTED] hopefully next Friday.

2. Substance misuse support

- **ACTION from last meeting:** HDAS service supports linking in with local D&A services, part of their role is to facilitate this. [REDACTED] to contact them.
- Been using HDAS, they have been useful for those with alcohol dependencies. Residents are engaging with them.
- Continuing to follow up with CGL.

3. Mental health

- **ACTION from last meeting:** [REDACTED] to refer suitable clients to Migrants Organise.
- Been working with Migrants Organise, sent some referrals through. Meeting with [REDACTED] to discuss the cases next week.

[s.40 Personal Information]

4. [REDACTED]

5. Data and recording issues

- New options are being added to CHAIN
- Training booked for next week on immigration issues ([REDACTED] and team attending). [REDACTED] to ask if this can be included.
- [REDACTED] and duty managers only have access to CHAIN. They pass actions to the caseworkers. [REDACTED] to consider doing a review of CHAIN recording.
- [REDACTED] said at next Ops meeting to discuss those whose only offer is reconnection.
- CHRISP (medical assessments which took place earlier this year for hotels) – included some cognitive assessments. Had not been passed on to hotels. To raise at Ops meeting on Monday.
 - **ACTION:** [REDACTED] to find out who holds CHRISP data and see if we can get it sent to [REDACTED]

6. PRS

- Change to process – anyone can be re-referred. Please revisit in a structured way i.e. what was the problem last time, what extra support do they need to move.

7. Cleaning

- Issue with Hotelcare after exiting [REDACTED]
 - They have been brilliant, no issues.

Best,

[REDACTED]

[REDACTED] (Rough Sleeping), Housing & Land
GREATERLONDONAUTHORITY
169 Union Street, London SE1 0LL
[REDACTED]

[london.gov.uk](https://www.london.gov.uk)

[REDACTED] [london.gov.uk](https://www.london.gov.uk)

My pronouns are: he/him

From: [REDACTED]@redbridge.gov.uk>

Sent: 07 September 2020 09:47

To: [REDACTED]
[REDACTED]
[REDACTED]

Subject: RE: Oversight meeting

Hi [REDACTED]

It's a yes from me – see you later.

[REDACTED]

From: [REDACTED] [mailto:[REDACTED]@communities.gov.uk]

Sent: 07 September 2020 09:05

To: [REDACTED]
[REDACTED]
Cc: [REDACTED]

Subject: Oversight meeting

Morning all

Just touching base, as usual, to check that we are meeting this afternoon at 2. I think the feeling last week was that we should, particularly as the Rough Sleeping Strategic Group isn't taking place this week.

I neglected to take notes from last time, though I do recall that we wanted to give more time to understanding the small increase in rough sleeping that we are seeing on the street. Unfortunately we haven't managed to give any time to interrogating the figures at the MHCLG end as we have been completely immersed in the moderation of the capital/revenue programmes, with the out of London moderation taking place this week. If we do meet I am however keen to talk about the Home Office's Rough Sleeping Support Service which has relaunched (or 'refreshed'). I can also say something about where we are with guidance for groups who want to run shelters.

Let me know if you can meet and if there is anything you want to add to this agenda. [REDACTED] is involved in the moderation today so won't be able to join us.

[REDACTED]

Draft agenda

1. Data review
2. Update on the moderations of the programmes
3. RSSS
4. Shelters guidance.

[REDACTED]
[REDACTED] Homelessness and Rough Sleeping Directorate | Ministry of Housing, Communities and Local Government |
Second Floor | Fry Building | 2 Marsham Street | London | SW1P 4DF
[REDACTED] [communities.gov.uk](mailto:[REDACTED]@communities.gov.uk) | T: [REDACTED]

[REDACTED]

From: [REDACTED]
Sent: 11 September 2020 15:56
To: [REDACTED]
Subject: RE: Rough Sleeping Support Service

Have a good weekend to

From: [REDACTED] <[REDACTED]@communities.gov.uk>
Sent: 11 September 2020 15:53
To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Subject: Re: Rough Sleeping Support Service

Great idea. Very novel. No idea what that feels like.

Have a good weekend.

[REDACTED]

[REDACTED]

[REDACTED] [Homelessness and Rough Sleeping Directorate | Ministry of Housing, Communities and Local Government](#)

[Second Floor | Fry Building | 2 Marsham Street | London | SW1P 4DF](#)

[REDACTED] [communities.gov.uk](#) | T: [REDACTED]



Ministry of Housing,
Communities &
Local Government

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 11 September 2020 15:52
To: [REDACTED] <[REDACTED]@communities.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>
Subject: RE: Rough Sleeping Support Service

Thanks, are you free after the meeting with Camden as could do it in person for once!

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@communities.gov.uk>

Sent: 11 September 2020 15:41

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Re: Rough Sleeping Support Service

Yes - absolutely fine having [REDACTED] and a well crafted e-mail.

I just need a quick word before the meeting. Will ring.

[REDACTED]

[REDACTED]

[REDACTED] Homelessness and Rough Sleeping Directorate | Ministry of Housing, Communities and Local Government |

Second Floor | Fry Building | 2 Marsham Street | London | SW1P 4DF

[REDACTED]@communities.gov.uk | T: [REDACTED]



Ministry of Housing,
Communities &
Local Government

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 11 September 2020 15:35

To: [REDACTED] <[REDACTED]@communities.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: RE: Rough Sleeping Support Service

Hi [REDACTED]

All good and apologies too many spinning plates – yes I can come and if its ok will bring along [REDACTED] as think her link and understanding of the migrant sector will be really helpful to add to discussions.

Thanks

[REDACTED]

From: [REDACTED] <[REDACTED]@communities.gov.uk>

Sent: 11 September 2020 13:47

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>

Subject: Rough Sleeping Support Service

[REDACTED]

I hope you're good.

My colleague [REDACTED] e-mailed you earlier in the week about the proposed meeting with the Home Office about the Rough Sleeping Support Service which will be on Tuesday 15th at 1.00pm. Can you make that? I don't think you've got back to him yet. Really keen to have you there if possible.

Copying in [REDACTED] in case you are away at the moment. He would be equally welcome, of course.

Thanks.

[REDACTED]

[REDACTED] [REDACTED]

[REDACTED] Homelessness and Rough Sleeping Directorate | Ministry of Housing, Communities and Local Government |

Second Floor | Fry Building | 2 Marsham Street | London | SW1P 4DF

[REDACTED] communities.gov.uk | T: [REDACTED]



Ministry of Housing,
Communities &
Local Government

Let's try and do a teams meeting (just to add to the Skype ones!) I'll send over a request now.

Hope you manage to have a good what is left of the evening!!

■

From: [REDACTED]@homeoffice.gov.uk>

Sent: 20 October 2020 21:17

To: [REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

No problem at all – it's the same here with back to back skype meetings. I'm also free tomorrow between 10:30 and 11:00 if this helps?

Manchester

Block C, The Soapworks, Colgate Lane, Salford, M5 3LZ





To: [REDACTED]

Thanks

Thanks

www.gov.uk

To: [REDACTED]

Hi

Kind regards,



Sent: 20 October 2020 12:11

To:

Thank you so much [REDACTED] and Home Office colleagues for the email below. It is great to see that the referral form has been updated, and we really appreciate that.

As per [REDACTED] request Home Office colleagues have provided some written updates to the actions agreed at the last meeting. I am hoping we will be able to discuss these at a meeting later this week – I will put some time in for Thursday but do let me know if this does not work for anyone.

1. *There was an ask for support with navigating the Home Office for local authorities as it is such a large organisation. - [REDACTED] - to take up with Home Office colleagues*

Navigating the Home Office – The RSSS can support local authorities when dealing with RS referrals – we will review the individuals outstanding applications and contact the relevant casework team to request that the case is prioritised.

2. *There was an ask that Home Office are clear publicly on the flow of information within the RSSS and the wider Home Office. There needs to be something in writing about the flows of information. [REDACTED] will check with legal team about data sharing and what we can publish.*

Flows of information – the purpose of the RSSS is to support the Government's rough sleeping strategy, and as part of this strategy our intention is to try to establish if the rough sleeper has access to public funds and request prioritisation of any outstanding immigration applications. Staff will follow the department's GDPR policies at all times – update Home Office systems to note the RSSS referral received, request for case prioritisation and highlight vulnerabilities for safeguarding purposes. We will also follow statutory obligations, e.g. modern slavery first responder responsibilities or conversely counter terrorism reporting obligations (if there were indicators to do so).

3. *The online form currently includes address or location as a box to fill in which is likely to put off some organisations and encourage view service is about tracking homeless migrants. HO explained this is just for differentiating between individuals with similar names - [REDACTED] - will look at removing this section from the form entirely.*

Address Box on the RSS referral form – following feedback from the group we have updated the RSSS referral form, changing the current address box to previous address. We have included a brief explanation why a previous address helps us to find and confirm an individual's records. The form is now live on gov.uk and we are happy to continually review the process and paperwork to build trust in the service.

4. *The system that the RSSS will be using for status checks do not always contain all the relevant immigration information (e.g. immigration files from before systems were digitalised) and could lead to incorrect assumptions on clients eligibility. In some cases services need the full subject access request (SAR). [REDACTED] - had initial discussions with relevant SAR lead and they have agreed to work together on this. Need to explore what HO can commit to on speeding these up as part of RSSS.*

Commit to contacting SAR team as part of the process – this is an integral part of the process as we have agreed we will contact Home Office casework teams to prioritise any open applications (including subject access requests casework team).

5. *Need to ensure immigration advisers working directly with rough sleepers make the referral themselves. This ensures that individuals have received independent advice before a referral is made. [REDACTED] to look into this further.*

Immigration [REDACTED] contact directly – RSSS are happy for advisers who have registered as a user to contact the team directly for advice about the service and general immigration signposting.

Thanks,

[REDACTED]
Rough Sleeping and Homelessness [REDACTED] [REDACTED]
Ministry of Housing, Communities and Local Government

Second Floor Fry Building | 2 Marsham Street | London | SW1P 4DF

✉: [REDACTED] [communities.gov.uk](mailto:[REDACTED]@communities.gov.uk) ☎: [REDACTED] [REDACTED]

From: [REDACTED]
Sent: 08 October 2020 12:22
To: [REDACTED]

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

Completely recognise where you are coming from here and wouldn't want to waste time given how stretched everyone is.

I will have to defer to Home Office colleagues on what we can provide ahead of the meeting, though as mentioned before [REDACTED] so I recommend we come back with an answer to this by COP Monday. At this point we can consider postponing if we think this will be necessary.

Thanks,

[REDACTED]
Rough Sleeping and Homelessness [REDACTED]
Ministry of Housing, Communities and Local Government
Second Floor Fry Building | 2 Marsham Street | London | SW1P 4DF

✉: [REDACTED] [communities.gov.uk](mailto:[REDACTED]@communities.gov.uk) ☎: [REDACTED] [REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 08 October 2020 12:08
To: [REDACTED] <[REDACTED]@communities.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>;

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

Thanks for this and the invitation.

Whilst I would be more than happy for the GLA to attend this I wondered if there whether the update on any of the revised documentation/ the more detailed paperwork on how this will work or an update on any of the actions below before we meet. As I think this is necessary for us to be able to move this conversation forward. Unless there

are updates on this I am wondering if it is worth postponing this meeting unless there is anything new to discuss as the actions could just be covered by email as I am conscious that diaries are extremely busy for all of us.

Apologies not trying to be difficult just want to ensure that we move this all forward and think the quickest way to do would be to have time to digest any updated paperwork and data flows before the meeting.

Thanks

Rough Sleeping Lead
Housing and Land Directorate
GREATER LONDON AUTHORITY

Web www.london.gov.uk

From: <communities.gov.uk>

Sent: 01 October 2020 15:24

To: <london.gov.uk>

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi all

Thank you for your support on this work and suggested forums for further engagement.

I am keen to get a follow up meeting in the diary to discuss the actions of the previous meeting and where we have got to. (who is the action owner for most of these) is on annual leave next week so this would be the week commencing the 12th.

I am therefore proposing a meeting for **Thursday the 15th at 2pm** – please let me know if this will be an issue for anyone.

If anyone has any queries in the meantime please let me know.

Thanks,

Rough Sleeping and Homelessness
Ministry of Housing, Communities and Local Government
Second Floor Fry Building | 2 Marsham Street | London | SW1P 4DF

✉: communities.gov.uk ☎:)

From: <london.gov.uk>

Sent: 21 September 2020 19:34

To: <

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi All,

Thank you very much all, and especially for the detailed actions and for your flexibility and willingness to address all the concerns and suggestions from the migrant and homelessness sectors that we raised.

As discussed, once RSSS forms and guidance documents have been reviewed, we would be very happy to link you with the migrant and homelessness organisations that we are working with and who are supporting homeless migrants directly. We would suggest the RSSS team joins one or both of the meetings below:

- ☐ One of our **weekly meetings on Wednesdays 2pm to 3pm** with several immigration advisers and homelessness providers supporting clients in the GLA hotels (we would need to know by the Friday before)
- ☐ the next **Homeless Migrants Advisory Panel** scheduled for **Wednesday 21st of October 3pm to 5pm** (we would need confirmation by 09/10/2020 to include it in the agenda).

The need for prioritisation with Subject Access requests and casework is very high for those in the hotels, so we know charities would be very keen to meet with the RSSS team as soon as possible. As mentioned in the meeting, referrals to RSSS should ideally come directly from immigration advisers, so they would be the best placed to confirm what they need to be satisfied that an RSSS referral is in their clients' best interest.

We would be happy to then feedback to the whole group on the outcome of these meetings.

We look forward to hearing from and the team.

Thank you all once again.

Kind regards,

(Rough Sleeping and Migration)

GREATERLONDONAUTHORITY
169 Union Street, London SE1 0LL

[london.gov.uk](https://www.london.gov.uk)

[london.gov.uk](https://www.london.gov.uk)

My pronouns are:

From: <communities.gov.uk>
Sent: 18 September 2020 14:43
To:

Subject: Rough Sleeping Support Service - Stakeholder Meeting

Hi All,

Thank you all for attending the meeting on Tuesday, I have taken a note and listed the actions (all for you I'm afraid!).

We will be in touch shortly to follow-up on these actions and next steps in terms of further engagement.

RSSS Meeting Readout 15/09/20 (actions in bold)

6. There was an ask for support with navigating the Home Office for local authorities as it is such a large organisation. - **- to take up with Home Office colleagues**
7. There was an ask that Home Office are clear publicly on the flow of information within the RSSS and the wider Home Office. There needs to be something in writing about the flows of information. **will check with legal team about data sharing and what we can publish.**
8. The online form currently includes address or location as a box to fill in which is likely to put off some organisations and encourage view service is about tracking homeless migrants. HO explained this is just for differentiating between individuals with similar names - **- will look at removing this section from the form entirely.**
9. The system that the RSSS will be using for status checks do not always contain all the relevant immigration information (e.g. immigration files from before systems were digitalised) and could lead to incorrect assumptions on clients eligibility. In some cases services need the full subject access request (SAR). **- had initial discussions with relevant SAR lead and they have agreed to work together on this. Need to explore what HO can commit to on speeding these up as part of RSSS.**
10. Need to ensure immigration advisers working directly with rough sleepers make the referral themselves. This ensures that individuals have received independent advice before a referral is made. **to look into this further.**
11. Ensure that those supported under 'everyone in' can access the RSSS despite being in emergency accommodation - **Home Office clear that this group and other at risk groups can be included.**

Next Steps

- ☐ Further meetings of this group as a 'sounding board'
- ☐ Engagement with homelessness and migrant sector - need to ensure transparency.
- ☐ Need a clear comms strategy to show what the service is about and dispel myths

Thanks,

Rough Sleeping and Homelessness
Ministry of Housing, Communities and Local Government

[REDACTED]

From: [REDACTED]

Sent: 16 November 2020 12:32

To: [REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

Hope you're well. Thank you for your email and apologies for the delay in getting back to you.

As you might be aware, the Mayor together with boroughs and charities have asked for the new immigration rules on rough sleeping to be reversed. As stated in the letter recently sent to the Home Secretary and the Housing Minister, we believe that changes to the Immigration Rules making rough sleeping a legal ground to cancel or refuse permission to be in the UK from 1st December will deter already vulnerable people from seeking help to move off the streets. This will also put them at greater risk of exploitation and infection from Covid-19.

We believe these new rules undermine any potential benefit of using the RSSS for rough sleepers, as there could be the possibility that it could be used to confirm that they are or have been rough sleepers and this might be used against them by the Home Office.

We are really concerned that the clear asks that are coming from those closer to the ground, homeless and migrant organisations as well as local authorities, are being ignored and, instead, new counterproductive rules are being adopted. We would like to be part of any meeting that might contribute to positively support and move-on non-UK nationals with unclear immigration status and/or NRPF. However, unless those new immigration rules are reversed, we don't believe these meetings will contribute to that goal and thus we will not be able to attend.

We hope you understand our position.

Many thanks

[REDACTED]

[REDACTED]
Rough Sleeping Lead
Housing and Land Directorate
GREATERLONDONAUTHORITY

[REDACTED]
Web www.london.gov.uk

From: [REDACTED] <[REDACTED]@communities.gov.uk>

Sent: 28 October 2020 14:36

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]>

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

Sorry for the delay in coming back to you. [REDACTED] is on leave this week but will be moving across to lead on rough sleeping health policy from next week. I'm taking over from [REDACTED] and [REDACTED] on NUKN policy. Looking forward to working with you all.

Can I suggest that we have a meeting with HO colleagues to discuss your concerns and to provide some clarity around what the rules mean?

I assume 3pm won't work for most people but happy to help find a slot later this week / early next.

Best wishes,

[REDACTED]

[REDACTED] | Homelessness and Rough Sleeping | T: [REDACTED] 007797

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 28 October 2020 11:00

To: [REDACTED] <[REDACTED]@communities.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>;

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi [REDACTED]

I hope you're well.

Due to the publication of the new post-Brexit immigration rules around rough sleeping as the GLA we cannot attend these meetings until there is greater clarity around this new rules and how they may work with this service. Apologies this will mean that neither myself nor [REDACTED] will be attending.

Many thanks

[REDACTED]

[REDACTED]
Rough Sleeping Lead
Housing and Land Directorate
GREATERLONDONAUTHORITY
[REDACTED]

From: [REDACTED] <[REDACTED]@communities.gov.uk>

Sent: 21 October 2020 12:50

To: [REDACTED] <[REDACTED]@london.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>;

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

Hi All,

Apologies for delaying the meeting once again but [REDACTED] and [REDACTED] have kindly agreed to provide Home Office colleagues with some feedback from their Migrant Advisory Panel this afternoon on the RSSS and below actions.

I am postponing until next week in order that Home Office colleagues are able to collate comments and provide a response that we can discuss.

Thanks again and apologies for the ever-changing meeting if anyone has any questions/comments in the meantime let me know.

All the best,

[REDACTED]
Rough Sleeping and Homelessness [REDACTED]
Ministry of Housing, Communities and Local Government
Second Floor Fry Building | 2 Marsham Street | London | SW1P 4DF

✉: [REDACTED]@communities.gov.uk ☎: [REDACTED] [REDACTED]

From: [REDACTED] <[REDACTED]@london.gov.uk>

Sent: 20 October 2020 12:11

To: [REDACTED] <[REDACTED]@communities.gov.uk>; [REDACTED] <[REDACTED]@london.gov.uk>;

[REDACTED]

Subject: RE: Rough Sleeping Support Service - Stakeholder Meeting

[REDACTED]

From: [REDACTED] <[REDACTED]@communities.gov.uk>
Sent: 11 September 2020 14:40
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Rough Sleeping Support Service Meeting Tuesday 15th

Hi [REDACTED]

No problem with [REDACTED] attending as well.

Thanks for the heads up on what you would like to discuss – will be prepped to go through these issues on Tuesday.

Same to you on the nice weekend front!

Thanks,

From: [REDACTED] <[REDACTED]@london.gov.uk>
Sent: 11 September 2020 14:33
To: [REDACTED] <[REDACTED]@communities.gov.uk>

Subject: RE: Rough Sleeping Support Service Meeting Tuesday 15th

Thanks [REDACTED]

Hope you're well and sorry for the delayed response, yes this time would work with us and if possible I would like to bring [REDACTED] from my team along who leads rough sleeping and migration.

To summarise some of the current issues:

1. RSSS continues to sit within the enforcement team;
2. The system that the RSSS will be using for status checks do not always contain all the relevant immigration information (e.g. immigration files from before systems were digitalised) and could often lead to incorrect assumptions on clients eligibility.
3. The offer from RSSS does not address the main needs of advisers to speed up their rough sleeping clients' cases, meaning:
 - 1.1. fast-tracked replies to Subject Access requests; and/or
 - 1.2. additional casework capacity within Home Office casework teams to prioritise rough sleepers' immigration applications and allow for faster and good quality decision making.

I look forward to meeting and trying to talk this through.

Hope you have a good weekend.

Thanks

From: [REDACTED] <[REDACTED]@communities.gov.uk>

Sent: 08 September 2020 17:26

Cc: [REDACTED] <[REDACTED]>

Subject: Rough Sleeping Support Service Meeting Tuesday 15th

Hi all,

I understand [REDACTED] has floated with you that we would like to have your attendance at a meeting to discuss the 'Rough Sleeping Support Service' (RSSS) with members of the MHCLG Rough Sleeping team and the Home Office Vulnerability team responsible for the service.

We are working towards a time of **1pm on the afternoon of Tuesday 15th** (the meeting will take place on Microsoft Teams - invite to follow this email) - please do let me know if you are unable to make this time.

As you are aware, the RSSS allows registered organisations to utilise the National Command and Control Unit (NCCU) to receive real-time immigration status checks on rough sleepers; the RSSS case-checking team is then able to locate the case in the system and flag to the relevant caseworker that it needs to be looked at as a priority in order to resolve the individual's rough sleeping.

The new service documents went live on Gov.uk on 01 September:

<https://www.gov.uk/government/publications/rough-sleeping-support-service> - it would be useful for you to review these before the discussion next week.

We are aware of what a sensitive issue this is amongst local authorities and within the homelessness sector more widely, but we believe that the RSSS does have a key role to play in resolving rough sleeping, which is why we are inviting you to an initial discussion about how we can build trust in the service so that it can serve people caught in complex immigration situations effectively.

If you have any queries ahead of this meeting please let me know.

With thanks,

[REDACTED]
Rough Sleeping and Homelessness [REDACTED]
Ministry of Housing, Communities and Local Government
Second Floor Fry Building | 2 Marsham Street | London | SW1P 4DF

✉: [REDACTED]@communities.gov.uk ☎: [REDACTED] [REDACTED]

[REDACTED]

From: [REDACTED] communities.gov.uk>
Sent: 22 September 2020 15:03
To: NSAP
Subject: NSAP allocations
Attachments: NSAP Allocations.pdf; NSAP_funding_allocations_105m_200917.xlsx

Dear all,

Please see the attached letter which follows the announcement of funding allocations for the Next Steps Accommodation Programme earlier this week. I am also attaching a full list of allocations.

Kind regards,

[REDACTED]
Deputy Director - Rough Sleeping COVID-19 Taskforce

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Ministry of Housing,
Communities &
Local Government

██████████ - Rough Sleeping
COVID-19 Taskforce

**Ministry of Housing, Communities and
Local Government**

2nd Floor, Fry Building
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London SW1P 4DF

E-Mail: ██████████@communities.gov.uk

www.gov.uk/dclg

22 September 2020

Dear Chief Executive,

I'm pleased to be getting in touch with you regarding funding for the Next Steps Accommodation Programme (NSAP) for continuing to support rough sleepers supported during the COVID response.

There were two aspects of the fund. I am pleased to say that I am writing today to confirm your funding allocation for short-term/interim accommodation and immediate support element of the fund. We received a high number of quality, co-produced proposals from local areas, and are announcing £91.5 million of allocations to support those in COVID-19 emergency accommodation.

You can find a full list of the individual amounts allocated attached to this letter. This is your funding for supporting those accommodated during the COVID response into alternative accommodation, alongside any Rough Sleeping Initiative funding you receive to support rough sleepers for the rest of this financial year.

Further funding and assessment of people eligible for support

Further funding in respect of this work will only be considered in limited circumstances where it is approved for winter provision or there is a material change in circumstances relating to rough sleeping in your local area.

For the longer-term aspect of NSAP, we are progressing our assessment of bids. This includes conducting due diligence regarding proposals and undertaking further negotiations where required to make proposals viable. Details on successful bids will be announced in due course. If you have particular concerns about the viability of delivering a project before 31 March in this context, please contact your local MHCLG adviser. This allocation is part of a broader funding package which will provide 6,000 homes for rough sleepers over the course of the parliament.

Many of you have also asked about how you should be assessing who is eligible for support now that the initial lockdown restrictions have eased, recognising that some parts of the country are subject to different, localised restrictions. Local authorities must carry out individual assessments of those who are not eligible for homelessness assistance to determine what services may be offered to them, taking into account legal duties and powers, and local resources. Local authorities should continue to offer accommodation to known rough sleepers who have refused offers or lost accommodation (if eligible), and to assess the needs and (within legal constraints) provide accommodation and/or support, to newly verified rough sleepers in their area using RSI and NSAP funded provision.

Conditions of funding and ringfence

The allocation awarded today is ringfenced and must only be used as set out in the grant agreement you will be receiving shortly. Your MHCLG adviser will also be in contact shortly to confirm which short-term interventions your allocation is in respect of. Future awards of rough sleeping funding will be reduced to the extent that funding is not used in line with the ringfencing condition. Funding is being allocated subject to several additional conditions:

- Funding must be used to achieve move-on for those rough sleepers accommodated during the pandemic and a sustained reduction in rough sleeping in your local area.
- You will agree to discuss and engage in communications on the NSAP programme where requested.
- You will work with MHCLG analytical & policy teams for the national NSAP evaluation.

We will be in contact in due course to confirm these general funding conditions, funding conditions particular to your area and award your funding. Your local MHCLG adviser will be in contact where your funding has been allocated subject to additional conditions.

Support for individuals that are not eligible for homelessness assistance

Local authorities must ensure that any support offered to non-UK nationals who are not eligible for homelessness assistance complies with legal restrictions (for example, the restrictions contained in Schedule 3 to the Nationality, Immigration and Asylum Act 2002). Any funding provided for immigration advice is provided on the basis that this is to support individuals to determine or resolve their immigration status - not to challenge immigration decisions made by the Government. Any voluntary reconnections funded should be made if there is a reasonable prospect of an individual returning to their home country for a sustained period.

Next Steps Evaluation

I also want to draw attention to our plans to rigorously evaluate the programme. As move-on plans get underway with the support of our NSAP funding, we want to understand how effective services are in terms of relieving homelessness and rough sleeping; what the benefits are for the people receiving these services; and how services can best help people address the wider issues which accompany homelessness and rough sleeping. We will also be evaluating the effectiveness of services that address substance misuse through the £262m funding for substance misuse services agreed at Spring Budget.

The aim of this research is to understand the outcomes achieved for people assisted through NSAP, as well as the drivers and barriers behind tenancy sustainment.

This research will significantly improve our understanding of what has and will be achieved, including what works in terms of enabling people to sustain their tenancies. This will be done by monitoring the outcomes, over a two-year period, achieved for individuals that were facing homelessness and rough sleeping, but who have been provided with accommodation.

For this, MHCLG are commissioning researchers to collect information directly from people who have received support, about their history, and experiences of homelessness and housing. This will be done through telephone interviews.

We need your help to do this. It is vital that we have your support in helping to provide us with data that will enable this research to go ahead. We must ensure that we learn together, share our understanding of what works.

Peer review and data collection

I would like to inform you that the Local Government Association (LGA), in conjunction with MHCLG, will be launching a peer review process for local authorities that have received an allocation of the NSAP funding. This will be a chance for you to share best practice at a local level on the decisions you make to support rough sleepers. We will be in contact with a template for you to complete with your finalised NSAP plan, once this has been confirmed by your local MHCLG adviser. The LGA will then coordinate and facilitate the peer review process, allowing you to come together and give feedback and recommendations on your NSAP plans. The recommendations from this review, alongside the completed template, will subsequently be published.

I would also like to inform you of some upcoming changes to our data collection process as set out in the NSAP Guidance. You have been providing weekly data for MHCLG's Covid-19 Rough Sleeping Accommodation Survey via DELTA. We will shortly be stopping the weekly data collection and moving to a monthly collection from October onwards. This data collection will include a list of questions which form key performance indicators against which delivery progress and performance, and value for money will be assessed. These will be collected from all local authorities who have Rough Sleeping Initiative (RSI) and/or NSAP funding. The information relevant to the key performance indicators will be made available publicly. Please see attached at Annex A the list of key performance indicators that we will be collecting. We will shortly be in touch regarding this new data collection process. Please note that we may also ask for further data in the future for internal use to inform our decision making. For example, we will include data asks focused on mental health, drug and alcohol addiction amongst other areas where wider management information is deemed helpful. The overall data collection work will enable us to identify local authorities performing highly in this task and to address failure where we find it.

Thank you for your hard work over the past few months, and congratulations once again on your allocation. We look forward to working closely with you as we support those accommodated during the pandemic into sustainable accommodation.

Yours sincerely,

[Redacted signature]

Annex A: key performance indicators for NSAP/RSI

Finance

- What is the funding allocated to your local authority via NSAP long term capital and revenue funding to accommodate and move on rough sleepers (£105m funding stream)?
- What is the funding allocated to local authority via NSAP to provide supported accommodation for rough sleepers (RSAP funding stream)?
- What is the 2020/21 funding allocated to local authority via Rough Sleeping Initiative funding stream?

Delivery

- What percentage of your RSI Delivery Plan are you on track to deliver?
- What percentage of your NSAP delivery plan are you on track to deliver?

Rough Sleeping

- How many people are currently rough sleeping in your local authority (single night snapshot count as used for the official rough sleeping statistics)?
- Of these, how many are new to rough sleeping and/or not known to your authority?

Emergency Accommodation

- How many of your rough sleeping population are in emergency accommodation in response to the Covid-19 pandemic. (This includes people who were sleeping rough, in shared sleeping sites or who were at imminent risk of rough sleeping as well as any new placements)
- How many of those housed under Everyone In have returned to rough sleeping (only applicable to authorities who have not received NSAP funding)?
- How many of those housed under Everyone In have returned to rough sleeping despite receiving NSAP support (applicable to authorities who received NSAP funding)?

Move on

- How many people have moved on into settled accommodation (includes tenancies of 6 + months)?

Target Priority Group Rough Sleepers

- OOL: Target Priority Group (TP): How many repeat or long-term rough sleepers are identified in your Next Steps Accommodation Plan? London: Target Thousand (TT)Group: How many Target Thousand are allocated to your LA area?
- Of this TP/TT group, how many are in emergency or interim accommodation awaiting move-on?
- Of this TT/TP group how many have moved into settled accommodation (includes tenancies of 6+ months)?
- Of this TT/TP group how many are sleeping rough?

Accommodation

- How many units of accommodation with support have you brought into use through the NSAP long term capital + revenue funding? (these are units funded via RSAP that have been let to former rough sleepers)

LA	ONS Code	Region	Amount agreed	Comment
Adur	E07000223	South East	████████	
Allerdale	E07000026	North West	████████	
Amber Valley	E07000032	East Midlands	Part of North East Derbyshire Bid ██████	
Arun	E07000224	South East	████████	
Ashfield	E07000170	East Midlands	████████	
Ashford	E07000105	South East	████████	
Babergh	E07000200	East of England	████████	
Barking and Dagenham	E09000002	London	████████	
Barnet	E09000003	London	████████	
Barnsley	E08000016	Yorkshire and The Humber	████████	
Basildon	E07000066	East of England	████████	
Basingstoke and Deane	E07000084	South East	████████	
Bath and North East Somerset	E06000022	South West	████████	
Bedford	E06000055	East of England	████████	
Bexley	E09000004	London	████████	
Birmingham	E08000025	West Midlands	████████	
Blaby	E07000129	East Midlands	Part of Charnwood Bid ████████	
Blackburn	E06000008	North West	Part of Rossendale Bid ████████)	
Blackpool	E06000009	North West	████████	
Bolsover	E07000033	East Midlands	Part of North East Derbyshire Bid ██████)	
Bolton	E08000001	North West	████████	
Bournemouth, Christchurch and Poole	E06000058	South West	████████	
Bracknell Forest	E06000036	South East	████████	
Bradford	E08000032	Yorkshire and The Humber	████████	
Braintree	E07000067	East of England	Part of Essex CC bid ████████	
Breckland	E07000143	East of England	████████	Individual bid but also part of Norfolk County Council Bid ██████
Brent	E06000036	London	████████	
Brentwood	E07000068	East of England	Part of Essex CC bid ████████	
Brighton and Hove	E06000043	South East	████████	
Bristol, City of	E06000023	South West	████████	
Broadland	E07000144	East of England	Part of Norfolk County Council Bid ██████	
Bromley	E09000006	London	████████	
Bromsgrove	E07000234	West Midlands	Part of Wychavon Bid ████████)	
Broxbourne	E07000095	East of England	████████	
Broxtowe	E07000172	East Midlands	Part of Gedling Bid ████████	
Buckinghamshire County Council	E06000060	South East	████████	
Burnley	E07000117	North West	Part of Rossendale Bid (£ ██████)	
Bury	E08000002	North West	████████	
Calderdale	E08000033	Yorkshire and The Humber	████████	
Cambridge	E07000008	East of England	████████	
Camden	E09000007	London	████████	
Cannock Chase	E07000192	West Midlands	████████	
Canterbury	E07000106	South East	████████	
Carlisle	E07000028	North West	████████	
Castle Point	E07000069	East of England	Part of Essex CC bid ████████)	
Charnwood	E07000130	East Midlands	████████	Led joint bid on behalf of Blaby District Council, Harborough District Council, Hinckley and Bosworth District Council, Melton Borough Council, North West Leicestershire District Council, Oadby and Wigston Borough Council, Rutland County Council
Chelmsford City	E07000070	East of England	Part of Essex CC bid ████████	
Cheltenham	E07000078	South West	Part of Gloucestershire City Council Bid ██████)	
Cherwell	E07000177	South East	████████	
Cheshire East	E06000049	North West	████████	
Cheshire West and Chester	E06000050	North West	████████	
Chesterfield	E07000034	East Midlands	Part of North East Derbyshire Bid ██████	
Chichester	E07000225	South East	████████	
Chorley	E07000118	North West	████████	
City of London	E09000001	London	████████	
Colchester	E07000071	East of England	████████	
Copeland	E07000029	North West	████████	
Cornwall	E06000052	South West	████████	
Cotswold	E07000079	South West	Part of Gloucestershire City Council Bid ██████)	
County Durham	E06000047	North East	████████	
Coventry	E08000026	West Midlands	████████	
Crawley	E07000226	South East	████████	
Croydon	E09000008	London	████████	
Darlington	E06000005	North East	████████	
Dartford	E07000107	South East	████████	
Darwen	E06000008	North West	Part of Rossendale Bid ████████	
Derby	E06000015	East Midlands	£ ██████ 0	
Derbyshire Dales	E07000035	East Midlands	Part of North East Derbyshire Bid ██████)	
Doncaster	E08000017	Yorkshire and The Humber	████████ 0	
Dorset	E06000059	South West	████████	
Dover	E07000108	South East	████████	
Ealing	E09000009	London	████████	
East Cambridgeshire	E07000009	East of England	PART OF HUNTINGDONSHIRE BID ██████)	
East Hertfordshire	E07000242	East of England	████████	
East Lindsey	E07000137	East Midlands	████████	
East Riding of Yorkshire	E06000011	Yorkshire and The Humber	████████	
East Staffordshire	E07000193	West Midlands	████████	
East Suffolk	E07000244	East of England	████████	
Eastbourne	E07000061	South East	Part of Hastings Bid ████████	

Eastleigh	E07000086	South East		
Elmbridge	E07000207	South East		
Enfield	E09000010	London		
Epping Forest		East of England	Part of Essex CC bid	
	E07000072			
Epsom and Ewell	E07000208	South East		
		East Midlands	Part of North East	
Erewash	E07000036		Derbyshire Bid	
Essex County Council	NA	East of England		Led joint bid on behalf of Basildon Borough Council, Braintree District Council, Brentwood Borough Council, Castle Point District Council, Chelmsford City Council, Epping Forest District Council, Maldon District Council, Rochford District Council & Uttlesford District Council
Exeter	E07000041	South West		
Fareham	E07000087	South East		
Fenland	E07000010	East of England		
Folkestone		South East	Part of Dover Bid	
	E07000112			
Forest of Deam		South West	Part of Gloucestershire City Council Bid	
	E07000080			
Fylde	E07000119	North West		
Gateshead	E08000037	North East		
Gedling	E07000173	East Midlands		
Gloucester	E07000081	South West		Led joint bid on behalf of Cheltenham Borough Council, Cotswold District Council, Forest of Dean District Council, Gloucestershire County Council, Stroud District Council and Tewkesbury Borough Council
Gloucestershire County Council	NA	South West	Part of Gloucestershire City Council Bid	
Gosport	E07000088	South East		
Gravesham	E07000109	South East		
Great Yarmouth	E07000145	East of England		Individual bid but also part of Norfolk County Council Bid
Greater London Authority	NA	London		
Greater Manchester Combined Authority	NA	North West		
Greenwich	E09000011	London		
Guildford	E07000209	South East		
Hackney	E09000012	London		
Halton	E06000006	North West		
Hammersmith and Fulham	E09000013	London		
Harborough		East Midlands	Part of Charnwood Bid	
	E07000131			
Haringey	E09000014	London		
Harlow	E07000073	East of England		
Harrogate	E07000165	Yorkshire and The Humber		
Harrow	E09000015	London		
Hartlepool	E06000001	North East		
Hastings	E07000062	South East		Led joint bid on behalf of Eastbourne Borough Council, Lewes District Council, Rother District Council and Wealden District Council
Havant	E07000090	South East		
Havering	E09000016	London		
Herefordshire	E06000019	West Midlands		
Hertsmere	E07000098	South East		
		East Midlands	Part of North East	
High Peak	E07000037		Derbyshire Bid	
Hillingdon	E09000017	London		
Hinkley and Bodworth		East Midlands	Part of Charnwood Bid	
	E07000134			
Horsham	E07000227	South East		
Hounslow	E09000018	London		
Huntingdonshire	E07000011	East of England		Led joint bid on behalf of South Cambridgeshire and East Cambridgeshire District Councils
Hyndburn		North West	Part of Rossendale Bid	
	E07000120			
Ipswich	E07000202	East of England		
Isle of Wight	E06000046	South East		
Islington	E09000019	London		
Kensington and Chelsea	E09000020	London		
King's Lynn and West Norfolk	E07000202	East of England	Part of Norfolk CC bid	
Kingston upon Hull, City of	E06000046	Yorkshire and The Humber		
Kingston upon Thames	E09000021	London		
Kirklees	E08000034	Yorkshire and The Humber		
Knowsley	E08000011	North West		
Lambeth	E09000022	London		
Lancaster	E07000121	North West		
Leeds	E08000035	Yorkshire and The Humber		
Leicester	E06000016	East Midlands		
Lewes		South East	Part of Hastings Bid	
	E07000063			
Lewisham	E09000023	London		
Lichfield	E07000194	West Midlands		
Lincoln	E07000138	East Midlands		
Liverpool	E08000012	North West		
Luton	E06000032	East of England		
Maidstone	E07000110	South East		
Maldon		East of England	Part of Essex CC bid	
	E07000074			
		West Midlands	Part of Wychavon Bid	
Malvern Hills	E07000235			
Manchester	E08000003	North West		
Mansfield	E07000174	East Midlands		
Medway	E06000035	South East		
Melton		East Midlands	Part of Charnwood Bid	
	E07000133			
Mendip	E07000187	South West		
Merton	E09000024	London		
Mid Sussex	E07000228	South East		
Middlesbrough	E06000002	North East		
Milton Keynes	E06000042	South East		
Mole Valley	E07000210	South East		
New Forest	E07000091	South East		
Newark & Sherwood	E07000175	East Midlands		
Newcastle upon Tyne	E08000021	North East		
Newcastle-under-Lyme	E07000195	West Midlands		
Newham	E09000025	London		
North London Housing Partnership	NA	London		
Norfolk County Council	NA	East of England		Led joint bid on behalf of Norfolk LAs. Broadland DC, Breckland DC, Great Yarmouth BC, King's Lynn BC, Norwich CC, North Norfolk DC, South Norfolk included.

North Devon	E07000043	South West		Led joint bid on behalf of Bolsover District Council, Chesterfield Borough Council, Amber Valley District Council, Erewash Borough Council, South Derbyshire District Council, High Peak Borough Council and Derbyshire Dales District Council.
North East Derbyshire	E07000038	East Midlands		
North East Lincolnshire	E06000012	Yorkshire and The Humber		
North Hertfordshire	E07000099	East of England		
North Kesteven	E07000139	East Midlands		
North Lincolnshire	E06000013	Yorkshire and The Humber		
North Norfolk	E07000147	East of England		
North Somerset	E06000024	South West		
North Tyneside	E08000022	North East		
North West Leicestershire	E07000134	East Midlands	Part of Charnwood Bid	
Northampton	E07000154	East Midlands		
Norwich	E07000148	East of England		Individual bid but also part of Norfolk County Council Bid
Nottingham	E06000018	East Midlands		
Nuneaton and Bedworth	E07000219	West Midlands		
Oadby and Wigston	E07000135	East Midlands	Part of Charnwood Bid	
Oldham	E08000004	North West		
Oxford	E07000178	South East		
Pendle	E07000122	North West	Part of Rossendale Bid	
Peterborough	E06000031	East of England		
Plymouth	E06000026	South West		
Portsmouth	E06000044	South East		
Preston	E07000123	North West		
Reading	E06000038	South East		
Redbridge	E09000026	London		
Redcar and Cleveland	E06000003	North East		
Redditch	E07000236	West Midlands	Part of Wychavon Bid	
Reigate and Banstead	E07000211	South East		
Ribble Valley	E07000124	North West	Part of Rossendale Bid	
Richmond upon Thames	E09000027	London		
Richmondshire	E07000166	Yorkshire and The Humber		
Rochdale	E08000005	North West		
Rochford	E07000075,	East of England	Part of Essex CC bid	
Rossendale	E07000125	North West		Led joint bid on behalf of Blackburn, Darwen, Burnley, Hynburn, Pendle and Ribble Valley
Rother	E07000064	South East	Part of Hastings Bid	
Rotherham	E08000018	Yorkshire and The Humber		
Rugby	E07000220	West Midlands		
Runnymede	E07000212	South East		
Rushcliffe	E07000176	East Midlands	Part of Gedling Bid	
Rutland	E06000017	East Midlands	Part of Charnwood Bid	
Salford	E08000006	North West		
Sandwell	E08000028	West Midlands		
Scarborough	E07000168	Yorkshire and The Humber		
Sefton	E08000014	North West		
Selby	E07000169	Yorkshire and The Humber		
Sevenoaks	E07000111	South East		
Sheffield	E08000019	Yorkshire and The Humber		
Shropshire	E06000051	West Midlands		
Slough	E06000039	South East		
Solihull	E08000029	West Midlands		
Somerset West and Taunton	E07000246	South West		
South Cambridgeshire	E07000012	East of England	Part of Huntingdonshire Bid	
South Derbyshire	E07000039	East Midlands	Part of North East Derbyshire Bid	
South Gloucestershire	E06000025	South West		
South Holland	E07000140	East Midlands		
South Kesteven	E07000141	East Midlands		
South Lakeland	E07000031	North West		
South Norfolk	E07000149	East of England	Part of Norfolk CC bid	
South Oxfordshire	E07000179	South East		Led joint bid on behalf of Vale of White Horse
South Ribble	E07000126	North West		
South Somerset	E07000189	South West		
South Tyneside	E08000023	North East		
Southampton	E06000045	South East		
Southend-on-Sea	E06000033	East of England		
Southwark	E09000028	London		
Spelthorne	E07000213	South East		
St Albans	E07000240	East of England		
St. Helens	E08000013	North West		
Stafford	E07000197	West Midlands		
Stevenage	E07000243	East of England		
Stockton-on-Tees	E06000004	North East		
Stoke-on-Trent	E06000021	West Midlands		
Stratford-on-Avon	E07000221	West Midlands		
Stroud	E07000082	South West	Part of Gloucestershire City Council Bid	
Sunderland	E08000024	North East		
Sutton	E09000029	London		
Swale	E07000113	South East		
Swindon	E06000030	South West		
Tameside	E08000008	North West		
Teignbridge	E07000045	South West		
Telford and Wrekin	E06000020	West Midlands		
Tewkesbury	E07000083	South West	Part of Gloucestershire City Council Bid	
Thanet	E07000114	South East		
Three Rivers	E07000102	East of England		
Thurrock	E06000034	East of England		
Tonbridge and Malling	E07000115	South East		
Torbay	E06000027	South West		
Tower Hamlets	E09000030	London		
Tunbridge Wells	E07000116	South East		

Uttlesford	E07000077	East of England	Part of Essex CC bid	
Vale of the White Horse	E07000180	South East	Part of South Oxfordshire Bid	
Wakefield	E08000036	Yorkshire and The Humber		
Waltham Forest	E09000031	London		
Wandsworth	E09000032	London		
Warrington	E06000007	North West		
Warwick	E07000222	West Midlands		
Watford	E07000103	East of England		
Waverley	E07000216	South East		
Wealden	E07000065	South East	Part of Hastings Bid	
Welwyn Hatfield	E07000241	East of England		
West Berkshire	E06000037	South East		
West Lancashire	E07000127	North West		
West Lindsey	E07000142	East Midlands		
West Oxfordshire	E07000181	South East		
West Suffolk	E07000245	East of England		
Westminster	E09000033	London		
Wigan	E08000010	North West		
Wiltshire	E06000054	South West		
Winchester	E07000094	South East		
Windsor and Maidenhead	E06000040	South East		
Wirral	E08000015	North West		
Woking	E07000217	South East		
Wokingham	E06000041	South East		
Wolverhampton	E08000031	West Midlands		
Worcester	E07000237	West Midlands	Part of Wychavon Bid	
Worthing	E07000229	South East		
Wychavon	E07000238	West Midlands		Led joint bid on behalf of Malvern Hills District Council, Worcester City Council, Wyre Forest District Council, Redditch Borough Council and Bromsgrove District Council.
Wyre Forest District Council	E07000239	West Midlands	Part of Wychavon Bid	

Total	
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GLA rough sleeping update October 2020

1 Current state of play

Around 1,700 people have been accommodated in GLA Covid-19 hotels since they opened in March 2020. Peaking at 14 hotels with over 1,300 people at any one time, we currently have 6 hotels open with close to 600 people accommodated. This provision was made available to rough sleepers and those in winter shelters regardless of their immigration status. Currently, over 80% of the c600 accommodated are non-UK nationals.

We have been working hard to support people to sustainably move on from the hotels into more secure housing. By the end of September, 639 people had moved on in a planned way. These include 219 to the PRS, 71 to Clearing House, 54 to local authority TA, 54 to hostels or supported housing, 34 to family or friends and 22 voluntarily reconnected outside the UK.

Thank you to all the boroughs that are continuing to host GLA-funded hotels and thank you to all boroughs to whom approaches for assistance have been made for those with a local connection. This process has been largely very smooth and we are really grateful for your ongoing cooperation.

Further to MHCLG's NSAP announcement, we have been developing our next steps planning, and the table below sets out the proposed GLA hotel plans.

Borough of hotel	Current planned closure date	Target group/cohort	Provider
Newham	31/10/2020	Prevent	De Paul
Camden	15/01/2021	Work first	St Mungo's
Lambeth	28/02/2021	Prevent/Protect	St Mungo's (transfer from Look Ahead w/c 12 October)
Waltham Forest	28/02/2021	Prevent	St Mungo's
Croydon	28/02/2021	Protect	Look Ahead
Wandsworth	01/03/2021	People newer to the streets	St Mungo's (including De Paul/New Horizons)

2 The GLA's role going forward

The GLA will continue to provide accommodation and support to those most vulnerable already in GLA- funded hotels. In addition, there are two key changes to highlight:

- a new triage hub service (including access to the use of hotel accommodation as additional Staging Post beds)
- a new approach to referrals into the GLA hotels, to complement local authority provision.

2.1 Triage hub service for those newer to the streets

Given these uncertain times, we cannot know when the NSNO service will be able to return to its previous model of shared sleeping spaces. In the meantime, the GLA and St Mungo's are implementing a new triage hub model, which was successfully trialled during a short pilot in Camden.

The triage hubs will deliver NSNO's assessment and reconnection work and medical triage in a COVID-secure environment. The hubs will be open during the daytime only (by appointment), providing a central point where outreach teams can direct those newer to the streets for intensive work to help end their rough sleeping.

Eligibility criteria

The initial criteria will be anyone started sleeping rough since 1st March and does not have an accommodation stay recorded on CHAIN. This may be modified as time goes on.

Access to the hubs

Each hub will not be open to referrals from all boroughs and will instead work with outreach teams from a smaller geographical area. Therefore, locations will change over the course of the autumn and winter. It is provisionally planned that any one time there will be three triage hubs, with one of these a 'floating' service providing very intensive work in a given area for a shorter period of time.

Accommodation

Emergency accommodation will not be available onsite. In addition to accommodation secured through the local authority reconnections and other external routes, the service will have access to PRS properties for those who meet eligibility criteria.

Some people with an identified route off the streets but not immediate accommodation option will be placed in interim accommodation, either at the existing Staging Posts or at a hotel in Wandsworth (see below).

For anyone who cannot be swiftly accommodated, the service will continue to work with them to seek to end their rough sleeping or ensure there is a clear handover to the local outreach team.

Locations

Last week we opened the East triage hub (Hackney). Initially, referrals will be for boroughs of Hackney, Tower Hamlets and City of London. We hope to open a Westminster triage hub for referrals from Westminster, Camden and Southwark shortly.

We are first focusing on those areas that have seen a significantly high level of rough sleeping, alongside those where we have been able to secure locations for the hubs.

We are working through the details of the further provision and hope to be in touch soon to ensure a pan-London response.

2.2 A new approach to referrals to GLA-procured hotels - autumn and winter 2020/21

In the coming months, the available capacity in GLA-procured hotels will be used for:

a) staging post accommodation for newer rough sleepers,

b) rough sleepers who are 'extremely clinically vulnerable' to Covid-19 initially, and then also those who are 'clinically vulnerable' should there be sufficient capacity thereafter.

Below are details of eligibility, referral routes, accommodation and other relevant information about the new approach. We will be in touch soon with further details about this.

Staging post accommodation for newer rough sleepers
Definition/eligibility <ul style="list-style-type: none">○ Started sleeping rough since 1 March and no previous accommodation stay recorded on CHAIN○ No other immediate route off the street○ Assessed as having an identified move-on option and likely to move-on within 28 days○ No significant clinical risk factors to Covid-19
Referral route <ul style="list-style-type: none">○ NSNO triage hubs
Accommodation <ul style="list-style-type: none">○ One hotel (in Wandsworth) used specifically for this purpose. We are developing plans for the site to also deliver specialist support to any young people accommodated there, through working with DePaul and New Horizons.
Length of stay <ul style="list-style-type: none">○ Target maximum of 28 days. People who do not accept a reasonable offer will be asked to leave the hotel.

Rough sleepers who are extremely clinically vulnerable to Covid-19
Definition/eligibility <ul style="list-style-type: none">○ Extremely clinically vulnerable (initially)○ Clinically vulnerable (if capacity is available after having accommodated those who are extremely clinically vulnerable)○ Not eligible for assistance from local authority homelessness services (Government guidance is that people at higher risk from Covid-19 are likely to be classed as vulnerable in a priority need decision) <p><i>In practice, we expect most of those referred to be non-UK nationals, as others would be accommodated by local authorities, as outlined above.</i></p>
Referral route <ul style="list-style-type: none">○ Outreach teams directly (via CHORUS)○ GLA Triage hubs (via CHORUS)
Accommodation <ul style="list-style-type: none">○ People who are extremely clinically vulnerable will be placed in designated Protect beds only. Once we start accommodating the clinically vulnerable group, they can be placed in other beds if no Protect beds available.
Length of stay <ul style="list-style-type: none">○ Everyone will receive casework to identify and secure a longer-term accommodation or reconnection offer. Those who are extremely clinically vulnerable will be able to stay in the hotel even if this offer is refused but those who are clinically vulnerable may be asked to leave if declining a reasonable offer.

3 Provision for rough sleepers who are symptomatic

Given the increase in COVID19 cases in London, we need to remain vigilant for any sign of symptoms, and infection control measures in line with relevant national guidance remain key for this vulnerable group.

Any rough sleepers who are symptomatic can be referred to the Find and Treat Pan-London Outreach COVID19 testing service for triage and potentially testing.

The service is commissioned by the GLA all Directors of Public Health across all London boroughs and covers the following for the homeless population:

- people sleeping rough
- hostels
- hotels used as emergency accommodation
- daycentres
- night shelters (should they reopen)
- pay and sleep locations
- large HMOs (it is working towards covering these).

This service is provided in partnership with PHE [London Coronavirus Response Centre](#) (LCRC), and this link provides further information about referral and [how it works](#).

4 GLA core services update

Safe Connections

On 30 October the Safe Connections service will officially close, after its time-limited funding comes to an end.

Safe Connections closed to new referrals in August, but the team continued to work with their existing clients towards an outcome. There is now a plan in place for all existing Safe Connections clients, to either secure a positive outcome before the services closes, or to hand over cases to another service.

Letters will soon be sent to all referring services, including a summary of work completed to support each client, and a hand-back date. A further letter will be given to all clients confirming when their support from Safe Connections will end and confirming their new support agency and worker.

Since 2017, Safe Connections has been supporting rough sleepers who do not have a local connection to the area in which they are rough sleeping, and who therefore have very limited options of support. The team of expert caseworkers have used their skills in working with local authorities and housing providers to secure access to suitable housing and support in an area where rough sleepers have, or can build, support networks and social capital. During the recent COVID19 emergency response, Safe Connections has also been working in pan-London hotels to provide essential reconnection support work.

From November, the GLA and Thames Reach will be working together to produce a project evaluation of the Safe Connections service, its achievements, and recommendations for future practice around reconnection and supporting complex rough sleepers with indistinct local connection history. We will share this widely in due course, but in the meantime if you have any questions or importantly and feedback on Safe Connections, please contact the Rough Sleeping team.

Clearing House

Following a period of the service being closed, the Clearing House reopened to 'business as usual' referrals on 01 September. The service continues to receive a regular stream of one-bed voids from partner social landlords, and as such, hostels, outreach teams and other eligible services are encouraged to refer clients if they feel the service is suitable. Current average waiting list times are very low. Please contact [REDACTED] [mungos.org](https://www.mungos.org) for more information.

TST PRS

The TST PRS service is open to referrals again after a pause to focus on Covid-19 emergency response hotels. The TST PRS team offers support to people in the crucial first few months of their PRS tenancy to help them set up and settle in their new home. We've revised the criteria to ensure you can refer people who have moved in to PRS accommodation at any time over the last 4 months or who have a tenancy start date agreed.

It's aimed at people with a history of rough sleeping (verified rough sleeper on CHAIN or self-reported) and people who are moving out of a commissioned supported housing/hostel that predominantly supports rough sleepers, who have no other similar offer of support available.

Please contact the TST PRS team to find out more about the service and to get a copy of the referral form at tstprsreferrals@mungos.org.

Route to Renting

After a pause to concentrate on move-on from the Covid-19 emergency response hotels, the Route to Renting service is now taking referrals from outreach teams again. I know the service has been in touch with outreach teams directly and some have already been making new referrals over the past weeks, but we just wanted to make sure that everyone was aware.

The service is for people for whom a move into the private rented sector is the identified route to end their rough sleeping but who aren't eligible for a local authority PRS scheme or similar. To be referred, people must have ID and must either have a Universal Credit claim in place or be in employment.

The service provides people with the support they need to find private rented accommodation by working to identify suitable properties through its network of landlords and agents. Alongside supporting people to find properties, it provides pre-tenancy training, help for people to get everything in place for their new home and a 'keeping in touch' telephone line should people need additional advice or guidance once they've settled in.

Should you have any queries about this service and would like a copy of the referral form, please contact [REDACTED] [@MUNGOS.ORG](mailto:[REDACTED]@MUNGOS.ORG).

Appendix - Move on offers

To ensure transparency to partners of our approach to supporting people out of hotels we wanted to include the following for information.

During the last six months, charities supporting guests in the hotels, and other specialist services, have been conducting assessments and working in partnership with guests to agree sustainable move-on options from the hotels. Many guests have already received offers and successfully moved on to longer-term accommodation. As hotel capacity continues to reduce due to limited funding and we try to find space for those who are still on the streets, work on communicating move-on offers for those still in the hotels is intensifying and some really difficult decisions might need to be made. The homelessness charities and other organisations supporting guests in the hotels have extensive experience and expertise in supporting vulnerable homeless people. However, to ensure consistent offers of support for guests across the GLA Covid-19 emergency hotels we have agreed some principles and parameters. See below some examples of these:

- **Assessment-led:** All guests will be offered one to one assessments and referrals to specialist services (e.g. mental health services, drug and alcohol services or immigration advisers) to help determine their possible move-on options. Where possible, adjustments will be made to meet guests' preferences in terms of the gender of the worker making the assessments.
- **Client-based:** Move-on options should be identified by balancing the guest's personal goals with their rights and entitlements, as well as with the support and accommodation options which are currently available to them given the guest's personal circumstances.
- **Ongoing support:** Guests will be supported to work towards the identified and agreed move-on option and all efforts will be made to find alternative emergency accommodation until it is ready.
- **Clear offer:** If guests are not agreeing to any reasonable move-on option, a final move-on offer will be communicated verbally and in writing. A number of template service offer letters have been provided as good practice examples. These will be translated if necessary:
 - **Reflection period:** In this case, guests will be given 3 days to reflect on their offer and provide any additional information that they think might be relevant.
 - In instances where the guest has been made a specific offer of accommodation (e.g. a particular PRS or Clearing House property), it's possible that a swift decision will be needed to secure the property. If this is the case, the reflection period can be reduced to 24 hours to ensure this option is not lost.
 - If no additional information is provided and the guest does not agree with the offer, they will be able to stay in the hotel for up to 4 additional days (where hotel closure date allows) to make arrangements to leave the hotel. In exceptional circumstances e.g. where the guest's actions are having a negative impact on others, the hotel support provider may use their discretion to reduce this 4-day period if necessary. An exception will be made for
- **Rights-based:** If non-UK guests have a clear route to secure status or entitlements identified, support will be provided to access the necessary immigration casework and all efforts will be made to find alternative emergency accommodation during this process.
- **Culturally sensitive approach:** It is recognised that certain non-UK guests might need additional support and time to trust services and to disclose very sensitive information, such as sexuality, health needs, or previous experiences of trafficking, that could affect their immigration and move-on options. Guests will be given every opportunity possible to

disclose this information at any stage and to seek additional immigration advice when relevant

- No current options in the UK: If no routes to secure status or to access public funds or other income is identified and no alternative move-on options are found in the UK, support will be offered to explore reconnection. Routes Home will be available to support EU nationals to link with support services in their country of origin and work towards ensuring they have an accommodation option. However, there is currently no specialist independent service supporting non-EU nationals to link with support and services in non-EU countries. Therefore, the offer will be to *explore* reconnection in order to identify an accommodation option in the country of origin, which might unfortunately not always be possible :
 - If guests wish to explore reconnection- support will continue until an accommodation option has been identified in their country of origin.
 - If guests do not wish to explore reconnection- unfortunately we would not be able to continue to accommodate these guests indefinitely without a move-on plan due to legislative and funding restrictions.
- Shielding group: The response for UK and non-UK nationals who are shielding (extremely vulnerable) will be different due to their extreme medical vulnerability to Covid-19. This group should be able to self-isolate and thus need to be offered accommodation in which they have their own bedroom, bathroom and kitchen facilities. Whilst there is Covid-19 emergency accommodation available, no one in the group should be asked to leave a hotel even if declining an offer of accommodation.

[REDACTED]

From: RoughSleepingCommissioning
Sent: 30 April 2020 12:45
Cc: [REDACTED]
Subject: Data collection for rough sleeping 'next steps' planning
Attachments: Covid-19 hotel clients basic CHAIN fields for completion v3.xlsx

Dear colleague,

As you may already be aware, as part of the London-wide planning for move-on and 'next steps' following the immediate COVID19 crisis, it has been agreed that an individual-level data collection exercise is needed to properly inform strategic planning. It has been agreed that the Combined Homelessness and Information Network (CHAIN) system will be used for this purpose. This involves allowing people to be recorded on CHAIN who do not meet the usual criteria; we would like to emphasise that this is an exceptional arrangement made to meet an emergency need, and does not represent an ongoing shift in CHAIN's core remit.

We are asking you to begin recording the details of all people to be covered by the exercise (see below) from today onwards, using the online CHAIN system.

Who should be covered by this recording?

- ☐ This exercise relates to all people who have been placed in emergency accommodation by you as a local authority as a result of COVID19 who were previously rough sleeping or at risk of rough sleeping. In many circumstances this will have been in hotels procured specifically for the COVID19 crisis, but may also include other sites such as dispersed B&Bs. Guests do not have to have a pre-existing CHAIN record, and do not have to be 'verified' in order to be added to CHAIN as part of this exercise.
- ☐ This exercise is related to rough sleeping, not to wider statutory homelessness. Please do not include families with children, or people with a clear priority housing need under normal rules. Also do not include those people already in your 'business as usual' rough sleeping pathways (hostels, etc).
- ☐ Do include those that you have housed directly from the street or because you believe they were at imminent risk of rough sleeping, including, but not limited to those with no recourse, those who may not have a clear local connection to your borough and those who would not normally be considered as in priority need.

Details

- ☐ The attached is the minimum information that should be recorded for each person (note that CHAIN allows for much more information to be recorded if it is available and appropriate).
- ☐ Note that some of the fields and options in the attached are still being added to the system.
- ☐ CHAIN are currently developing the ability to add non-verified people to the system – this is not yet available, but we will let you know as soon as it is (expected early May).
- ☐ In order to add this information to the CHAIN system, staff will have to have CHAIN inputting access. This will typically be outreach staff, but could also be local rough sleeping navigators or rough sleeping coordinators. Where possible it is strongly advised to try to use teams with existing CHAIN access, as adding new people to the system will mean delays (as new data protection agreements may be needed, and all new users must go through training first). If you are unable to identify sufficient local resource with existing CHAIN access to complete this exercise please contact the GLA asap [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)).
- ☐ As things stand, staff/teams with inputting access to the system can begin to record data for those people who already have a CHAIN record, but the functionality is not yet there to record data for those people who do not already have a CHAIN record – this is coming in the next few days.
- ☐ It will be the responsibility of each local authority to ensure that everyone who should be added to CHAIN is added, and that at least the minimum information is recorded for each person. Local authorities should also

ensure that departures from accommodation are kept up to date, so that the system accurately reflects who is in their emergency provision at any given time. We recommend agreeing a lead officer with sight of both the housing placements and inputting teams.

- . This recording exercise is sponsored by London Housing Directors and LA Gold, and regular by-borough progress reports will be shared with them.
- . Note that guests in GLA hotels will be added to the CHAIN system by the GLA-commissioned staff teams at those sites – this is not the responsibility of local authorities.

How to record information

- . A detailed guidance document on how to use the system for this exercise will be provided by CHAIN shortly (date tbc – this is likely to be provided at the same time as functionality to add ‘non-verified’ guests to the system).

Deadline for completion

- . Recording can start, for those guests who already have a CHAIN record, immediately. However, as the guidance documents and the functionality to record for those without an existing record are still being developed, a further update will be provided as soon as they are ready.
- . Assuming that development work is completed to schedule, the deadline to complete initial recording will be 18/05/20 – however we are hopeful that with your help we will be able to complete this task sooner.

Many thanks,

The Rough Sleeping Team

GREATERLONDONAUTHORITY

 [@london.gov.uk](mailto:roughsleeping@london.gov.uk)

Object	Field	Field type	Bespoke or standard field	Notes
Main client record	Name	Free text	Standard	<p>Date privacy notice given or attempted</p> <p>Options to be amended in light of new list provided by GLA.</p> <p>New field/options to replace existing NRPF field.</p> <p>Currently only recorded by pan-London services - need to discuss whether appropriate to be recorded in local provision.</p> <p>It's likely this is not always kept up to date. There's also a free text field for details. New registrations can also be recorded via timeline events so there is some scope for discrepancy.</p> <p>Prison can also be recorded as a last settled base in Flow Information</p>
	Date of birth	Date	Standard	
	COVID-19 client info leaflet given	Date	Bespoke	
	Gender	Picklist	Standard	
	Ethnic origin	Picklist	Standard	
	Nationality	Picklist	Standard	
	Immigration status	Picklist	Standard	
	Mobile phone	Free text	Standard	
	NI number	Free text	Standard	
	Access to benefits (NRPF)	Picklist	Standard	
	Local connection	Picklist	Standard	
	Verified	Automated from timeline events	Standard	
	Registered with GP	Picklist	Standard	
	Ever spent time in prison	Picklist	Standard	
	Care leaver	Picklist	Standard	
	Ever served in armed forces	Picklist	Standard	
Covid-19 hotels initial assessment	Has ID documents	Picklist	Bespoke	
	Employment status	Picklist	TBC	
	Currently in receipt of benefits	Picklist	Bespoke	
	Support level needed to maintain accommodation	Picklist	Bespoke	
Support needs assessment	Alcohol	Picklist + supplementary multiselect list	Standard	Level of need, plus types of alcohol if a need exists
	Drugs	Picklist + supplementary multiselect list	Standard	Level of need, plus types of drugs if a need exists
	Mental health	Picklist + supplementary multiselect list	Standard	Level of need, plus types of mental health condition if a need exists
	Physical health	Picklist + supplementary multiselect list	Standard	Level of need, plus types of physical health condition if a need exists
Flow information	Last settled base	Picklist	Standard	For non-verified clients, will be based on circumstances prior to arrival at service, as opposed to standard form which is based on date of verification
	Location of last settled base	Picklist	Standard	Country, and local authority if in the UK
	Reason for leaving	Picklist	Standard	

	Contributing factors (incl. Covid-19)	Multiselect list	Amended standard field	Will allow users to record if Covid-19 was a contributor to reason for leaving e.g. 'loss of job' + 'Covid-19'. Currently used in relation to support needs.
	Contact with Housing Options last 12 months prior to arrival at service	Picklist	Standard	
Covid-19 risk assessment	Pregnant	Picklist	Bespoke	This bespoke Covid-19 assessment was created at the start of the lockdown for use with all clients. Many clients in the hotels will already have had an assessment completed prior to arrival. GLA have said they'd like a new one to be done post-arrival.
	Physical health issues	Picklist	Bespoke	Lists vulnerability factors as set out in Covid-19 Homeless Sector Plan circulated to LA's
Accommodation stay	Arrival date	Date	Standard	
	Leaving date	Date	Standard	
	Name of hotel	Picklist	Standard	Only recorded for pan-London hotels.
	Borough in which hotel is located	Picklist	Standard	
	LA placing client into hotel	Picklist	Bespoke	This field doesn't yet exist on CHAIN, so we need to look at how we set this up.
	Source of referral	Picklist	Standard	This will give some indication as to where the client was immediately prior to arriving.
Single service offer	Date of offer	Date	Standard	For recording new offers made while in the hotel, but will also provide historical detail of previous offers for people who already had a CHAIN record prior to arrival.
	Offer details Accepted or rejected	Free text Picklist	Standard Standard	
Risk indicator	Various fields used to record type and level of risks	Picklist, date, free text	Standard	
Move on work	Recorded in a variety of ways via timeline events	Picklist, date, free text	Standard	e.g. accommodation and reconnection outcomes, approaches to Housing Options etc.
Covid-19 Test timeline event		Picklist	Bespoke	Will record date and result of test, with automatically generated flag on main client page if positive result, expiring after seven days.

Next Steps Planning – Task and Finish Group

Tuesday 14th April 2020

sensitive

Present: [REDACTED] (GLA), [REDACTED] (GLA), [REDACTED] (GLA), [REDACTED] (LB Croydon), [REDACTED] (LB Southwark), [REDACTED] (LB Tower Hamlets), [REDACTED] (LB Westminster), [REDACTED] (LB Brent), [REDACTED] (LB Waltham Forest) and [REDACTED] (London Councils).

Apologies: [REDACTED] (Croydon), [REDACTED] (Camden) and [REDACTED] (PwC).

Actions list

1. [REDACTED] and [REDACTED] to get update from Capital Letters on discussions with Government about broadening their remit so that they can work across and with all boroughs, rather than just member boroughs.
2. [REDACTED] to circulate data fields with this group before distribution on Friday as a sense check on level of detail and to ensure fields are easily match-able. Data to gather should include end dates for all of the different borough hotel agreements
3. [REDACTED] and [REDACTED] to pick up potential data ask from this group to be incorporated into single data ask of boroughs
4. Group to reconvene in a week – [REDACTED] to draft and [REDACTED] to circulate agenda

Main takeaways / emerging asks

- Agreement that 'In For Good' principles should apply wherever possible
- Emerging ask – minimum 6-month reprieve on NRPF
- Emerging ask – increase in LHA cap to enable boroughs to rehouse locally
- Emerging ask – for Capital Letters to significantly increase amount of accommodation it procures for single person households
- Need - to urgently increase Clearing House capacity
- Need - to 'segment' cohorts (eg NRPF, low need, complex needs)
- Need - to start gathering data on cohorts, as well as needs and options
- Need - to beginning support and triage now (eg to ensure those currently accommodated have ID etc)
- Timing is fundamentally important – need to make sure that this is staggered as a cliff-edge situation would have widespread negative consequences.

Detailed Minutes

1. [REDACTED] led introductions and welcomed all to the meeting.
2. [REDACTED] introduced this group as a group created from the Accommodation Subgroup (which reports to London SCG) and its purpose will be to think about next steps for the homeless who have been moved into temporary accommodation by the GLA or boroughs. A London-wide approach is needed to ensure boroughs containing GLA hotels are not disproportionately affected. [Note added subsequent to meeting: the Accommodation Subgroup has now been stood down, but this group will continue

and report into London Councils Housing Directors Co-Chairs [REDACTED]
[REDACTED], and to London LA Gold via [REDACTED].]

3. Who are we planning next steps for?

- a. [REDACTED] highlighted that those in current emergency accommodation covers not just statutory homeless. [REDACTED] said there are be 1st, 2nd and 3rd waves to support and there is a larger group than originally planned who are all single homeless. [REDACTED] said their borough have taken in 80 plus the GLA hotels and this group must cover all. [REDACTED] asked whether verified/not verified should be one element of the cohorts, or if solutions should be blind to this. [REDACTED] raised that many currently accommodated and many of those who will enter homelessness during the COVID-19 crisis have no recourse and suggested that the government relax the rules for up to 6 months to allow all who need it access to benefits. This could also be an opportunity to identify additional needs for those in temporary accommodation. [REDACTED] said most accommodation in her borough have been paid for by the council and plans are needed for the hidden homeless who are no longer hidden. Some people may have come onto the street as they believe it will lead to accommodation, but long term housing cannot be found for all. [REDACTED] said emptying the shelters had a huge impact on the borough and that we need to be realistic about what funding might be forthcoming from MHCLG. 50% of those placed in temporary accommodation in Croydon have no recourse.

4. [REDACTED] asked whether the need can be quantified. Mayor's 'In For Good' principles could factor in next steps planning. [REDACTED] said no one should leave accommodation without at least a reconnection offer to provide a forward pathway. [REDACTED] said this should be our aim but may not always be possible. [REDACTED] said the GLA do not underestimate the scale of this task but this group should be ambitious in finding solutions.
5. [REDACTED] said we are aware that people who are not normally on the streets are now rough sleeping. This group will need to model future need against future funding.
6. [REDACTED] asked where there will be capacity to support people via traditional routes. [REDACTED] said usually housing benefit would be provided until a long term solution can be found. The council can't support people in private rented accommodation long term and LHA rates do not reflect rents in Southwark. This could result in people moving to boroughs where rents are lower and cause burden on those councils. LHA needs to be refashioned to allow people to be rehoused locally in self-contained accommodation. [REDACTED] clarified that government asks may be a 6 month reprieve on no recourse and a refashioning of LHA (Mayor has already asked for LHA to be increased to 50% local rates).

[REDACTED] said individuals with complex needs will need to be moved back to hostels. [REDACTED] concerned that Clearing Houses may be the main move on route for GLA hotels and which could cause pressure on boroughs. If this was the case, clearing house offer and capacity would need to be increased. [REDACTED] asked whether the Home Office will be

able to speed up their casework to get people naturalised faster and ensure those with complex needs can access benefits.

■ mentioned changes the government has already made to LHA but they are not helpful in London markets.

■ said Brent council have block booked a commercial hotel which will want to operate as normal very quickly after lockdown. The cohort will need to be split into groups including those with complex needs and low vulnerability individuals (largest group). ■ asked whether there is a role for Capital Letters to increase the supply of accommodation for the non-priority individuals. ■ said there are conversations around making Capital Letters available to all boroughs.

■ said we shouldn't wait until the end of lockdown or end of hotel agreements to start moving people. Also, another options is some may have accommodation to return to if they left for Covid-related issues.

■ said there is a need to segment cohorts and identify the need for capital and revenue investment. Healthcare needs that require extra support i.e. palliative care need looking into. ■ suggested a Housing First model using Capital Letters to source housing, potentially using modular accommodation or keyring system. Croydon are experiencing people not social distancing in accommodation which will impact staff.

■ has had a meeting with ■ at Capital Letters and they would like to be involved in this group if they can provide support. **GLA to get them involved in the group/response.** ■ also highlighted the limitations of benefit cap with increase in LHA allowance.

■ said some Home Office casework is currently suspended. There is a large number of male foreign nationals in temporary accommodation, and anecdotally are very keen to return home, who could be offered voluntary reconnection.

■ said a gradual response is needed in moving people out. In San Francisco people were placed in hotels in cohorts; could this be used in an interim stage?

■ said there is a need for data collection to identify the groups in accommodation. ■ said the GLA are discussing data collection with partners and will have a plan ready by Friday regarding what data they need. ■ said this data is mainly to inform the funding ask. **■ to share headings for sense check with this group before it is sent out on Friday.** All councils raised need for one data request. **■ will pick up in separate meeting with ■**

7. ■ raised idea of GLA purchasing a hotel at the end of lockdown as accommodation.

■ asked whether MHCLG should be included in this group, and whether we should be linking up with other large cities. ■ ■ MHCLG will be included later.

■ suggested trying to work with Airbnb landlords and using student accommodation to meet need. ■ suggested including largescale Housing First schemes, hosting and using housing in late stages of the construction pipeline. ■ proposed supported lodgings or a partnership with public landowners. Highlighted need for large-scale capital programme and suggested a housing market package or existing satisfaction programme for existing properties. Proposed voids across the country looked into and encourage dispersal with package of support for local authorities accepting new residents.

■ said there needs to be differentiation between single homeless and other groups and all services need to be joined in a project-based approach. ■ said a quick delivery plan is needed for a programme at pace. Immediate impact needs to be prioritised.

8. ■ acknowledged that wraparound support asks will need to be ongoing. ■ ■ that the sector will be exhausted after lockdown and keeping at current pace will be difficult. ■ suggested that wraparound programme begins first, whilst individuals are still in hotels.

9. AOB

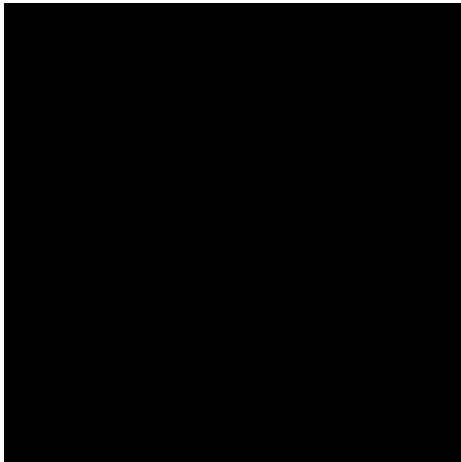
■ said Southwark Council want to provide a commitment that those in hotels will not be put back on streets. ■ agreed that political risk for all organisations is huge and it is crucial to get the government onboard with support.

■ said revenue asks will need to be included going forward rather than simply one-off capital asks.

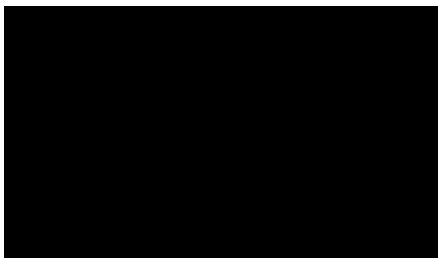
■ said meetings will be no more than once a week going forward, but group members were asked to keep in touch with any ideas.

1. Introductions and apologies

Attendees



GLA
GLA
GLA
GLA
GLA
GLA
Praxis
Lewisham Refugee and Migrant Network
Glass Door
Eastern European Resource Centre
Crisis
Crisis
Southwark Day Centre for Asylum Seekers
Red Cross
Homeless Link
St. Mungo's
Public Interest Law Centre
Housing Justice
NACCOM
London Councils



Apologies



Ramfel
Salvation Army

2. Welcome - GLA

- 2.1 [REDACTED] welcomed attendees and introduced [REDACTED], the new Project Officer in the GLA's Rough Sleeping team.

3. Minutes and actions from last meeting– GLA

- 3.1 [REDACTED] updated that due to recent staffing changes, the minutes of the last meeting have been delayed, however, the updated action log has been shared with members.
- 3.2 [REDACTED] updated that she did not receive any specific asks from members for the EUSS Home Office Safeguarding User Group. Members are welcome to pass on any asks to [REDACTED] by Friday 18 September.
- 3.3 [REDACTED] noted it is unlikely that the Home Office will attend a future HMAP meeting but that the GLA will continue to make this request.
- 3.4 [REDACTED] agreed to conduct some research on when EU nationals would have no support entitlements in their country of origin but noted that this issue has been raised

anecdotally and this has been in line with how British nationals returning to the UK may have their entitlements affected. [REDACTED] highlighted that in Poland there are significant restrictions around entitlements, and in some cases where a client is deemed vulnerable and housed as such, the whole bill will go to next of kin if they are not eligible. The bill can even be sent to estranged family members. [REDACTED] emphasises the importance of taking this into consideration when considering reconnection. [REDACTED] ([REDACTED] noted that Routes Home do take these issues into consideration when looking at reconnection, using local solicitors to understand what would happen if the client returns. [REDACTED] highlighted that some people still decide to return even with those limited entitlements and service providers can only inform them of what they know. [REDACTED] and [REDACTED] emphasised the gap in knowledge around this, particularly after Brexit as returnees' rights may be covered by bilateral agreements.

- 3.5 [REDACTED] highlighted that at the last meeting there was a broader discussion about reconnection and issues where people do not express a desire to return being presented with the option to return, and whether the sector should be offering this in these circumstances or not. [REDACTED] and [REDACTED] noted that St Mungo's and the GLA have considered the messaging around exploring reconnection in their offer letters and this can be shared with members, as it might be useful across the sector for clients for whom the service provider is unable to find other move-on options in the UK. **Action: [REDACTED] to share offer letter wording on reconnection.**

- 3.6 [REDACTED] suggested information about exploring reconnection, including the risks of returning home, could be included on a platform which is regularly updated like the EU Londoners Hub to reach more people. [REDACTED] agreed with this suggestion, as people sometimes forget that rules and regulations may have changed in their country of origin. [REDACTED] suggested waiting to include this information until October once Brexit negotiations are complete. [REDACTED] noted the EU Londoners Hub is currently due to be updated and agreed to look into whether this information could be included and offered to help with this work. [REDACTED] asked members for a steer on how this information is framed, particularly as the EU Londoners Hub is focused around a narrative of belonging and securing immigration status. **Action: [REDACTED] to consider [REDACTED] suggestion to include information about voluntary returns (including the potential risks) on the EU Londoners Hub.**

- 3.7 [REDACTED] updated that she is working on a research proposal to look in more detail at reconnections in the European Economic Area (EEA). [REDACTED] is looking for examples of best practices in the context of the hostile environment, COVID-19 and Brexit. [REDACTED] offered to discuss this with [REDACTED] though noted that reconnections are not always to the country of origin and it is best practice not to only think about country of origin. [REDACTED] also highlighted that COVID-19 restrictions need to be taken into account, and more information is available on the Routes Home website. **Action: Members to share any useful information on reconnections within the EEA including best practice examples with [REDACTED]**

4. CMF funding - GLA

- 4.1 [REDACTED] noted that members received an email last week with more information about the GLA's funding from the Controlling Migration Fund (CMF) and a request for feedback on

the GLA's initial proposals. ■ informed MHCLG that the GLA are looking for feedback to see if the initial proposals need to change to adapt to the current Covid-19 context.

4.2 ■ highlighted that while the GLA is open to feedback on whether the current projects proposed are still relevant and if there are any alternative projects that would be more effective, the final agreed projects will still need to meet the broader impacts set out in the GLA's original proposals. These are:

- Reduction in non-UK nationals living on the streets, with fewer non-UK nationals becoming entrenched on the streets of London and developing higher support needs;
- Creating a better skilled workforce; and
- Reduction in number of Roma clients sleeping rough in London.

4.3 ■ invited members to provide feedback through the document in her email by Friday 18 September. **Action: Members to provide feedback on the GLA's initially proposed CMF projects and share alternative project suggestions that meet the broader impacts by Friday 18 September.**

4.4 ■ noted that at the last meeting it was raised that there are stipulations around not being able to fund legal advice as part of the CMF projects. ■ asked if there is anything else that cannot be funded through the CMF, and whether it is still useful to include these suggestions to show the appetite for such work? ■ highlighted that the GLA have been explicitly told that legal advice would not be funded through the CMF, however the GLA are currently looking at funding immigration advice, so it would be useful to include in suggestions for alternative projects, as these could be funded through other funding pockets. ■ also noted that ■ shared the CMF prospectus, which outlines the remit of the funding.

4.5 ■ asked if there is a time frame for the application process for the CMF projects. ■ noted that it will take a few months before any call out for applications is made for these projects. ■ highlighted that the GLA are currently sourcing ideas and will undertake an internal process of prioritising these ideas and matching them with the budget available before starting the formal procurement or grant programme. At this stage this is a high-level discussion to source ideas, as the GLA would not want to unfairly advantage anyone.

4.6 ■ highlighted that Praxis were previously funded by Hackney to provide advice through the CMF as part of an integration project, suggesting that second tier advice may be possible within the CMF's remit.

4.7 ■ noted that for St Mungo's currently CMF project from the GLA, the accommodation can be funded by the CMF, but immigration advice is being provided through other funding.

4.8 ■ asked what kind of projects the CMF normally funds. ■ noted that the CMF funds a diverse range of projects, e.g. Routes Home. Local authorities have also applied for employment support for EEA rough sleepers.

5. RSSS and asks to the Home Office to support homeless migrants - GLA

- 5.1 ■ updated that a 'refresh' of the Rough Sleeping Support Service (RSSS) was announced by the Home Office on 1 September. Very few substantive changes appear to have been made in terms of how they intend the RSSS to work. The major concerns raised by the sector previously remain. ■ suggested discussing how best to highlight these concerns with the Home Office.
- 5.2 ■ noted that the relaunch of the RSSS included a registration form, referral proforma and an RSSS user agreement. ■ summarised the key concerns that still have not been addressed:
- There is no reference to speeding up Subject Access Requests (SARs), which many in the sector are asking for.
 - The service includes requests for caseworkers to prioritise a case, however as this is framed as request to prioritise, this implies additional capacity to do the casework is not provided. If they prioritise these cases, does that mean other cases are delayed?
 - The service sits with immigration enforcement.
 - Information requested on the referral form includes the client's address and/or location.
 - In terms of data protection, the client has to sign the form. However, this is not a GDPR requirement; that is up to the organisation to establish. The client can withdraw consent but only before the Home Office has provided the information.
 - The service is open to local authorities and charities, but they could be refused as a referrer, though the criteria for this has not been published.
- 5.3 ■ raised concerns about not requiring permission to share personal data and that local authorities could use this service as an automatic process, which could be deeply problematic. ■ noted that as far as the GLA understand, the client does have to give permission to the local authority or charity using the RSSS.
- 5.4 ■ reiterated that the Home Office have not addressed any of the concerns raised previously and it is unclear how the service has changed. ■ highlighted that expediting SARs would be a simple solution, yet is not included in this service. ■ highlighted that the SARs issue has been raised several times with Government departments.
- 5.5 ■ updated that the original team running the RSSS at the Home Office appears to have been disbanded. ■ raised concerns about where the service sits, as there is a focus on reaching targets. However, ■ did note that one positive change in the service is the removal of the reference to public task.
- 5.6 ■ agreed with the comments raised and would like to see if there is anything the GLA can do to get the Home Office to address these concerns. ■ also noted that MHCLG are keen to ensure the Home Office are aware of the original concerns raised as the new team running the service may not be aware.
- 5.7 ■ asked if there are any indications of how local authorities intend to use the service. ■ confirmed that he has not had any indication from any local authorities on whether they plan to use the RSSS, which may in part be due to the quiet publication of this launch. ■

noted that the previous service never officially ceased working but it still did not get any referrals from local authorities.

- 5.8 ■ highlighted that London Councils are aware of this issue and would welcome and feedback on the service to be shared with them. **Action: Members to share any feedback on the RSSS with London Councils.**
- 5.9 ■ suggested sharing concerns about the RSSS with local authorities to highlight why the service won't work, as people may think it could be helpful without realising the impact of the service.
- 5.10 ■ noted that at the last meeting, plans were made to bring together a collection of asks for the Home Office on the RSSS and discuss how this can be raised with the Home Office. ■ suggested a letter from the sector about these concerns as well as what would work. ■ was due to lead this work but in his absence, ■ agreed to refresh a previous letter Praxis had written about this issue, which members could feed into. **Action: ■ to share existing letter to Home Office about the RSSS with members. Members to provide feedback and decide whether to co-sign the letter.**
- 5.11 ■ summarised that, from the discussion, the main concerns from members are the need to expedite SARs, the fact the service sits within enforcement, and the lack of additional capacity for casework. ■ suggested contextualising the service with the wider picture of resources available to local authorities and the homelessness sector, as the RSSS might be seen as the only resource available.
- 5.12 ■ suggested the service should change its name given that it does not provide additional support, rather it checks a client's status, and this information may not even be accurate.
- 5.13 ■ suggested the letter to the Home Office is shared with local authorities so that they are aware of the concerns.
- 5.14 ■ noted that the GLA Migration team will try to engage the Home Office directly on this issue as the Home Office were unlikely to attend HMAP.
- 5.15 ■ mentioned that it does not appear to be a significant difference between the RSSS and NRPF Connect. ■ noted that local authorities have to pay to use the NRPF Connect service, whereas the RSSS is free.

6. Update on next steps for GLA Covid-19 hotels - GLA

General update

- 6.1 ■ updated that the GLA is waiting to hear back about its bid for MHCLG's Next Steps Accommodation Programme (NSAP). The GLA are hoping to hear back in the coming weeks. ■ highlighted that the GLA have asked for a sizeable amount in their NSAP bid, and once the funding has been allocated the GLA can plan accordingly.

- 6.2 ■ noted that the GLA currently have 7 hotels, with fewer than 700 people in these hotels. It is likely the proportion of non-UK nationals in hotels will increase, as they may face additional barriers to moving on such as NRPF.
- 6.3 ■ asked what provision is in place for people who need advice of the EU Settlement Scheme (EUSS), given that Crisis' funding for this work is coming to an end. ■ noted that there is a referral system in place, however, many organisations will not be able to provide as much support. Some organisations have applied for additional funding and hope to continue this work even if they do not receive the funding. ■ updated that the GLA is looking to ensure they can get full casework for more complex cases by funding such work in addition to the ongoing work with existing organisations. ■ noted that many clients have already received advice on the EUSS, though some still require advice. ■ asked if issues around EU nationals not applying to the scheme by the deadline is being taken into consideration. ■ noted that the GLA is looking into this and highlighted that this will become more relevant in January as new people arrive in the UK. The GLA may also have some funding available for immigration advice more generally.
- 6.4 ■ updated that the GLA are in the early stages of developing medium- and long-term plans to support new rough sleepers off the street. This could include potentially running No Second Night Out as an appointment only service. The GLA are hopeful that something will be up and running in the coming weeks.
- 6.5 ■ emphasised the need to raise concerns with the Government given the restricted spaces in Covid-19 hotels, the lack of rotating winter night shelters, and the resumption of evictions.
- 6.6 ■ updated that Praxis has started a service for people at risk of homelessness because of NRPF. The service consists of a coordinator and three immigration advisers, with referrals coming through Shelter Line. The service includes both casework and over the phone advice. Praxis will also be working on the EUSS as part of this work with Shelter. The target is around 160-180 beneficiaries and funding is currently for 12 months. Praxis are hoping to get additional funding to continue the service thereafter. **Action: ■ to share information about Praxis' new referral process through Shelter Line for people at risk of homelessness due to NRPF.**

Non-UK nationals update (advice, accommodation and offers)

- 6.7 ■ provided an update on non-UK nationals in GLA Covid-19 hotels. Hammersmith and Fulham Law Centre are taking some referrals from the hotels as part of a pilot project to see how exceptional case funding can be used for homeless non-UK nationals.
- 6.8 ■ noted long delays to get biometric cards, which the GLA is looking to address. The GLA is also hoping to have more information on the options people might have to move on, including NASS accommodation, to plan how long people will need accommodation for as well as wider support.
- 6.9 ■ updated that training on supporting clients with immigration needs has been delivered to homelessness providers working in hotels to increase knowledge of this issue within the sector.

6.10 [REDACTED] noted that the Ministry of Justice (MoJ) is currently conducting research on exceptional case funding and the work Hammersmith and Fulham Law Centre are doing may be relevant to this research. **Action: [REDACTED] to share information about MoJ research on exceptional case funding with Hammersmith and Fulham Law Centre.**

6.11 [REDACTED] updated that a high-level Mayoral Decision has now been approved, which includes [REDACTED] to support non-UK national rough sleepers, as well as a wider programme for children in care and young people ([REDACTED] and for European Londoners [REDACTED]

[Section 38]

[REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

6.13 [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED] [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] [REDACTED] [REDACTED]

7. Update on asylum accommodation in London - GLA

7.1 [REDACTED] provided an update on cessations of asylum support and accommodation in London. This has been an ongoing process from the Home Office. The Home Office has started the process of eviction notice letters on a borough by borough basis, starting with local authorities with fewer newly recognised refugees. The Home Office is continuing to have conversations with boroughs and encouraging them to let them know if they are struggling to get accommodation. However, this work has been led by a borough/Home Office relationship, and not with the service users or the civil society.

7.2 [REDACTED] noted that the Home Office have not yet started the process for cessations for those who have received a negative decision, though they have now started to share numbers with boroughs on this. The Home Office have started talking to MHCLG about the rough sleeping pressures local authorities have, but [REDACTED] understands these discussions are at a very early stage. Deputy Mayor Debbie Weekes-Bernard has made clear that the GLA believe civil society in particular need to be involved in conversations on negative cessations

given that these service users are likely to rely on third sector support. The GLA will continue to push for this and the need for immigration advice for this group- as it was previously raised by HMAP.

- 7.3 ■ highlighted the complicated factors in negative move-on compared to positive move-on, for example not knowing if those on Section 4 support will continue to be eligible for it or if they are eligible for it under other grounds. ■ raised concerns about the limited time given to service users to confirm their eligibility, as they will need advice for this.
- 7.4 ■ agreed it is a much more complication process for those with a negative decision. There have been concerns about inconsistencies with data but ■ was not aware of this happening in London.

8. Next meeting - GLA

- 8.1 ■ asked members for their view on the frequency of HMAP meetings going forward. It was agreed that the next meeting would take place in six weeks. **Action: Provisional date for next meeting scheduled for 21 October.**
- 8.2 ■ highlighted that HMAP should be engaged once the GLA and local authorities have heard the results of the NSAP funding.

9. AOB

- 9.1 ■ was due to discuss RAMFEL's work on strategic litigation and evidential requirements but was unable to attend this meeting. **Action: ■ to share information on RAMFEL's work on strategic litigation with members via email.**
- 9.2 ■ noted that Doctors of the World, in partnership with Thrive LDN, has produced wellbeing guidance in 27 languages to support migrant communities during the coronavirus pandemic. <https://www.doctorsoftheworld.org.uk/wellbeing-guidance/#>

1. Introductions and apologies

Attendees



GLA
GLA
GLA
GLA
GLA
GLA
Glass Door
Southwark Day Centre for Asylum Seekers
RAMFEL
Homeless Link
St. Mungo's
Public Interest Law Centre
London Councils
Naccomm
Crisis
Eastern European Resource Centre

Apologies



Salvation Army
Praxis
Red Cross
GLA

2. Minutes and Actions from last meeting - GLA

- 2.1 Agreement from all HMAP members that the minutes from last week's meeting are now approved.
- 2.2 Actions following the last meeting were also discussed and those actions still outstanding were noted as such in the Action Log for HMAP.

3. Update on next steps for GLA Covid-19 hotels – GLA

a.) General Update

- 3.1 The GLA provided a general update on the hotel wind down plan. [REDACTED] was due to close Wednesday 31st Friday and anyone not supported into longer term accommodation was transferred into the wider hotel network. In addition, the [REDACTED] were unable to extend beyond 8th August so a new hotel will open to replace it as there is not currently enough capacity in the network to accommodate everyone. [REDACTED] continues to remain open, focusing on EEA nationals who are work ready. There are also ongoing discussions regarding provision of

accommodation for young people. Overall many of the hotels in the network are happy to extend beyond October however the GLA's next steps accommodation plan with regards to the hotels is still subject to the provision of MHCLG funding. ■ confirmed that a letter had been sent to the Director of Homelessness and Rough Sleeping at the MHCLG in order to highlight the importance of continuation funding for this emergency programme.

b.) Non-UK nationals Update (advice, accommodation and offers)

- 3.2 ■ confirmed that the GLA are advocating for long term accommodation to continue supporting Non-UK nationals. This includes committing to longer term hotel contracts subject to MHCLG funding. However, ■ also raised that there is also a need to explore alternative accommodation options and whether we can use the CMF funding in this way.
- 3.3 ■ queried what the GLA's current funding position was and ■ updated that we require a significantly larger amount of funding in order to continue extending the hotels which we are lobbying the MHCLG for.
- 3.4 Members of HMAP raised the subject of prevent referrals. The GLA confirmed that they are still accepting referrals for the protect cohort and that local authorities were responsible for taking referrals for clients rough sleeping in the prevent cohort.
- 3.5 ■ queried whether the letter regarding funding to MHCLG was public and that he would be interested to facilitate any further conversations to which the GLA confirmed they would confirm.
- 3.6 ■ raised the issue of communication on hotel closures and extensions explaining that lots of extensions meant the sector and hotel guests were finding it difficult to get a clear message. ■ explained that as a minimum the GLA have requested three weeks' notice from MHCLG before closing a hotel but highlighted the challenges of monthly funding meant we had no option but to extend on a month by month basis.
- 3.7 The issue of the GLA's funding position was also raised again by ■ who mentioned the recent ■ funding announcement from MHCLG. ■ explained that outside of London the funding requests from central government are working slightly differently. For the GLA next steps hotel plan, the MHCLG have been made aware of what is required in order to keep hotels open for the time period required to support all guests appropriately.
- 3.8 ■ also provided an update on the recent Rough Sleeping Accommodation Programme funding (RSAP). A total contribution of ■ to provide 900 units of longer-term move-on accommodation available to guests currently accommodated in emergency COVID19 hotels. The programme consists of both capital and revenue funding for self-contained accommodation with support.
- 3.9 The GLA confirmed that they do not hold information on borough hotel closures and are therefore unable to share this information.

4. CMF funding

- 4.1 ■ summarised the purpose of the CMF funding made available by the MHCLG to develop services and projects aimed at reducing numbers of non-UK nationals who are street homeless. CMF has already provided funding for the Tenancy Sustainment Teams and expanding the GLA Routes Home service. In addition to funding LEP's role to help co-ordinate the HMAP, the HMAP is responsible for helping to identify the key priorities on what the ■ of funding remaining should be spent on. There are limitations, for example we are unlikely to be able to fund immigration advice, however overall the funding is relatively flexible and ■ asked members on their initial ideas. ■ noted that circumstances had changed since the original bid due to COVID19 so was keen to hear from HMAP members what the priorities are under the current circumstances.
- 4.2 ■ suggested that a possible opportunity for the funding could be to build on the work undertaken since the pandemic i.e. the accommodation and support provided in the GLA hotels.
- 4.3 ■ shared details on the recent success of the Crisis Homes for All grants programme which had received applications worth over ■ to accommodate people experiencing homelessness during the recent pandemic. A significant proportion was granted to help support people with no recourse. The suggestion to the floor whether a grant funding pot of a similar nature could be applied to the CMF funding and to pilot projects in local areas was therefore raised.
- 4.4 The consensus from members was that a more strategic approach would be more beneficial, rather than one pot of funding for providers to bid into for specific projects. Alternative ideas that were raised included re-modelling night shelters to provide accommodation more long term, increasing the provision of hostels for this client group where availability for referrals was lacking and strengthening outreach services to focus on finding non-UK national clients who may be more hidden. ■ requested that initial guidelines on the criteria for CMF funding would be helpful to understand what is eligible to fund.
- 4.5 ■ re-emphasised that this pot is available for migrants, that there isn't much migrant homelessness provision and that there is an opportunity here to respond to that need. Members raised the ongoing responsibility of the state to provide homelessness accommodation rather than falling on the responsibility of the charity sector. ■ also raised that outreach do amazing work however there are challenges with the verification process for non-UK nationals who are repeatedly not found. ■ also mentioned that this was specifically an issue for women migrants who are street homelessness who remain more hidden from services.
- 4.6 ■ summarised that accommodation seemed to be a key issue but noted that other options regarding outreach had been mentioned. It was felt by members that it would be better to focus on a more structured and strategic approach for this funding rather than on funding to support the COVID19 response. **Action GLA to share with HMAP more detail about CMF and how members and their networks can provide feedback.**

5. Voluntary return and non-EEA countries

- 5.1 ■ raised the discussion of assisted voluntary return to non-EEA countries following a separate discussion concerning offers in the hotels that was raised in a meeting with the HMAP leads. The process can be more challenging for non-EEA nationals for several reasons, namely the longer-term impacts of voluntary return people's rights to return to the UK later. In addition, there are more well-established services and links between charities in the UK and EEA countries in order to support with voluntary return. Whereas in non-EEA countries there is more limited scope to work in partnership.
- 5.2 ■ provided a summary on the Routes Home service and its links with EU countries and the extensive support that is provided to assist with any move, ensuring that there is appropriate accommodation and wrap-around support in the country the client is returning. In some circumstance's caseworkers travel with the client to help them settle in. Routes Home has well established partnerships with most EU countries, particularly Poland and Romania. ■ highlighted that for non-EEA national returns, St. Mungo's would be keen for the offer to be similar, where the opportunity for voluntary return is discussed in depth including talking about the longer-term consequences.
- 5.3 ■ noted the political difficulty for the sector in discussing voluntary returns but mentioned she would be willing to engage in broader discussions on this topic, particularly as after the end of the transition period this will become an issue for clients who have not been able to obtain EUSS.
- 5.4 ■ raised that some people want to return and that for clients who had actively engaged in the Routes Home service they had a positive experience. ■ also raised that a rights-based approach to supporting clients is extremely important. One that allows for client's decisions regarding voluntary return to change if that's what they want. This becomes much more challenging once the decision has been passed on to the Home Office where impartial support and advice is not available.
- 5.5 ■ raised the issue of Non-EU clients who have no option i.e. they have no options to regularise their status in the UK. Members felt that ultimately an approach that is humane and honest from the outset is best, clearly explaining that there is not enough funding to accommodate clients with no option indefinitely. Rather than suggesting that the client has rejected an offer.
- 5.6 ■ asked how do you approach the issue when there is nothing that the homelessness organisation can do to resolve their homelessness other than offer voluntary reconnection. ■ also raised the challenges of re-connection for non-EEA clients where the expertise in this area for non-EEA clients where the re-connection support and partnerships with specific countries are not as well established as they are in the EU.
- 5.7 ■ highlighted that this issue is divided between those who purposefully seek to return and those who as service providers and local authorities do not have a solution for. ■ queried why in the first instance reconnection is considered as an option by default when services do not have a way to accommodate the client and questioned how service providers can consider re-connection an offer that is viable for individuals at all. Particularly in instances such as NSNO where clients have a short timeframe to decide.

Similarly, it was raised that EU nationals may not always have rights upon their return, adding to the complexities of re-connection both within and outside the EU. **Action ██████ to provide examples of when EU nationals would have no support entitlements in their country of origin**

- 5.8 On the whole members felt a spectrum of re-connection needs to be considered, rightfully exploring all available options within the UK and then allowing people to change their decision. If there are not any further options to explore and the homelessness organisation is not able to continue to accommodate people, then the migrant sector and members of HMAP felt that honesty is crucial, combined with a rights based approach where it is clearly stated the organisation no longer has the funds to continue to accommodate the client. Rather than framing the offer of reconnection as 'rejected' when in many instances the offer of re-connection was not viable for many clients in the first instance and often leads to the feeling of failure on the client's part for not accepting. Members felt that the Home Office holding the service is extremely problematic and only exasperates the issue.
- 5.9 ██████ agreed to review how they deliver the final message of not being able to accommodate an individual any longer. **Action ██████ to re-consider how St Mungo's delivers messages of international reconnection**

6. Asks to the Home Office to support homeless migrants

- 6.1 ██████ requested whether there were any realistic asks required of the Home Office and how best to collate and share this information with the Home Office such as reducing the time taken for Subject Access Requests (SARS) and for return of Biometric Residency Cards.
- 6.2 ██████ queried with the HMAP what the most appropriate way to put pressure on the Home Office should be. ██████ highlighted the wider requests of the Home Office including the Citizens 'Settle our Status' (a campaign aimed at providing settled status for people living without documents in the UK). Similarly, ██████ mentioned the advocacy that NACCOM currently undertake regarding the call around evictions from asylum accommodation to be halted, more move on support for refugees and a wider call for ending the NRPF condition. In addition, there is also the new Domestic Abuse bill which doesn't reference in detail provision for NRPF women. There is a 'Step Up Migrant Campaign' led by lawyers who are advocating on behalf of this. **Action ██████ to put ██████ in touch regarding the 'Step Up Migrant Women' campaign.**
- 6.3 ██████ called for clear operational asks at this stage that can help get cases resolved quicker for clients currently accommodated in emergency hotels. Members agreed that concrete small such as a 48-hour turnaround on Subject Access Requests (SARs) and a resolutions list for clients where destitution can help support their speed up of their cases would be a good starting point.
- 6.4 ██████ raised whether there are stakeholder groups outside of the asylum system that people can lobby on smaller asks as it was felt this was often quite effective. ██████ raised the EUSS Home Office safeguarding user group which was set up to help engage the voluntary sector and on occasion policy managers are in attendance and requested any issues that

they would like raised ahead of this meeting. **Action Members to raise issues for [REDACTED] to discuss at EUSS Home Office Safeguarding user group.**

- 6.5 [REDACTED] raised whether getting members from the Home Office to join the HMAP meeting could be one way to get small asks processed. [REDACTED] agreed that this would be helpful and would be happy to collate a letter from the HMAP members around specific asks as well in order to support the request. It was felt the more specific the group can be, the better outcome the HMAP is likely to receive. **Action [REDACTED] to write a letter from HMAP members to the Home Office with a list of realistic asks to support with immigration organisations efforts to resolve people's cases in the hotels. GLA to consider how best to facilitate HMAP's asks to be heard by the Home Office (e.g. could a HO official attend an HMAP meeting)**

7. Update on Asylum Accommodation in London

- 7.1 [REDACTED] provided a summary on asylum accommodation in London describing how there are currently large pressures on the asylum system and the Home Office in order to find accommodation to place people. Currently in London there are over 1000 asylum seekers currently being accommodated in over 20 hotels across London and the numbers are putting pressure on civil society services and local authority housing teams are becoming increasingly concerned.
- 7.2 [REDACTED] also discussed the work with partners to improve the positive move on process for those who get refugee status in London. There is a service provided by 'Reed In Partnership' who provide limited support and signposting to help people move on positively. [REDACTED] highlighted that there had been positive conversations to engage the civil society services to provide more bespoke signposting for asylum seekers and [REDACTED] encouraged HMAP members to get in touch if they would like to liaise directly with Reeds' to build on their efforts.
- 7.3 [REDACTED] also provided a summary on the Governments Modern Slavery units launch of the National Referral Mechanism (NRM) transformation programme. This is the process by which victims of modern slavery are identified and supported by Government. [REDACTED] is setting up a meeting with partners to have a conversation with the Government regarding this programme to support the Government to review how the NRM could improve in the future and requested attendance from any HMAP members who may be interested.
- 7.4 [REDACTED] reiterated that there appear to be several issues regarding the NRM and its connection with homelessness such as how fast accommodation is provided and its suitability for those with high support needs so encouraged members to feedback.
- 7.5 [REDACTED] asked whether the floor had any questions or points to raise on this topic. [REDACTED] raised that within their services they had noticed a safeguarding issue where people hoping to exploit vulnerable asylum seekers are targeting the hotels that they are accommodated in. **Action [REDACTED] to raise this via email to [REDACTED] who can raise this at the London Asylum Group.**

8. AOB

- 8.1 ■ raised what records are there available of the numbers of people leaving the GLA hotels and why? ■ confirmed that there are records of abandonment and if people are asked to leave due to ASB and their resulting move on option.

9. Next Meeting

- 9.1 Members agreed to have the next meeting in six weeks' time on 9th September but to ensure communications around CMF funding continue outside of meetings.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

1. Introductions and apologies

Attendees



GLA
GLA
GLA
GLA
GLA
GLA
GLA
GLA
Praxis
Lewisham Refugee and Migrant Network
Glass Door
Southwark Day Centre for Asylum Seekers
Red Cross
RAMFEL
Homeless Link
St. Mungo's
Public Interest Law Centre
London Councils
London Councils
Naccomm
Eastern European Resource Centre
Crisis

Apologies



Salvation Army
MHCLG

2. Minutes and Actions from last meeting - GLA

- 2.1 HMAP members approved the minutes with a small correction. Actions from the last meeting were also reviewed- see Action log.
- 2.2 With regards to borough hotel closures, ■ confirmed that London Councils do not collect borough hotel closure data and this item was removed from the action log.. Similarly, Homeless Link do not have the capacity to collate this information regularly. HMAP members raised concerns that this information is important to plan accordingly. The GLA confirmed that if members have any concerns regarding borough hotel closures then to pick this up with the local authority directly and ■ confirmed that she can provide specific local authority contacts to help as required. ■ also shared his email address with the group and agreed to be contacted for specific information.
- 2.3 ■ confirmed that the letter regarding EUSS funding had been sent to the Home Office and the Ministry of Housing on behalf of the Crisis Consortium and HMAP members. They are awaiting their response.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

3. Lead members and experts by experience – GLA

- 3.1 ■ asked members if there had been any further interest in becoming lead members of the HMAP as so far only one person had expressed interest. Two further members expressed interest in the meeting, and it was agreed by all members that ■ and ■ would become the three lead members of HMAP.
- 3.2 The discussion of involving experts by experience was continued from the last HMAP where partner organisations discussed how their own projects utilised the views of experts by experience. NACCOM and Redcross have links to individuals who might be interested. ■ suggested that a potential member could join for one meeting to understand whether this is something they would like to be part of. ■ confirmed that the usual format of HMAP would be a meeting four times a year. ■ mentioned that the organisation Expert Link could provide some training. **Action: ■ and ■ to ask experts by experience who may be interested in this offer via their own networks. ■ to share details of the training.**

4. Update on next steps for GLA COVID19 hotels - GLA

- 4.1 ■ provided an update on hotel closures across the GLA network. Out of 14 hotels in total two had already closed and one was due to close. The next steps plan for the remaining hotels was to extend into the coming months however this was subject to additional funding. Anyone without a move on option at the time of hotel closure would be transferred to another GLA hotel. ■ also explained that a new hotel had opened with a 180-room capacity to be staffed by St. Mungo's and that the COVID Care Hotel had moved and was now being managed by the health team.
- 4.2 ■ also discussed the flow of new non-UK nationals sleeping rough and how NSNO would usually address this issue but more work was needed to establish exactly what a COVID safe version of this service would look like during the current pandemic.
- 4.3 Members requested a clearer breakdown of which hotels were closing and when and that communications to all external organisations supporting those currently in the hotels needed to be consistent. ■ confirmed that any further communication to HMAP members will be in line with the same communication sent to boroughs. ■ highlighted that clarity on external funding to continue the hotels had made consistent communication to partners challenging as things were changing regularly.
- 4.4 Members were pleased that a transfer approach was being used to avoid people returning to the streets upon the closure of any hotels within the GLA network. However, members expressed concern at the lack of provision for those currently rough sleeping and ■ discussed a specific group of his clients in one local authority area who had been waiting for a referral into a hotel for a long period of time. ■ agreed to pick this up separately outside the meeting with ■
- 4.5 The GLA also highlighted that the expectation is that housing options teams in the meantime should be supporting those currently rough sleeping in London whilst ensuring that needs are met within a COVID safe environment.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

- 4.6 ■ shared insights into the numbers of people being accommodated across London by local authorities which had continued to increase even in recent weeks, suggesting that local authorities were supporting those new to the streets.

5. Move-on options for non-UK nationals in emergency COVID-19 hotels

a.) Immigration Advice

- 5.1 ■ shared an update on the EUSS immigration advice system put in place to help pool resources and allow providers to refer guests to immigration organisations who confirm they have capacity. ■ explained that where possible homelessness organisations in the hotels would be supporting assessments by obtaining ID for the client.
- 5.2 Members queried whether a client transferred to another hotel after their hotel closed would have a new caseworker. ■ confirmed that the same caseworker who supported the client in the previous hotel would normally continue to support that client in the new hotel.
- 5.3 For Non-EEA clients ■ is exploring options for bringing in additional capacity for immigration casework. This includes a one-week pilot project where the GLA have grant funded a private solicitors firm called ■ to deliver initial advice.
- 5.4 However, ■ highlighted that there is still a funding need to continue providing longer term immigration advice and this is being considered. In the immediate term, the Legal Education Foundation and Community Justice Fund could be available for immigration advice projects and they have a two-week turnaround on providing funding.
- 5.5 ■ queried whether the GLA can apply for additional funding rather than the immigration organisations themselves stating that they are committed to providing advice in the GLA hotels but the current demand for immigration advice includes other vulnerable groups such as families and it's important to recognise that immigration advice is a scarce resource in high demand. Similarly, ■ commented on the increase time pressures affecting the entire immigration advice work in the hotels, additional funding is needed to support clients in hotels but currently organisations are limited in the extent of advice they can give due to the timeframes and capacity.
- 5.6 ■ highlighted that the GLA Migration team are ensuring that funding for immigration advice is incorporated into their budget ensuring to take note of mapping needs across different groups within London.
- 5.7 ■ updated that the GLA have also been in discussion with the Law Centre Network who may also have additional capacity to provide advice.
- 5.8 ■ emphasised the huge loss of immigration advice resource for EUSS cases after September once the Home Office funding ends for EUSS and that it is crucial to consider longer term funding for immigration advice.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

b.) Accommodation options for those with no entitlements

- 5.9 ■ requested further feedback, suggestions and ideas on how we can continue to accommodate NRPF clients to members of HMAP. Members suggested options such as making use of empty buildings in local authorities, working with Housing associations and considering cross-subsidiary models and questions were raised about what such accommodation for NRPF should look like and what the most suitable model would be. Members agreed that there is no specific model but rather a variation of models specific to certain groups from their experience of providing such accommodation to clients with NRPF.
- 5.10 ■ explained that NACCOM have connections to housing associations who have developed ideas with the voluntary sector for alternative accommodation for clients with NRPF. NACCOM also have a housing toolkit on their website with information on NRPF accommodation. ■ shared the Housing Toolkit with the group.
- 5.11 ■ updated on a housing project set up by Praxis in a HMO. The project used a cross-subsidiary model. Due to Covid, at the moment they are not able to utilise all of the 35 single rooms in the property. This project and others could be used to share learning and best practice on NRPF accommodation models.
- 5.12 Members also raised the issue of accommodation projects for clients with NRPF who also have complex needs. ■ commented upon examples of alternative accommodation in Scotland where support was provided alongside those accommodated. **Action: ■ to share further details and resources on the project in Scotland with HMAP members.**
- 5.13 ■ also emphasised that any project set up with accommodation needs immigration advice linked. ■ also commented upon how COVID19 is likely to impact winter night shelters which might not be open in the winter months if they are unable to open safely. This would increase the demand for a COVID19 safe accommodation option for clients with no entitlements.
- 5.14 ■ highlighted that accommodation for NRPF is a long-term issue which requires a more in-depth approach that takes on board the variety of possible options and to bring together key partners to discuss and might be better suited to a separate meeting. **Action: ■ to explore possible partners for a more in-depth meeting to discuss accommodation options for those with no entitlements.**

c.) Move-on offers and pathways

- 5.15 ■ and ■ presented two move-on pathways developed by St Mungo's for EEA and Non-EEA clients currently accommodated in the GLA hotels to identify the different support offers that would be appropriate dependent on the client goals and their circumstances. ■ requested feedback, suggestions and opinions from HMAP members on each pathway.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

- 5.16 Overall members agreed with the Non-EEA pathway. The main concerns were regarding timeframes for immigration advice and speed from the Home Office. With regards to timeframes, while hotels were currently due to close at the end of July, for most cases it would take a lot of time to engage and support through the pathway. Furthermore, the pathways require the Home Office to respond to applications and SARs in a timely manner and members said the Home Office should be involved in conversations as move-on success is dependent on the Home Office prioritising and processing applications quickly.
- 5.17 ■ explained that the MHCLG and the GLA were taking part in a collaborative process to ensure that hotels can be extended and that the intention was to extend the hotels beyond the end of the month, but this was subject to MHCLG funding. With regards to engagement from the Home Office, ■ explained that MHCLG officials had been made aware of the move-on pathways and we are awaiting their update on options for fast processing of applications. ■ also emphasised that part of the role of the HMAP is to hear thoughts from members on how to engage the Home Office successfully to resolve any issues.
- 5.18 ■ noted that crucial to this work is recording the data on these individuals to understand their issues more clearly so we can make a more informed case on these issues to the Home Office and other government bodies. ■ highlighted that all non-UK nationals in the hotels are being offered an immigration assessment which helps to clarify the need, exactly how many people have an immigration need, and for how long support is required.
- 5.19 ■ also raised the issue of voluntary return before immigration advice is given and how this can relinquish people's opportunity to obtain status at a later date. ■ noted that offering advice prior to reconnection is built into the move-on pathway. In addition, ■ noted that key to engagement from the Home Office would be quick responses to Subject Access Requests, so we are able to retrieve information on individuals' cases quickly.
- 5.20 In general members agreed with the process for the EEA Move-On Pathway. The main queries arose regarding work readiness and what is available to EEA nationals with pre-settled status regarding employment benefits and supporting these clients into work. Equally, there is an issue for clients who are not work ready and issues for those who do not have their retained workers status.
- 5.21 ■ raised the issue of voluntary return and how it is hard for organisations to assess whether they would have entitlements immediately upon return to their country of origin.
- 5.22 ■ suggested that it might be helpful to review how long it takes to Street Legal to casework stage 1 and stage 2 applications and to estimate timeframes for both EEA and Non-EEA casework.
- 5.23 Members all agreed that in general the move-on pathway documents were a useful tool. ■ said it would be very helpful for caseworkers supporting the hotels to see them.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

Action: ■ to share move-on pathway documents with the caveat that they are not final.

6. Asylum system cessation for those with negative decisions

- 6.1 ■ provided an update on asylum system cessation for those with negative decisions and the support that is currently provided by Migrant Help in those cases. The GLA are keen to provide some feedback to the Home Office about how stakeholders would want the service for those with a negative decision to look like.
- 6.2 ■ confirmed that there was a feeling of frustration within the sector as there was a lack of clarity on information available to asylum seekers who may be unaware of their rights or what is going to happen and this causes a lot of anxiety for those who receive a negative decision.
- 6.3 ■ updated that Crisis are currently doing an open call to update details on current asylum provision including next steps and feedback for those in asylum accommodation.
Action: ■ to share the link to the asylum provision information.
- 6.4 Members also raised the issue of confusion that has existed around this issue and whether it is important to start looking at options for people with leave to remain. Negative move-on is more challenging and tied to the 21-day timescale. This raises the importance of the issue of expert immigration advice for this group.
- 6.5 ■ emphasised that the Mayor of London's position is for the move-on period to be extended to 56 days in line with the statutory homelessness duty. Members also raised the issue of local lockdowns in the UK and how this might affect the move-on time period.
- 6.6 ■ also raised that it is not clear what type of support is available from the Home Office for refugees who require move on support. Refugees are supposed to get a phone call and be provided with information about how to access universal credit but there is no provision within that service about how to access housing advice. The expectation is that the refugee attends local authority housing options. During the current pandemic many refugee support services have been closed and it has been harder for individuals to access support. In addition, a recent evaluation of the service highlighted that less than half of those phoned actually accessed the service so the take up of move-on support is poor and wrap-around support for this group is crucial. ■ shared with the group a briefing on asylum evictions and making a case for extending their accommodation.
- 6.7 ■ shared that there was a gap between the refugee sector and the rough sleeping and homelessness sector where a lot of work could be done to bridge the gap assisting vulnerable refugees who may become homeless. ■ highlighted the connection between HMAP and the London Asylum Group.

7. New non-UK nationals on the streets

Minutes

Homeless Migrants Advisory Panel (HMAP) – 1 July 2020

- 7.1 ■ confirmed with HMAP members that this topic was already discussed in the earlier part of the agenda when commenting upon hotel closures by ■

8. Next Meeting

- 8.1 ■ suggested that the next HMAP meeting would take place in a month time due to the fast-changing environment in the hotels and members agreed. The next meeting will take place on 29th July.

9. AOB

- 9.1 ■ queried whether the needs of women and specifically migrant woman were being taken into account when planning next steps and move on for those currently accommodated within the hotels. ■ confirmed that this was raised in the rough sleeping strategic group responsible for the next steps planning from the hotels.
- 9.2 ■ also raised whether adult social care services were involved with the hotels. The GLA confirmed that assessments had already been taking place in the hotels and that adult social care were looped into the support provided to guests in the GLA hotels.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 3 June 2020

1. Introductions and apologies

Attendees

GLA
GLA
GLA
GLA
GLA
GLA
GLA
Praxis
Lewisham Refugee and Migrant Network
Lewisham Refugee and Migrant Network
Glass Door
Eastern European Resource Centre
Crisis
Crisis
Southwark Day Centre for Asylum Seekers
Red Cross
RAMFEL
Homeless Link
St. Mungo's
Public Interest Law Centre
Housing Justice
The Salvation Army
London Councils
London Councils

Apologies

MHCLG
NACCOM

2. Background and purpose of the group - GLA

- 2.1 [REDACTED] welcomed attendees and provided some context to the creation of the Homeless Migrants Advisory Panel (HMAP). He explained the group has been set up as part of the Controlling Migration Fund (CMF) bid with the aim of bringing the rough sleeping and migrant sectors together to address and find solutions for the issues faced by non-UK nationals experiencing street homelessness.
- 2.2 The recent emergency response to COVID19 and the work undertaken by the GLA to accommodate people in hotels has only accelerated the need for both these sectors to work collaboratively going forward. Therefore, an immediate priority of the advisory panel will be the ongoing support to non-UK nationals currently accommodated in hotels and the next steps strategy and move-on options for this group. In the future the advisory panel will focus on the CMF funding.

Minutes

Homeless Migrants Advisory Panel (HMAP) – 3 June 2020

2.3 [REDACTED] also welcomed and introduced [REDACTED] ([REDACTED]) as the new [REDACTED] at the GLA who will be working across the Rough Sleeping and the Migration team on issues of non-UK National street homelessness.

2.4 [REDACTED] ([REDACTED]) also highlighted that the Migration team run a quarterly Migrants and Refugees Advisory Panel (MRAP) to meet the needs of the wider migrant sector which focuses on similar topics such as immigration advice. The Migration team will ensure that work is not duplicated between these 2 groups.

3. Terms of reference and membership – GLA

3.1 [REDACTED] provided an overview of the draft terms of reference summarising the several functions expected of the advisory panel and requested feedback on the draft terms of reference. Members were in agreement that the terms of reference were satisfactory.

Action: [REDACTED] to share final approved terms of reference.

3.2 Due to the urgency of establishing this group to input into the planning work for moving-on migrant rough sleepers from Covid-19 emergency accommodation, the initial nomination process has been simplified for this year, but the nomination process will be reviewed at the end of the financial year. This year, civil society members have been selected by the GLA in consultation with Lead members of the Migrants and Refugees Advisory Panel (MRAP) against the principles outlined in Appendix A of the Terms of Reference. Members include smaller and larger charities, as well as umbrella organisations. We have aimed at ensuring representation across the sectors. The role of secretariat will be provided by the GLA officers.

3.3 In addition to membership, [REDACTED] highlighted that HMAP requires 2 lead members to lead on ad hoc task and finish groups and represent HMAP on the London Strategic Migration Partnership (LSMP) meetings and the Life Off The Streets Taskforce meetings. The lead member will be nominated and elected by HMAP members and individuals may nominate themselves and vote freely. [REDACTED] encouraged members to consider becoming Lead members and agreed that Lead members will be selected in the next meeting **Action: Members to email [REDACTED] to nominate themselves as potential Lead members. Vote to elect Lead members to be included in the next meeting's agenda.**

3.4 The question of involving experts by experience in future HMAP meetings was also raised by [REDACTED]. Members agreed that it is important to ensure experts by experience's voices feed into the work of HMAP but that a consistent approach is required. Any approach would also need to ensure a wide representation of experience rather than capturing one specific service user. Members mentioned the work of the voice network at the Red Cross, Expert Link and the GLA's own Young Londoners initiative as potential formats for including service users experience. [REDACTED] confirmed that this could be any migrant with experience of street homelessness. **Action: Members who run expert by experience programmes to consider whether their programme might be appropriate to support someone to be involved in HMAP and to discuss at the next HMAP meeting.**

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Homeless Migrants Advisory Panel (HMAP) – 3 June 2020

- 3.5 Similarly, [REDACTED] requested members' thoughts on whether there should be any boroughs represented at the HMAP meeting. It was agreed that this was not necessary as London Councils was already represented and also Lead HMAP members will be involved in the Life Off the Streets Taskforce and the LSMP where there is wide borough representation.

4. Move-on options for non-UK nationals in emergency COVID19 hotels - GLA

- 4.1 [REDACTED] provided context on the GLA's emergency COVID-19 hotels explaining that to date the GLA have procured 14 hotels, accommodating c1300 people since the outbreak of the virus. About 70% of hotel guests in the GLA hotels are non-UK nationals and a significant proportion appear to have unclear immigration status or to have no recourse to public funds. The current move-on support taking place intends to work in alignment with the Mayor's 'In for good' principle that all guests will be provided with an offer of accommodation.
- 4.2 Plans are under discussion for a phased closure of the GLA funded hotels to allow enough time to work on move-on plans for all guests. However, [REDACTED] noted that unless there are specific policy changes by central government, there are challenges around what longer term accommodation offers can be provided particularly for those with no recourse to public funds. The GLA are currently advocating strongly around policy changes in this area.
- 4.3 Immigration Advice
- 4.4 [REDACTED] provided details on what immigration advice support is in place at the moment in the GLA hotels. It was noted that there is limited capacity for the high number of people needing advice, an issue compounded by the time it takes to resolve immigration cases. Similarly, specific issues relating to access to ID were raised but also the difficulties around some guests not wanting to engage in accessing legal advice on their immigration case. However, the GLA wants to work with relevant organisations to ensure that all guests have an opportunity to receive immigration advice to clarify their entitlements and options.
- 4.5 [REDACTED] asked members to please share information if they were aware of any additional projects that could increase immediate capacity for immigration advice for those in the hotels. [REDACTED] also reinforced the point that this is a major opportunity to work with a considerable amount of non-UK nationals and provide them with support so any suggestions would be helpful.
- 4.6 [REDACTED] raised that Glass Door run one of the few services open at the moment to provide basic support for those on the streets. She asked for more information on hotel closures as this would be helpful to know in order to plan effectively for any increased demand for day centres over the coming weeks. [REDACTED] confirmed that a phased approach to closure for the GLA hotels is been planned to avoid a cliff edge. [REDACTED] agreed that we can provide information as the plans develop on when the GLA hotels might be closing but that this would not include borough hotel information. **Action: GLA to share details on the plans for hotel phased closures.**

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- 4.7 [REDACTED] ([REDACTED] shared that London Councils are currently requesting information from local authorities on their hotel accommodation and will be able to share this information with HMAP members once collated. **Action: [REDACTED] to share details on local authority hotel closures where possible.**
- 4.8 [REDACTED] asked what organisations were providing immigration advice in the GLA hotels at the moment and [REDACTED] provided a list of organisations' names linked with different homelessness providers in the hotels.
- 4.9 [REDACTED] mentioned she had heard reports of a guest with pre-settled status being provided with a single service offer of returning to their country of origin and queried whether this was an agreed approach in the GLA hotels. [REDACTED] confirmed that this was not the GLA's expectation and way of working at the moment and if [REDACTED] could provide more details, they can look into it further.
- 4.10 [REDACTED] ([REDACTED] provided further context specific to St. Mungo's practice explaining that anyone who says they want to return to their country of origin are offered support to do so but are first provided with information around benefit entitlements within the UK and on the EU Settlement Scheme (EUSS), as well as offered immigration advice on EUSS. [REDACTED] also mentioned the difficulty of supporting non-EEA nationals to receive advice and support on non-EEA reconnections after the closure of the CHOICES programme which was run by Refugee Action.
- 4.11 [REDACTED] ([REDACTED] queried whether the Suspension of Derogation funding can be used to provide immigration advice in the GLA funded hotels. [REDACTED] confirmed that funding had been extended until the end of this year, however it had already been allocated prior to COVID19 but the GLA are working with MHCLG to see if this can be re-allocated to provide funding for hotels or if more funding via the Suspension of Derogation could be made available.
- 4.12 [REDACTED] ([REDACTED] spoke about the unprecedented nature of this work and how it could possibly be used as an opportunity to undertake some pre-litigation research on the difficulties of obtaining status for this client group and how this could then be used to influence further policy change. He gave the example of the issues encountered by advisers to support rough sleepers to make applications based on over 20's years residence when documents cannot be found due to the nature of having a life on streets.
- 4.13 [REDACTED] ([REDACTED] suggested that funding for pre-litigation work could be seek from the Strategic Legal Fund.
- 4.14 [REDACTED] mentioned the work of the London Community Response Fund which has already provided [REDACTED] in emergency funding for wider civil society for over 1,100 grants to date on specific causes including immigration advice and migrant issues.
- 4.15 Concerns were raised surrounding the new round of the Home Office EUSS funding available from October which some of the providers focusing of homeless migrants would not be applying for due to the limited amount and length of funding available. Members agreed this would lead to a huge absence of vital support and immigration advice for this

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group. ■ confirmed that this issue had been raised with the MHCLG and ■ agreed to raise it directly with the Home Office. It was suggested that a collective letter to the Home Office and the MHCLG could be a possible option to lobby for more effective funding opportunities but also highlighting the current risk involved. ■ (■ from the Red Cross also offered to raise this with the Home Office vulnerability Group. **Action: ■ to draft a letter to reflect the issues raised on the latest EUSS funding as a collective ask from the homelessness and migrant sector and share it with members. ■ to raise these concerns with the Home Office directly.**

4.16 Accommodation options for those with no entitlements

4.17 ■ raised that accommodation options for those with NRPF appear very limited and the GLA is keen to identify organisations that have projects or models that could be accessed or expanded to support this group. Hosting, work ready accommodation and other potential housing models are options to explore and ■ asked members to share information on organisations that could support this work.

4.18 ■ highlighted that following assessments in hotels, quite many hotel guests were EU nationals with no current benefit entitlements but who are work ready. Therefore, there is a need to access employment to help fund accommodation. However, ■ noted that data indicated a high number of people have the issue of not having the ID needed for employment and struggling to access consulates which have been closed due to COVID19. ■ flagged that lack of ID is also an issue to apply under the EUSS and that this had already been raised with the EU commission and the Home Office with the advice that the only way to get around this was to submit a EUSS paper application and finding alternative documents to prove the right to settled status.

4.19 ■ asked for more clarity on what had been asked of MHCLG with regard to the cost of funding continued accommodation for this group. ■ confirmed that the funding ask had been made to MHCLG for those with no entitlement. Similarly, ■ highlighted that London Councils are undertaking a piece of research on the cost of the 'in for good principle' being applied across hotels enabling them to put forward clear data on the total cost of providing ongoing support for this group.

4.20 With regard to hosting, ■ emphasised that this would be an unlikely option in the immediate future whilst the issue of COVID19 is still present and people usually willing to host might be less inclined during the pandemic. He suggested this may change in the medium-term and run up to Christmas. ■ emphasised the length of time it takes to resolve someone's immigration status and that hosting often is not appropriate in this circumstance. An integrated approach to housing and immigration advice is the most important thing.

4.21 Similarly, ■ also highlighted the issue with Winter Night Shelters and issues relating to the pandemic and the possibility of a resurgence in the future.

4.22 ■ highlighted that several smaller organisations were close to closing because they have not been able to access emergency funding and queried whether we

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could get London wide view on this. [REDACTED] explained that Homeless Link have been collating feedback from day centres about best practices and ways of working during the current pandemic which she can share. Funding was available for homeless organisations but the deadline to apply had passed. **Action: [REDACTED] to share any details of best practice/guidance for day centres during the current pandemic.**

4.23 Support Needs

- 4.24 There are guests in the hotels with high level mental health and substance misuse support needs and issues around capacity currently accommodated in the hotels and [REDACTED] requested any resources, organisations or any concerns to be shared with the GLA to help.

5. Asylum system evictions and NRM evictions - GLA

- 5.1 [REDACTED] ([REDACTED]) provided an update on asylum accommodation. Home Office are still designing their Recovery Plan around ending the pause of cessations from asylum support but there is no clarity at the moment on when cessations might start again. There would be a meeting with the London Asylum group on the following Monday where more clarification of the Home Office would be requested.
- 5.2 [REDACTED] echoed [REDACTED] points and said that the Red Cross had struggled to gain further information from the Home Office on this issue. They were concerned that a decision hadn't yet been reached and that it was important to be proactive with regard to any positive decisions and to involve relevant organisations.
- 5.3 [REDACTED] reported that there has been a very sharp decrease of NRM referrals during the lockdown period. [REDACTED] will be able to provide a more detailed update on NRM evictions as shared by the Mayor's Office for Policing and Crime (MOPAC) ahead of the next meeting. [REDACTED] also provided an update on migrant issues in light of COVID19 such as employment exploitation, difficulty accessing services and increased issues of domestic abuse. **Action: [REDACTED] to share update on NRM evictions.**

6. New non-UK Nationals on the Streets - GLA

- 6.1 [REDACTED] confirmed there is still a flow of new people to the streets of which c50% are non-UK nationals according to recent CHAIN figures. This raises questions around Pan-London provision for this group as assessment hub services such as NSNO are no longer appropriate in today's settings. Further guidance is required on day centres and shelters and work is ongoing by PHE, MHCLG in collaboration with Housing Justice and Homeless Link in order to effectively approach this issue.

7. Future Meetings - GLA

- 7.1 The HMAP advisory panel would normally run four times a year. However in light of current issues, [REDACTED] suggested that the next meeting is held in one month's time on 1st July 2020. Members agreed. It was suggested that it would be helpful to have the contact details of all members to continue the conversation and all those present agreed

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to have their email addresses shared. **Action:** [REDACTED] **to share details of the next HMAP meeting and ensure all members have each other's emails to continue discussions prior to then.**

8. AOB

8.1 Nothing to report.

The Mayor's Migrant & Refugee Advisory Panel (MRAP)

14.00 -16.00

27 July 2020

Attendance

██████████ GLA (Chair)
██████████, GLA
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██████████, MOPAC
██████████, Refugee Council
██████████, ELATT
██████████, East European Resource Centre
██████████, Focus on Labour Exploitation (FLEX)
██████████, London Funders
██████████, Roma Support Group
██████████, Evelyn Oldfield Unit
██████████, Glass Door
██████████, Migrants Organise
██████████, Middlesex Tamil Academy
██████████, LAWRS
██████████, Migrants Rights Network
██████████, Liberty
██████████, ELATT

1 Welcome & Minutes

1.1 The minutes of the previous meeting were **agreed**.

1.2 ██████ updated that ██████ raised the feedback from MRAP regarding the Windrush Lessons Learned Review with the Home Office at the last London Strategic Migration Partnership (LSMP) meeting.

2 Update from London Asylum Group

2.1 ██████ provided an update on the London Asylum Group (LAG). ██████ updated that at the last LAG meeting in June the COVID-19 response was discussed, including existing concerns around the use of hotels to accommodate people seeking asylum, which has become more acute since lockdown measures were put in place. ██████ highlighted the importance of getting people the services and support they need, especially in light of the recent stabbings by an individual seeking asylum accommodated in hotel in Glasgow.

2.2 ██████ highlighted that the Home Office policy to pause evictions from asylum accommodation came to an end on 30 June, with many people now unsure of when they will need to leave their accommodation. There are concerns across various service providers about the impact of having a large volume of evictions taking place in a short timeframe on their services.

2.3 [REDACTED] noted that there are a large number of people staying in hotel accommodation that has been procured at short notice in haste, and there are concerns from some civil society organisations about poor standards at these hotels.

2.4 [REDACTED] explained that that Reed in Partnership signpost newly recognised refugees to other services during the 28 day move on period. They have developed a form to enable them to register civil society support in this system, to enable relevant signposting to core. This form has been shared with MRAP previously but Reed in Partnership are looking to update their systems and have stressed that returning the form can be accompanied by a conversation to ensure the relationship works for the individual civil society organisation.

2.5 Members raised the following points:

- Whether it is possible for newly recognised refugees to get in touch with Reed in Partnership if they haven't had contact. [REDACTED] noted that there is a specific email address to contact for this.
- That Reed in Partnership's remit is limited primarily to signposting, and does not include advocacy on behalf of individual service users, for example.

Action: Members to share any concerns about poor standards at hotels (both specific cases and practices in place) with [REDACTED] and [REDACTED] so that these can be raised with the Home Office.

Action: [REDACTED] to share stakeholder template for Reed in Partnership's referral mechanism and their contact details.

Action: Members to get in touch with Reed in Partnership if they are interested in being part of their referral mechanism and share details of this opportunity with their networks.

Action: [REDACTED] to share Reed in Partnership's contact details for getting newly recognised refugees back in touch with them [REDACTED]

3 Update from Homeless Migrants Advisory Panel

3.1 [REDACTED] provided an update on the Homeless Migrants Advisory Panel (HMAP). The terms of reference set out that this is an expert group to advise the work of the Life Off The Streets Taskforce, the London Strategic Migration Partnership (LSMP) and the GLA's internal teams on issues related to street homelessness among non-UK nationals in London. The This group will link to the Migrant and Refugee Advisory Panel (MRAP) through a Lead Member who will be part of both panels.

3.2 HMAP is currently focused on the move-on of non-UK nationals from GLA hotels, which is dependent on MHCLG funding. Casework is being conducted while people are in the hotels, including on the EU Settlement Scheme and other immigration advice, as well as other issues. [REDACTED] noted that HMAP are meeting regularly, given the speed at which this work is moving currently.

3.3 Members raised the following points:

- Whether there are any plans for those who have left the UK but plan to return. [REDACTED] suggested this is discussed outside of this meeting.

- Concerns around hidden homelessness, as well as people becoming homeless and returning to homelessness. These issues are not currently covered in HMAP but it is important they are addressed as they will become an significant concerns once hotels stop running.
- The need for employment support for this group, and help setting up a bank account and getting a national insurance number.
- Whether those who have decided to leave hotel accommodation and return to the streets have been discussed at HMAP. There are concerns about data collection policies at some hotels, including GLA hotels, and this has put some people off from staying in these hotels.

Action: Hidden homelessness and those at risk of becoming homeless to be agenda item at next HMAP meeting.

Action: Members to share any further suggestions for agenda items for HMAP with [REDACTED] and the other lead members.

Action: Feedback and/or minutes from the next HMAP meeting to be shared with MRAP.

Action: [REDACTED] to look into concerns around data collection practices at some GLA hotels. [REDACTED] to share details of specific case referred to.

4 Future Immigration System

4.1 [REDACTED] provided a summary of the Government's Immigration Bill. [REDACTED] note that the Mayor has spoken out against the legislation, raising specific concerns around the sweeping powers given to the Home Secretary, the entrenchment of the hostile environment and the impact of the proposed version of the points-based system, particularly in the context of COVID-19. Whilst more details of the health and care visa have been provided, this still largely excludes social care workers. [REDACTED] also highlighted that the GLA welcomed the Home Secretary's statement on the Windrush Lessons Learned Review but are disappointed that no immediate changes are being made, for example on the NHS health surcharge. These concerns are being raised directly with the Home Office through LSMP and other forums.

4.2 [REDACTED] updated on NATECLA's recent exploratory meeting with stakeholders to discuss the impact of the immigration bill for ESOL learners and to consider lobbying priorities. Attendees included the Association for Labour Providers, to provide an employer perspective. [REDACTED] is looking for clarification from the Government on two key points:

- What the language requirements set in the Bill mean for existing ESOL classes; and
- What this means for access to ESOL provision.

4.3 Members raised the following points on the Immigration Bill:

- A reliance on visas tied to one form of employment risks employer financial abuse.
- Concerns that civil society cannot prepare for the changes as it is unclear what they will look like in practice.
- Concerns around more people be subject to the No Recourse to Public Funds (NRPF) condition and more people becoming more vulnerable.
- A need for clarity on pension rights, as well as education and children's rights.
- A need for clarity for people who may change immigration status, for example by gaining a qualification.

- Immigration will now need to be included in advice on welfare, housing, employment rights and relationship breakdown in civil society services for European communities in London, but there are concerns that mainstream advice providers will not be able to cope with this change.
- More needs to be done to ensure migrant communities feel able to access policing and the criminal justice system.
- Concerns around the new requirement of comprehensive sickness insurance (CSI) for naturalisation creating a barrier for those who have settled status through the EU Settlement Scheme, which does not require CSI, from becoming British citizens.
- The need for clarification on the immigration status of EU citizens who moved to the UK before their country of origin joined the EU.

4.4 It was also raised that the Domestic Abuse Bill recently passed but that migrant women's rights were not recognised in the bill. This, as well as the Immigration Bill, put migrant women in a more vulnerable position.

Action: Members to get in touch with [REDACTED] if they would like to attend the next NATECLA-organised meeting on the Immigration Bill.

Action: GLA to ask Home Office for clarification on whether EU citizens who moved to the UK before their home country joined the EU still need to apply to the EU Settlement Scheme.

Action: Members to share further thoughts and concerns about the Immigration Bill with [REDACTED] and [REDACTED]

5 London Recovery Board: Missions

5.1 [REDACTED] provided an update on the London Recovery Board, a partnership across London which includes the GLA, London boroughs, London Councils, civil society, business, and health services, among others. The focus of this board is to look at how London comes together for recovery after COVID-19, not only in terms of health, but also in tackling inequalities highlighted by the pandemic. The Government is not part of the partnership, but the Minister for London sits on these meetings. [REDACTED] noted that this board sits alongside the London Transition Board co-chaired by the Mayor and the Housing Secretary, which will come to an end at the end of 2020.

5.2 Noting that there are also a number of cross-cutting priorities for this board (including health and equality and inclusion), [REDACTED] asked for members thoughts on the eight proposed missions for the board:

- Skills and employment
- Green new deal
- Digital connectivity and inclusion
- 15 minute cities
- A strong civil society
- A robust safety net, a good standard of living and the tools to thrive
- New deal for young people – the leaders of the future
- No one's health suffers because of who they are, where they live or if, how and where they work

5.3 Members raised the following points:

- Whether there will be any interaction between the new board and existing groups such as MRAP. [REDACTED] emphasised that the new board does not want to replicate work that is already happening, and there will be dialogue between the two groups, as well as a route for escalation.
- How the board will engage with communities who have been left out of previous engagement. [REDACTED] noted that a core objective of the engagement work is to ensure the board is hearing from groups of Londoners who are often less heard than others.
- Who represents civil society on the board. [REDACTED] shared the membership list with members. [REDACTED] noted that wider engagement work will help capture a diversity of views from civil society, and the civil society representative should be seeking the views of other civil society organisations.
- The importance of ensuring the proposals and strategies of this board leading to concrete action, and that there are sufficient resources for this work. [REDACTED] emphasised that there will be clear aims for short-, medium- and long-term delivery, and partner organisations including the GLA will all be planning their resources for this.
- The need to consider how the board will consult and whether the right representatives are included, e.g. from the homelessness sector and representation from BAME, refugee and migrant communities.
- The importance of identifying and mapping the concerns and needs of different communities in London to inform the work of the board.

Action: Members share with [REDACTED] and [REDACTED] any specific communities for the London Recovery Board should engage with.

Action: Members to share any further thoughts on the London Recovery Board's missions with [REDACTED] and [REDACTED]

6 Modern Slavery & Labour Exploitation

6.1 [REDACTED] provided an update on labour exploitation in the context of COVID-19 and the implications of the Leicester garment factory incidents. There are concerns around secure reporting, with the migrant workers in Leicester specifically mentioning their fear of reporting because of their fear of deportation. This is a widespread issue not unique to Leicester. [REDACTED] suggested the Mayor advocates for the Metropolitan Police to implement frontline changes to their approach to labour exploitation cases by not focusing on immigration status.

6.2 On the new immigration system, [REDACTED] noted two key issues:

- The EU Settlement Scheme won't capture everyone applicable, which will lead to a rise in people with insecure immigration status, and thus make them more vulnerable to labour exploitation; and
- Concerns around temporary migration schemes such as the seasonal workers pilot for agriculture, as these migrants face restrictions on changing sectors and have NRPF. These schemes are more likely to generate exploitative conditions, and where workers stay for shorter periods, they are more likely to have a lower understanding of their rights.

6.3 [REDACTED] also highlighted that a new single enforcement body for employment rights in the UK is being set up, which will have a significant impact on UK labour law. This is an opportunity to advocate for better resourcing of inspectors, as well as for secure reporting, clear and more

straightforward systems for workers to access justice, and an increase in proactive inspections to identify abuses at an earlier stage.

6.4 [REDACTED] noted that Anti-Slavery Commissioner has called for businesses to ensure their supply chains are free of modern slavery beyond Modern Slavery Statement. MOPAC are keen to see what more can be done in this work, for example through the Mayor's Good Work Standard.

6.5 [REDACTED] noted that the Modern Slavery Board and Human Trafficking Foundation's modern slavery working group are running alongside each other. The board is looking to break down key performance data by borough, and MOPAC are working on the future of the board, which will reconvene at a later date. [REDACTED] noted that there will be greater interaction between the Modern Slavery Board and LSMP so any concerns can be reflected directly.

6.6 [REDACTED] noted that there is a national referral mechanism for the UK to identify and support potential victims of modern slavery. The Modern Slavery Unit at the Home Office would like to have a discussion on the strengths and weaknesses of the current programme.

Action: [REDACTED] to feed back [REDACTED] asks to MOPAC.

Action: [REDACTED] to update on the Deputy Mayor and Anti-Slavery Commissioner's meeting.

Action: [REDACTED] to confirm when the new policing and crime strategy will be open for consultation.

Action: Modern Slavery Unit's national referral mechanism to be discussed at a meeting, and members interested in taking part to get in touch with [REDACTED]

7 AOB

7.1 [REDACTED] noted that there are currently a few spaces to fill on MRAP and [REDACTED] and [REDACTED] are looking at the diversity of membership and would like to reach out to organisations that would be good to include on this panel.

Action: [REDACTED] to share minutes from LAG and HMAP to members who would like to receive them.

Action: [REDACTED] to contact members about other organisations who may be interested in sitting on MRAP.

Immigration Advice/ Reconnection - 21.05.20

21 May 2020 11:06

[Information not relevant to request]

[REDACTED]

RECONNECTIONS

- Message given to hotel providers on 20/05: *Routes Home has not been doing reconnections during the lockdown period as it was not appropriate. However, as I mentioned earlier, recently they have been made aware that the Romanian consulate is making arrangements to help Romanian nationals return to Romania. Routes Home have been in contact with the consulate about this and are also in conversation with Depaul around support that could be provided in Romania. If you have any clients who want support to return to Romania, you can contact [REDACTED] [@MUNGOS.ORG](mailto:[REDACTED]@MUNGOS.ORG) to discuss. Please note that it is very important*

that everybody makes an informed decision about reconnection, especially in the context of Brexit and future changes to the immigration system. Therefore, please ensure that:

- 1. Nobody is supported to return without having first had access to information and advice on their rights in the UK and more specifically around the EU Settlement Scheme.*
- 2. Work done around providing or facilitating access to immigration advice or information on EUSS is adequately recorded, e.g. on CHAIN under Immigration/ Information given/ EUSS.*

My understanding is that you all now have links to immigration advisers to support non-UK nationals in your hotels and we would like to encourage you to refer clients as soon as possible to ensure that everybody gets at least an immigration assessment before leaving the hotels. Please let me know if there is any capacity issues or additional needs around this area that we might be able to help with.

- Action- [REDACTED] to organise meeting with [REDACTED] from Routes Home on w/c 01/06
- Action- [REDACTED] to ask in team meeting that hotel leads reiterate the message above
- Action- [REDACTED] to find out what the capacity of Safe Connections is.

Immigration Advice/Reconnection - 13.05.2020

14 May 2020 13:01

[Information redacted out of scope of request]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[Redacted text block]

[REDACTED]

- [REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]

[REDACTED]

- [REDACTED]

4. Resettlement

- Options for reconnections for UK and Non-UK nationals
- **Action** [REDACTED] – to identify capacity and resource of staff within hotels to provide reconnection support under Safe Connection
- This is predominantly about assessment of whether people have a local authority connection (both within and outside London)

GLA hotels ops meeting – 26/10/20

Attendees

████ @ DePaul
████ @ Mungo's
████ @ HDAS
████ @ KCH
████ @ GLA
████ @ GLA
████ @ EASL
████ @ Mungo's
████ @ GLA
████ @ Thames Reach
████ @ Look Ahead

Agenda

1. Review of actions from last meeting
2. GLA update
3. Health update
4. Support provider updates
5. EASL update
6. CGL/HDAS update
7. AOB

Notes

1. Review of actions from last meeting

All actions from last meeting complete.

2. GLA update

- Main update is the on-going progress of closing █████ (and of this month).
- Plans to re-open to outreach for extremely clinically vulnerable are progressing – about to pilot the COVID risk assessment.
- Offers letter translations have been provided.

3. Support provider updates

DePaul – arranging transfers and positive moves out of █████ lots of info sharing with █████

Several moves to happen today.

Small number of residents (3) will be asked to leave under the offers policy- 2 for refusing UK offers (up to 9 different offers of accommodation refused) and 1 client for lack of engagement. Will be speaking with Newham to alert them to this.

49 guests left to transfer to other sites.

Mungo's – [REDACTED] will be confirming the available spaces to accept transfers (seeking to maximise Waterloo voids).

Reviewing targets for all sites – looking largely on course to meet targets or close to them.

Waterloo – having taken over Mungo's expect to have completed review of cases by the end of this week, and will then be looking to move guests to the appropriate locations.

[REDACTED] – progress on additional alcohol support – hopefully someone in place soon.

Reconnections – being cautious to ensure that everything has been done before reconnection offer letters are issued.

ACTION: [REDACTED] and [REDACTED] to coordinate outside of this meeting to ensure that all is being done properly.

[REDACTED] has sent triage hub stats to [REDACTED] [REDACTED] Referrals are picking up.

Look Ahead – only 2 positive moves this week (to PRS). Delays with white goods are slowing things down.

Working with [REDACTED] re issues of guests with Care needs.

Looking to ensure that CHAIN is updated over the coming weeks.

4. Health updates

In addition to the COVID risk assessment mentioned above, F&T are working on availability of immediate tests for situations such as triage hubs.

Re COVID Care – on-going work to increase available capacity, including expanding [REDACTED] and other options.

[REDACTED] believes that they were at full capacity last week.

ACTION: GLA to look into getting regular referral and capacity reports again from COVID Care.

Staging post MDT planned for Wednesday.

Raised question of information sharing – Mungo's believe that NDAs are required, but [REDACTED] believes that this was already discussed.

ACTION: [REDACTED] to put [REDACTED] in touch with Mungo's info sec to discuss and agree.

Question about ensuring health input for non-GLA hotels.

5. EASL

Has been a slightly quieter week in terms of referrals.

[REDACTED] – updates as per above.

6. HDAS

██████ – updates as per above – ██████ to provide ██████ with costings for additional support.

Query for ██████ to ensure continuity of care for those transferring.

Progress of interim review: hope to be able share this in the near future.

7. AOB

This is ██████ final meeting, as ██████ will have closed by next week. Many thanks to him and his team for all the hard work.

Next meeting: Monday 2 November 11:00 am

GLA hotels ops meeting – 05/10/20

Attendees

████ @ GLA
████ @ EASL
████ @ NHS
████ @ St Mungo's
████ @ HDAS
████ @ Depaul
████ @ GLA
████ @ GLA
████ @ St Mungo's
████ @ Look Ahead

Agenda

1. Review of actions from last meeting
2. GLA update
 - Offers policy
 - PRS
 - Face coverings
3. Support provider updates – closures and opening, progress against targets and issues arising
4. Targets and move-on
5. Health update
6. EASL update
7. CGL/HDAS update
8. AOB

Notes

1. Review of actions from last meeting

c/f GLA to list health inputs.

DO suggests doing that now:

Croydon: Nurses from Rainbow team doing drop-ins to the hotel. Mental health is START.

████ Newham Transitional Practice team each Monday. Last week had an extra visit from nurses to help get registration with primary care. Mental health is RAMHP.

Waterloo Hub: <no provider present>

████ no specific health team connected with the site, all registered with GPs.

Walthamstow: █████ mentioned recent email from local GP

Reminder to providers to record rejected offers on CHAIN.

Mental health input for Walthamstow – █████ meeting with RAMHP and █████ this week to discuss.

2. GLA update

Hammersmith and Wandsworth both closed last week smoothly – thanks to all involved.

All providers should now know about longer-term end dates. GLA to circulate update to all wider partners today.

Offers policy:

The updated version will be circulated today.

Main difference is that for those whose only option is international reconnection, and they are refusing that offer, will be asked to leave (unless in the shielding group). I.e. the same as for people who have an offer in the UK and are refusing.

Discussed ensuring that people are not in the shielding group before offer letters are given – this is the responsibility of the support provider in each case. Also ensuring that capacity to make the decision has been considered. For both physical health and capacity, case notes or other recording should be done.

If the offer is reconnection, but the destination country's borders are closed, they should not be asked to leave (currently).

PRS:

Still a large number of people recorded as having an 'in progress' case with the PRS providers (probably more than is really the case). Question whether there is a 'disconnect' between PRS providers and the support providers' understanding of the situation for each guest.

DO will be circulating update information for support providers to check.

PRS support teams have been having lots of success, although some flats found to be unsuitable, so transfers arranged.

Face coverings:

Flagged by some partners that these are not being used by guests in communal spaces.

Providers: the newly circulated policy hasn't changed practice (as they were already being used), some issues with guests being resistant, but no significant problems – face coverings in use on all sites.

Challenge to ensure sufficient stock of masks.

3. Support provider updates

Depaul

Had 20 transfers from closing Mungo's site.

Doing an audit of rooms to check capacity.

One reconnection to Brazil last week.

Several transfer to [REDACTED]

St Mungo's

Closed Hammersmith and Wandsworth. Note to other providers – speak with [REDACTED] and Street Legal.

9 planned moves from the remaining hotels last week.

Have opened Hackney triage hub.

Working on plans for transfer of Waterloo Hub Hotel from Look Ahead.

Look Ahead

Have just taken the last transfers from Wandsworth and completing assessments/transfer of information.

No moves this week.

Several guests expected to move next week.

One guest has declined an offer – working with START team to assess capacity.

4. Targets and move-on

All providers are aware of their numbers.

October targets to be confirmed this week.

5. Health updates

Question about the health input for triage hubs.

Health support still being ironed out, currently some support on site from GreenLight.

Update on Care site: still only 4 beds at the [REDACTED] so health are looking into options to scale-up for the winter if needed.

6. EASL

Busy, especially with the complex transfers.

EASL input in the new NSNO triage hubs still unclear – need to clarify to know capacity.

Potential new complexities of identifying referrals for care if someone is being supported by the hub team but living elsewhere.

7. HDAS

Received info on 5 transfer cases with SMU needs, so working with those to ensure smooth transition.

Also interested in new triage hubs and how HDAS can support with assessment and access to services.

8. AOB

Next meeting: Monday 12 October 11:00 am

21 September 2020

Next steps ops meeting – 21/09/20

Attendees

██████ @ EASL
██████ @ NHS
██████ @ HDAS
██████ @ Depaul
██████ @ GLA
██████ @ GLA
██████ @ GLA
██████ @ St Mungo's
██████ @ Look Ahead
██████ @ Look Ahead
██████ @ Thames Reach

Notes

1. Review actions from last meeting

██████ flagged the possibility of those in the clinically vulnerable group to be considered as priority need.

Action: █████ and █████ to continue to work to get CHRISP assessments recorded on CHAIN-**ongoing**

██████ went through the poor performance data and picked out a few groups – Full LA duty, reconnection, etc.

Action: Providers to look into these groups and let GLA know if any support needed to address barriers and ensure move-ons- **ongoing**

Providers to focus on clarifying the options for the +180 guests who still don't have an option identified-**ongoing**

Providers to ask GLA if/when Health leaflets needed – No requests so far, providers reports none required

Providers to review and send updated numbers and details of shielding and offer not accepted clients by email for future meetings – Some providers have sent these cases, others have brought numbers for discussion in meeting- **ongoing**

Providers to let █████ know specific cases where there are barriers to accessing primary health-**ongoing**

2. GLA update – sites, funding, closure dates, etc.

Last week we received the decision on NSAP funding. We got less funding than requested which puts more pressure on moving on clients as soon as possible. This week we will be working on a longer-term plan for hotels and move-on support. In the interim,

21 September 2020

all hotels will be extended for 1 month, except Hammersmith and Wandsworth. We don't foresee problems with the extension.

We expect to do something for those who are still on the streets but we will need to also discuss with Local Authorities, who also received NSAP funding, to understand the gaps.

3. Support provider updates

Depaul

Referred 11 people to Migrants Organise and they will be assessed this week.

3 people will be reconnecting and are working on ensuring there is support in country of origin.

75% of guests have been tested for COVID.

3 positive move-on last week. 1 young person went to rehab.

3 people might need to be shielding.

Waiting for results of a number of mental health assessments that took place last week.

ACTION: Depaul to add to CHAIN when guests have been identified as needing shielding

Thames reach

1 person has moved to their EU Home Country.

Mungo's

22 planned departures on Hammersmith and Wandsworth last week. Most of Local authorities referrals are positive, just about 5 that are facing some barriers.

30 to 45 gaps on beds spaces that will be needed for Wandsworth/Hammersmith hotels closing at the end of September- the majority are immigration cases.

16 people need additional immigration advice from those in the potential reconnection cohort.

Of those 144 non-identified plans, the majority are Street Legal clients

Most of those shielding have been accepting offers. 4 of those shielding are not taking on reconnection offer.

Look Ahead

Croydon- About 38 identified as needing shielding.

5 guests refusing offers and they are all in the shielding group. 1 of them has had a reconnection offer not taken up.

1 person has reconnected independently.

Some guests needing an updated move-on options (e.g. PRS to supported accommodation). One client has moved to needing immigration advice. Referrals to Local Authorities are going well, no needing GLA support at the moment.

Waterloo- CHAIN has been updated for about 61% of guests. A number of them still not identified due to immigration cases. Last week there were 3 move-ons (2 PRS and 1 NASS). Some clients have been given addresses for CH but no viewing yet. 1 client will be supported to reconnect. Communicated with [REDACTED] about referrals to Local Authorities.

21 September 2020

Action: Look Ahead Waterloo- all move on work to be recorded on CHAIN by the end of this week

4. Move-on performance

Some hotels are already close to meeting the targets but several are well below the expected targets.

5. Move-on workstreams update

Discussed hosting- concerns about most immigration clients having too high needs to be appropriate for hosting. Waterloo Hub might have some clients and will confirm on Wednesday. If numbers are substantial, GLA will need to look for a solution for the longer term support needed to accompany most hosting referrals.

6. Health updates

The extremely vulnerable clients identified through CHRISP assessments have been recorded on CHAIN and others are being recorded this week.

Covid is increasing, so it might be good to look again at doing a daily symptoms checking again.

Action: GLA to raise in next Strategic meeting about re-starting daily symptoms checking again.

Action: GLA to create a list of what health input is available in each hotel and send to

[REDACTED]

7. HDAS

Relatively quiet in terms of referrals. Happy to help with transfer of treatment for those moving from Hammersmith and Wandsworth.

Providers to ensure they are informing HDAS on these moves.

8. EASL

Working mainly with Hammersmith, Wandsworth and [REDACTED] Some movement with guests in Wandsworth.

A meeting will be taking place tomorrow about people with MH related barriers to move on.

EASL was wondering if some of those with MH and unclear plan could be moved to a Staging post to continue working with those clients.

Action: GLA to consider Staging Post criteria for this group

9. AOB

None

14 September 2020

Next steps ops meeting – 14/09/20

Attendees

@ GLA

@ EASL

@ NHS

@ HDAS

@ Depaul

@ GLA

@ GLA

@ St Mungo's

@ Look Ahead

@ Thames Reach

Notes

1. Review actions from last meeting

- GLA to arrange courier for leaflets: No sites have yet contacted GLA to say that they need more, so they have not been delivered.

Ongoing action: providers to ask GLA if/when leaflets needed.

- EASL/GLA to liaise around MH work. EASL and the MH services working in the other hotels are now collecting information on people for whom there are MH related barriers to move on. Will be reviewed with the GLA once complete.
- GLA to circulate updated moves data: Done.
- Sites to review and confirm lists of 'shielding and offer not accepted'. Most providers have brought this info to the meeting to discuss but there was some confusion about offers to non-UK nationals which has been clarified (i.e. offers of exploring reconnection outside the UK should not be issued until immigration advice has been provided)

Ongoing action: providers to review and send updated numbers and details by email for future meetings.

- [REDACTED] to discuss with GLA if additional assessment space is needed in [REDACTED]. Has not been needed so far.
- Providers to let [REDACTED] know specific cases where there are barriers to accessing primary health: No information yet received.

Ongoing action: carry over this action.

2. GLA update – sites, funding, closure dates, etc.

Still awaiting outcome of funding bid – no news yet. GLA will let providers know as soon as we know.

14 September 2020

3. Support provider updates

Depaul

2 clients moved on last week and more planned. 4 waiting for white goods, etc to move. 5 mental health assessments carried out. 10 referrals made for immigration advice and 9 referrals to be made to Migrants organise.

Thames reach

PSL affordability issues have been resolved. Some barriers still outstanding- e.g. clients waiting for bank account, etc
Quality of properties is quite good

Mungo's – have reviewed numbers with reconnection offers and clients in the vulnerable group. Wandsworth – they feel they are on target. Hammersmith – behind target. Layton – feel that they will exceed target. [REDACTED] – Mungo's have reduced prediction down to 28 (from 57). Overall, across Mungos sites, expecting shortfall in capacity of approx. 30 beds by the end of the month.

Look Ahead – only one move in the last week. A few moves are ready to go, but delays with keys, white goods, etc. A couple of reconnections that Look Ahead are holding back on at the moment, as they're looking to confirm details first.

4. Move-on performance

[REDACTED] went through the poor performance data and picked out a few groups – Full LA duty, reconnection, etc.

Action: Providers to look into these groups and let GLA know if any support needed to address barriers and ensure move-ons.

Action: Providers to focus on clarifying the options for the +180 guests who still don't have an option identified.

5. Health updates

[REDACTED] queried what the situation is with under 25s in LA provision.

Action: [REDACTED] to ask New Horizon

[REDACTED] flagged the possibility of those in the clinically vulnerable group to be considered as priority need.

Action: [REDACTED] and [REDACTED] to look at the reports and circulate info to providers.

6. HDAS

Low number of new referrals, some liaison between providers etc for transfers.

[REDACTED] is doing a lessons learned report – will seek input from all on this group.

7. EASL

14 September 2020

Multi agency meetings happening re 'stuck' individuals at various sites.

8. AOB

None

7 September 2020

Next steps ops meeting – 14/09/20

Attendees

█ @ EASL
█ @ NHS
█ @ GLA
█ @ HDAS
█ @ Depaul
█ @ GLA
█ @ GLA
█ @ St Mungo's
█ @ Look Ahead
█ @ Thames Reach

Agenda

1. Review actions from last meeting
2. GLA update – sites, funding, closure dates, etc.
3. Support provider updates
4. August move-on performance
5. September move-on targets
6. Offers updates, esp. for non-UK nationals
7. CHRISP assessments and information
8. PRS
9. Health updates
10. HDAS
11. EASL
12. AOB

Notes

1. Review of actions from last meeting

- Leaflets information has been sent to GLA.
ACTION: GLA to arrange courier to distribute leaflets to hotels that require them.
- █ shared details on change to PRS referrals process
- █ shared details on YMCA schemes.
ACTION: GLA to discuss coordinating approach to clients with chronic MH issues but do not meet threshold for MH assessment

2. GLA update – closure dates, sites, etc.

- No significant updates on site closures since the last meeting. Awaiting update from MHCLG on funding allocation.

3. Support provider updates

Depaul

- Final week working with Praxis. Focussing on immigration advice and support cases.
- █ noted training around supporting migrants in hotels is available to all teams this Thursday 10 Sept.

St Mungo's

- Focussing on decants of Hammersmith and Wandsworth hotels.

7 September 2020

- Support from EASL on a client of concern. MH assessment resulting in a section.
- Looking at clients who can be moved on from [REDACTED]
- [REDACTED] clarified that for anyone who wants to return to country of origin this can go ahead. As long as information on immigration advice offered is recorded somewhere this should not stop voluntary reconnections from happening.

Look Ahead

- 6 usable voids in Croydon at the moment
- One recent eviction due to property damage at the insistence of the hotel. [REDACTED] noted the incident reporting process.

4. August move-on performance

- [REDACTED] presented the number actual moves achieved for each hotel site was below the targeted moves in August, perhaps due to some misunderstanding of expectations around move on plans.

5. September move-on targets

- [REDACTED] presented new move on targets agreed by Strategic Group, no concerns raised.
ACTION: [REDACTED] to share this list around the time of each Ops meeting.

6. Offers updates

- [REDACTED] updated on the offers policy for reconnection for people who do not want to explore this: if it is the only identified option after specialist immigration advice and other assessments have been done, the letter can be issued, but for as long as accommodation is available we are not asking anyone to leave if they would end up back on the streets. For EU nationals, Routes Home can also support helping clients to make an informed decision, and the offer is there for them to discuss with clients if helpful.
- For people who are shielding who received an offer of accommodation but did not accept it: we are also not asking them to leave but offer letters can be issued.
- **ACTION: all hotels to confirm by next week meeting the number of people who fall into 'shielding' or into "non-UK reconnection" who have not accepted the offer after all assessments have been done.**
- [REDACTED] aware of clients in this group. Offer letters are very helpful especially with clients who have not been engaging with support.
- [REDACTED] reviewing group whose offer is outside UK reconnection to ensure all have received immigration advice before issuing letters.
- [REDACTED] highlighted issue of clients where there is a crossover of complex needs and complex immigration issues.
- [REDACTED] reminded of the service that Migrants Organise can provide for migrants with MH or care needs. Hotels should be referring to this service and to immigration advice services. Immigration advisers will explore any route where health influences an immigration case to help obtain status that way.
- For people shielding, they will fall into this priority group which supersedes immigration.
- CHRISP assessments are also relevant. All hotels need to be aware of the assessments and ensure this information is taken into account when making offers and when exploring immigration options.

7. CHRISP assessments and information

7 September 2020

- ■ noted there have been issues uploading this data to CHAIN. However, this should soon be resolved and CHRISP data will be under assessment section on CHAIN.
- ■ suggested people contact her again for any missing information. Need to be mindful of people who have transferred hotel where CHRISP data has been previously shared with those who are no longer working with the clients. ■ happy to assist relevant managers accessing information.
- ■ If EASL have met someone and wanted to check the CHRISP, how will they access this information? ■ advised to contact ■ (nhs.net).

ACTION: hotel support managers to confirm what has happened in terms of accessing CHRISP assessments for next meeting.

ACTION: ■ to invite ■ to the next Ops meeting.

8. PRS

- ■ summarised recent change to PRS referral process and added clarification that St Mungo's teams should refer to Route to Renting; all other teams to Thames Reach PSL.
- Reminded hotels to please continue to copy the PRS access inbox into referrals so we can monitor. GLA may need to audit this data otherwise which would create more work for providers and hotels.

9. Health updates

- ■ advised there is some capacity for additional CHRISP assessments. Contact ■ in the first instance if there is anyone in the hotels still requiring a health assessment.

10. HDAS

- ■ updated that HDAS have stopped providing clinical cover at weekends, but still available 9-5 weekday. Low numbers of referrals as expected.
- Prevailing issue caused by people transferring and moving on from hotels. Treatment providers prescribing opiate substitute treatment have fed back they do not know where people have moved, or whether they need to transfer prescribing to another area. Creating issues around continuity of care.

ACTION: hotels to communicate move on plans, including transfers, to other hotels to prescribers.

11. EASL

- ■ highlighted complicated scenarios where people have been flagged for assessment but have then moved. Asking hotels to keep on top of informing agencies when and where clients are moving.
- ■ assessing people less quickly than expected due to complexity of cases.
- Mental capacity: EASL have spoken to St Mungo's and reiterated need for all hotels to flag to EASL if they may lack mental capacity.
- Issues with ■ hotel where maintaining social distancing in that building is more challenging than others. Appears to be a lot of complexity at that hotel, chaotic environment.

ACTION: ■ to discuss with St Mungo's and inform ■ if additional space will be needed at ■ to do EASL work

12. AOB

- ■ Commissioning leads need specific examples of where there have been challenges registering people with GP's, e.g. specific practices or areas.

ACTION: all hotels to share examples and issues with ■

ACTION: GLA hotel leads to discuss directly with hotel managers at catch-ups.

7 September 2020

- ■ noted ■ funding is available to spend on certain projects. Asking stakeholders to tell us if original projects are still relevant or should be reshaped. ■ will be sending an email to hotel providers to get feedback on this.

Next meeting: Monday 14 September 11:00 am

Move-on ops meeting – 06/07/20

Attendees

[REDACTED] GLA
[REDACTED] @GLA
[REDACTED] S [REDACTED] @ King's
[REDACTED] @ Mungos
[REDACTED] @Mungos
[REDACTED] @ Look Ahead
[REDACTED] @ HLP
[REDACTED] @ DePaul
[REDACTED] @ Look Ahead
[REDACTED] @ EASL
[REDACTED] @CGL
[REDACTED] @Thames Reach
[REDACTED] @ Thames Reach
[REDACTED] New Horizons

Agenda

1. Support provider updates – Progress and issues arising
2. Health update
3. EASL and CGL update
4. PSL update
5. New Horizons update
6. (Support from shelters- to move forward to next meeting)
7. Workstreams updates
 - a. PRS
 - b. Clearing House
 - c. Employment and work readiness
 - d. Non-UK nationals
 - e. Move-in/resettlement costs
8. AOB

Notes

1. Provider updates

Look Ahead – Croydon- Issues around managing expectations. About for 30 of guests working with CRISIS services and need to liaise. Clear about how to get white goods and able to move quickly when accommodation offers come up. Working on work ready assessments and speaking to CRISIS workers on this.

Waterloo- Have made a few PRS referrals and getting CH referrals ready. Have been doing some work with Praxis. Have accompanied clients to viewings and some clients are refusing appropriate offers- issues around managing expectations. A few issues around ASB which

might be related to guests getting comfortable. The letter to clients was given to clients but need to keep reinforcing the message.

St Mungo's –Opened up [REDACTED] 30 people in. Low needs and work first. Will be going to Depaul's hotel to help doing assessments around work ready. Work ready clients will continue to come in from other St Mungo's hotels. Park Royal will be decanting soon. Managing expectations continues to be an issue. There are a few clients with no clear local connection- would like to discuss. There have been some issues on care act referrals to Wandsworth.

DePaul – Focusing on the fact that closing soon. Will be checking the new hotel this afternoon. About 130 people in the hotel at the moment. 6 people might be moving today. 8 people with local connection in London and 2 with out of London Connection. 25 potential referrals for [REDACTED]

[REDACTED] Reminder to communicate incident reports to GLA and to refer to Safe Connection if support needed with UK reconnections. Some more information (i.e. dates) on plans for next steps closures will hopefully be available soon. Comms to client will be discussed in the Strategic group once we have those longer-term dates confirmed.

ACTION: Providers to inform GLA if you have additional clients needing Care Act assessments.

2. Health

Information on leaflets has been sent.

Having capacity issues for health needs assessments. So far over 700 done, mainly from GLA assessments. Red Cross volunteers will be able to help from later this week. Really appreciate hotel staff support to arrange these assessments. They have 4 doctors lined up to do CHRISP assessments.

The model is still doing assessments in specific hotels and then organise a meeting with hotel staff to discuss. There will another meeting later this week for City and for Limehouse to discuss complex cases with issues identified from CHRISP. Please let health know who else should be in that meeting- e.g. EASL and CGL or relevant people from the LA.

Please do the Care Act referrals as soon as possible.

In Croydon hotel, there are a number of people without phones and many people spend their day outside the hotel. A lot of the donated phones broke. They are offered to use the phones in reception and staff try to pass on the message. Look Ahead is trying to get more phones.

3. EASL and HDAS update

EASL-There is a lot of anxiety about move-on. There are some repeat referrals because people want to get additional support around that anxiety. However, EASL should be

focusing on assessments and support around move-on. It would be helpful to have an understanding of when sites are closing to be able to plan whether more staff are necessary to finish off all the assessments.

HDAS (CGL)-Most referrals have been about support within the hotel area and not for linking up guest with support service where the client is moving. CGL can help with continuity of assessments. Running a forum with local substance misuse managers with information they would like to feedback around concerns with people moving out of hotels. They would like to be able to help boroughs to plan for new people with substance use support needs moving into their boroughs.

4. PSL

Thames Reach will be able to offer support to 400 people moving into accommodation provided by Cromwood. They are working out the referral process and will be sharing these by next week. This will be mainly appropriate for people with lower support needs. They will resettle people (e.g. Gp registration, setting up bills, etc..) and then keep in touch and providing brief intervention, although more intensive support can be provided for those needing more support. 120 will be rooms in shared housing for under 35s.

Clarified that this is only for the Cromwood accommodation – other moves in to PRS can be supported by the PRS TST (ask your GLA lead if you're unsure how to access this).

5. New Horizons

Have already received several referrals. For most of them, assessments had not been done and would like to know if providers are still doing work with them. There are a few people who are NRPF and would like to know if work ready. There are a few people with no contact details. They have some interested landlords to provide HMOs under HB.

█ is still doing work with them. Have started using the exception letter to get studio accommodation for under 35s.

6. Workstreams

PRS – Feedback from the PRS providers is that the approach to offering funds to purchase items for people moving into PRS is mixed. They note hotel teams seem quite stretched and the arrangements for ordering items, arranging payment for travel costs etc are proving difficult. There isn't consistent agreement on what 'household essentials' consists of, so ask all hotels to remind their support workers that they can offer this.

Employment – Mungo's is supporting those who might be eligible for █ to do 'work-ready assessments'. █ would be appropriate for clients with low support needs and who grade green or amber in the assessments. Providers are expected to do work ready assessments for all relevant clients – mainly EU nationals with no benefits entitlements. New Horizons could also do this.

ACTION: █ to send the work ready assessment to █ from New Horizons so they can do them for clients who have not yet had it.

Non-UK nationals – there was a meeting with immigration advice providers last week and a new system of referrals for EUSS immigration advice has been agreed. All providers confirmed to be clear on this system.

New Horizons will check with hotel providers about referring to immigration advisers for EUSS and non-EEA.

Modern Slavery - Resources on modern slavery were circulated last week and all providers are encouraged to share them with staff to ensure all staff has received some awareness training on Modern Slavery.

7. AOB- none

Move-on ops meeting – 15/06/20

██████ @ St Mungo's
██████ @ St Mungo's
██████ @ HLP
██████ @ HLP
██████ @ Look Ahead
██████ @ SHP
██████ @ DePaul
██████ @ New Horizons
██████ @ New Horizons

Provider updates:

██████ (St Mungo's):

- 810 clients currently in hotels.
- Using the Move-on Tracker consistently.
- ██████ leading on non-UK nationals. They have now made all the referrals needed to immigration advisers (Crisis Consortium and Street Legal) plus Routes Home for those needing non-UK reconnection.
- ██████ leading on PRS.
- St Mungo's expects SHP and Thames Reach to do the casework for those moving from their hotels.

██████ (SHP):

- Some people are finding barriers to access Clearing House.
- Some clients are not engaging consistently.
- SHP will be able to give a final list of those needing to move on hopefully today.

██████ (Look Ahead):

- Finished all assessments in Croydon, except 5 or 6 clients who are not engaging.
- All those with immigration issues have been referred to Praxis (7). 2 people did not want to be referred. Not sure what the plan will be for those with negative decisions.
- The majority of cases will be PRS move-on (about 55 people).
- The plan is to have another Resettlement worker for more complex cases.
- Will be start using Move-on tracker for all the new work.
- Waterloo hub- Resettlement worker started last week and they are now completing assessments and will be referring to Praxis.
- PRS likely to be needed for about 60 people.

██████ (Depaul):

- 9 accepted PRS; 8 with alternative routes; 2 moving outside London to family.
- Under 35s an issue.

2. Phase one hotel closures and transfers

- 21 Thames Reach clients were transferred to St Mungo's hotels and ongoing casework by Thames Reach has been agreed.
- SHP will be sending information to St Mungo's about gender, final number of clients and the support staff that will be caseworking those moving. SHP planning to do most moves tomorrow.
- **Mungo's to send today the final number of ready voids in hotels.**

3. Guest communication for phase two

- New letter for clients for all the other hotels is waiting for final sign off.
- Providers to send list of languages needed for translation as soon as possible

4. Workstreams update

PRS:

- We have 4 PRS procurement schemes that can be referred to.
- It is important to get referrals as soon as possible to avoid losing those properties.
- There are some options for under 35s- so please do also make referrals for these.
- It is important for people to have mobile phones to facilitate communication with Landlord, etc Please do arrange for clients to have a mobile phone before moving into PRS and if this is not possible, ask for support from the PRS scheme.

Non-UK nationals:

- There appears to be a lot more need for immigration assessment and casework than advice available at the moment, but it depends on the provider. Providers to inform [REDACTED] about the need for immigration advice not covered by current arrangements in your hotels.
- DWP confirmed in a meeting that EEA nationals can get UC while waiting for a settled status decision if :
 - They confirm they have submitted an application (e.g. provide ref number)
 - DWP is able to get some indication from their own data that the person was in the country by 2014 (eg. application for NIN, NI contributions, etc).

They would then review the HRT in 6 months. Applicant should immediately communicate with DWP if their settled application is refused.

There is no public document that they could share with us but a DWP worker confirmed this verbally and several people had clients benefitting from this.

- It is possible to prove right to rent without a photographic ID or an expired ID. This is especially relevant for EEA nationals moving into PRS without ID. **See guidance** <https://www.gov.uk/government/publications/right-to-rent-document-checks-a-user-guide>

5. New Horizons – Support for Young People

- New Horizon Youth Centre and its London Youth Gateway partners will be able to offer support to those who are 18 to 24 years old.
- Maximise support and referrals routes available for young people, including: housing and benefits advice, advocacy with local authorities (e.g. care leavers), family

mediation, LGBT specific support, youth specific employability support. It will be to supplement what is already been done in the hotels.

- They do not have specific support for people with NRPF, but can help with employment.
- They can also help to access PRS, but will not have capacity to help with resettlement support. Partner can refer to PRS tenancy support available funded by the GLA.
- **New Horizons will provide a unique referral point into the partnership.** They can provide support remotely.
- New Horizons would like to know how many people have already made a homelessness application.
- [REDACTED] from Mungo's said they can provide that data. Mungo's would like to do a group referral like they do with Street Legal. [REDACTED] will send the template to New Horizons to see if this would work.

6. Health update

- CHRISP needs assessments have been done for most people in the hotels that are closing in Phase 1. It is very important to identify those who are shielding as well as people with care needs. CHRISP is done by clinicians including physical, mental health needs and addictions. There is also an additional assessment for cognitive impairment.
Want to reach all hotels, including LAs hotels.
- Asking all to sent their bedlist and prioritise those that appear more in need, including those that might have NRPF and who could have care needs. Once the assessments are done, a meeting can be organised to discuss specific clients.
- In SHP experience, it was really helpful to identify clients' needs that had not been identified, including someone who needs to go to the NRM.
- Health have produced some leaflets on primary care, dental care and sexual health. HDAS also produced some leaflets on drug and alcohol to give to clients as a pack when they leave. They need information on which languages to translate these on.
- [REDACTED] from St Mungo's agreed to send today the list of languages needed

AOB:

- [REDACTED] from St Mungo's: could PRS referrals be done as a group referral by hotel (e.g an excel sheet)? [REDACTED] [REDACTED] **to look into this.**

Move-on ops meeting – 08/06/20

- [REDACTED] @ St Mungo's
 - [REDACTED] @ HLP
 - [REDACTED] @ HLP
 - [REDACTED] @ Thames Reach
 - [REDACTED] @ Look Ahead
 - [REDACTED] @ Look Ahead
 - [REDACTED] @ SHP
 - [REDACTED] @ St Mungo's
 - [REDACTED] @ DePaul
-

Provider updates:

[REDACTED] (St Mungo's):

- Have now finished move-on tracker work
- Trying to move people on in a systematic, coordinated way (rather than ad hoc) due to the large numbers
- Some push back from clients on move-on options even though good offers have been made – communication to clients is needed

[REDACTED] (Thames Reach):

- Hotel closing this week, so need to agree in which format the handovers will be happening

[REDACTED] (SHP):

- Hotels closing soon
- Lots of work going into PRS referrals etc but some guests will need to move to other hotels (mainly people with NRPF)
- Working out how to cohort these people into other hotels

[REDACTED] (Look Ahead):

- Have almost finished cohorting into appropriate move-on options and ready to update CHAIN with this data
- Resettlement worker starting today
- Trying to do some work around managing expectations, as number of guests not motivated to move-on

[REDACTED] (Look Ahead)

- Resettlement worker has been in post for a couple of weeks, finishing off initial assessments
- Meeting Crisis regarding additional resettlement worker input
- Request update on when referrals will stop so know where best to direct resources
- Haven't been using move-on tracker as had already commenced recording in another format by the time this was sent. [REDACTED] to discuss with [REDACTED]

Guest handover to new hotels

- Discussion on format of handover from SHP/Thames Reach hotels into St Mungo's sites. [REDACTED] requests move-on tracker be completed for each person

Health and move-on

- [REDACTED] emphasised that the CHRISP health assessment can highlight many important issues relevant to someone's move-on (e.g. shielding, mental capacity, care needs etc)
- As there will not be time to complete CHRISP with all guests, hotels asked to raise anyone they think particularly needs the assessment. [REDACTED] to provide an explanation of how to do this. To be circulated with notes

T&T meetings

- GLA held T&T meetings with Thames Reach and SHP meetings last week, will arrange with some other hotels in the next week

Single service offers and interpreting

- [REDACTED] explained that although some guests may wish to return to their country of origin, whilst beds are available in some of the hotels, no one should be asked to leave a hotel for declining this option
- Hotels should ensure they are provided translating/interpreting where needed (e.g. language line) and can include this in move-on costs

Support from volunteers and other organisations

- Crisis are arranging two volunteers for the Waterloo Hub Hotel to support with move-on related tasks and if any other hotels would be interested in volunteers, the GLA can try to arrange this with Crisis
- Street Buddies, a peer outreach team of people with lived experience of sleeping rough, are available to support people who had been sleeping rough for some time prior to arriving at the hotel and who the support provider may be struggling to engage with. Hotels to contact GLA if there's anyone who this would be useful for
- [REDACTED] speaking to Red Cross about volunteers who can assist with GP registration etc. Hotels to contact [REDACTED] to discuss

Workstream

- GLA creating one universal PRS referral form for different PRS access schemes, should be ready by middle of this week
- Query on unsupported social units, [REDACTED] confirmed there will hopefully be quite a steady stream of these but numbers will vary
- Safe Connections will be contacting hotels to offer assistance for non-London UK reconnection

AOB:

Welfare benefits for EUSS applicants

- Reports that people are successfully being awarded Universal Credit once they have submitted a EUSS application, even if the decision on EUSS is pending. [REDACTED] hopes to have further details by the end of the week but hotels encouraged to do this asap

- [REDACTED] flagged that consulates are opening again, so hotels will have better access to sourcing ID etc

Annex 3 C19 Service Offer Letter- Offer agreed

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping. This letter confirms the service offer we have jointly agreed to work towards. The details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Add detail on the offer as well as expectations around client actions, timeframes and what clients should do if they need extra support to complete their actions in the agreed timeframes

The team will discuss the next steps to ensure that we jointly achieve this service offer as quickly as possible. It is important that you work closely with your case worker during this time.

You will have received letters from the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and they will be closing. If you are still working with your case worker towards this agreed offer when your hotel closes, all efforts will be made to find you alternative emergency accommodation until your move-on offer is ready.

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 4 C19 Service Offer Letter- Offer not taken up

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency Hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON Add detail on the offer as well as expectations around client actions

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. We respect your decision but we are unfortunately not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- Accommodation and support for 3 to give you additional time to decide and up to 4 additional days to plan your exit, unless the hotel closes before that time.
- Referral to your local street outreach team (and adult social care where applicable).
- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)

Your allocated case worker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider our offer of accommodation, you can do so until **[DATE (72 hours from the letter)]**

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 5 C19 Service Offer Letter non-UK reconnection- Offer not taken up

Hotel Name
Support Provider
Address

Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for either in the UK or abroad. We have also offered you specialist immigration advice to ensure that all your options are explored.

Based on these assessments, unfortunately we are not able to identify a service offer that will resolve your rough sleeping in the UK. What we would be able to offer is described below:

To support you to explore an international reconnection, including organising the travel and helping you to identify and access accommodation and support you might be entitled to in your destination country OR
TO INSERT SPECIFIC ACCOMMODATION OPTION IDENTIFIED IN HOME COUNTRY, WITHOUT USING ACRONYMS OR JARGON

However, we appreciate from our conversation on **INSERT DATE** that you are not interested in the option of exploring international reconnection.

We respect your decision but we are unfortunately not able to accommodate you indefinitely due to limitations in funding and, under the current immigration and welfare rules, we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer at this time are described below.

Include things like

- Accommodation and support for 3 days to give you additional time to decide and up to 4 additional days to plan your exit, unless the hotel closes before that time.
- Referral to your local street outreach team (and adult social care where applicable).
- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services, migrants advice and support services as applicable)

The team will be available to discuss the next steps with you in more detail. If you have additional information you would like to disclose or if you wish to reconsider the offer of exploring international reconnection, you can do so until **[DATE (72 hours from the letter)]**

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 6 C19 Service Offer Letter Shielding- Offer not taken up

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON Add detail on the offer as well as expectations around client actions

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. We respect your decision but as a result we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- Accommodation and support until there is Covid-19 emergency accommodation available due to your extremely high vulnerability to Covid-19.
- Referral to your local street outreach team (and adult social care where applicable) if we are no longer able to accommodate you.
- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)

Your allocated caseworker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider the offer made to you, you should do so as soon as possible.

You will have received letters from the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and that they will be closing. Due to your extremely high vulnerability to Covid-19, you will be temporarily able to stay in this hotel whilst there is Covid-19 emergency accommodation available.

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client:

Client's name.....

Date given:

Move-on offers for guests in GLA COVID-19 hotels

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Introduction

In March 2020, plans were put in place by the Government, Greater London Authority (GLA) and London boroughs to protect London's rough sleepers – on the streets, in assessment centres and in shelters - from Covid-19 and limit wider transmission. These involved the swift mass procurement of safe accommodation, for the GLA primarily hotels, and – working with charities, the NHS and public health – the provision of wraparound and specialist support. By the beginning of July 2020, there were about 1,300 people accommodated in the GLA-funded emergency accommodation provision.

During these months, charities supporting guests in the hotels, and other specialist services, have been conducting assessments and working in partnership with guests to agree sustainable move-on options from the hotels. Many guests have already successfully move on to longer-term accommodation but work is still needed to support all other guests. Following the lifting of the lockdown and due to restrictions in funding for this emergency provision, hotel capacity will be greatly reduced in the coming months. The move-on work with guests needs to intensify to work towards the "In for good" principle so that no-one has to return to the streets when the hotels finally close.

The homelessness charities and other organisations supporting guests in the hotels have extensive experience and expertise in supporting vulnerable homeless people. The following document has been produced by the GLA to outline some agreed principles and parameters to ensure consistent offers of support for guests in the GLA Covid-19 emergency hotels.

This document has been produced in light of lockdown restrictions being lifted but it might change dependent on developments with the COVID19 pandemic and relevant health advice. It is also dependent on sufficient funding being agreed from Government. As such please avoid printing it, and check with your manager or the GLA if you are unsure whether you are using the most current version.

Assessment work and reasonable offers of support

Below are some agreed principles and parameters regarding the assessment and processes to agree move-on support to guests in the hotels:

- **Assessment-led:** All guests will be offered one to one assessments and referrals to specialist services (e.g. mental health services, drug and alcohol services or immigration advisers) to help determine their possible move-on options. Where possible, adjustments will be made to meet guests' preferences in terms of the gender of the worker making the assessments.
- **Client-based:** Move-on options should be identified by balancing the guest's personal goals with their rights and entitlements, as well as with the support and accommodation options which are currently available to them given the guest's personal circumstances.
- **Ongoing support:** Guests will be supported to work towards the identified and agreed move-on option and all efforts will be made to find alternative emergency accommodation until it is ready.
- **Clear offer:** If guests are not agreeing to any reasonable move-on option, a final move-on offer will be communicated verbally and in writing. The template service offer letters in Annex 3 to 6 have been produced by St Mungo's and agreed as good practice templates. These will be translated if necessary:
 - **Reflection period:** In this case, guests will be given 3 days to reflect on their offer and provide any additional information that they think might be relevant.
 - In instances where the guest has been made a **specific offer of accommodation** (e.g. a particular PRS or Clearing House property), it's possible that a swift decision will be needed to secure the property. If this is the case, the reflection period can be reduced to 24 hours to ensure this option is not lost.
 - If no additional information is provided and the guest does not agree with the offer, they will be able to stay in the hotel for up to 4 additional days (where hotel closure date allows) to make arrangements to leave the hotel. In exceptional circumstances e.g. where the guest's actions are having a negative impact on others, the hotel support provider may use their discretion to reduce this 4-day period if necessary.
- **Working towards the agreed move-on option:** Guests will be expected to work collaboratively and proactively with the support provider and other agencies (e.g. PRS Access services) to complete any tasks required to secure the agreed move-on option. If this has consistently not been the case despite the provision of any support needed, the guest may also be asked to leave the hotel after a reflection period (as described above).

- **Exceptions:** There will be cases where an immediate move-on option will not be possible due to the guests' high needs and/or due to current legal restrictions on immigration-based exclusions. In these cases, guests will not be asked to leave the hotel for the time being and length of stay will need to be reviewed depending on funding. Please see more details in the sections below:

Non-UK nationals

A significant proportion of those currently accommodated in the hotels are Non-UK nationals and several of them will require expert legal advice in order to understand their entitlements and routes to legal status in the UK which can in turn provide a route out of homelessness.

The two **Assessment and support protocols for EU and non-EU documents** in Annex 1 and 2 have been produced by St Mungo's and agreed as good practice for supporting non-UK nationals in the hotels. Below are some agreed principles, in line with these pathways, to guide the assessment and move-on work with this client group:

- **Immigration advice offer:** Immigration advice assessments should be offered to all those non-UK nationals who appear to have unclear, limited or no entitlements in the UK. A translated copy of a GLA EU or non-EU letter should be provided to explain this offer and provide basic information on EUSS.
- **Translations:** Interpreters will be used when necessary during assessments and during any other important communication with guests who have no or limited English skills.
- **Rights-based:** If guests want to stay in the UK and have a clear route to secure status or entitlements identified, support will be provided to access the necessary immigration casework and all efforts will be made to find alternative emergency accommodation during this process- funding dependent.
- **No current options in the UK:** If no routes to secure status or to access public funds or other income is identified and no alternative move-on options are found in the UK, support can be provided to explore accommodation options in the country of origin if the guest wishes to do so:
 - Outside the EU: there is currently no specialist independent service supporting non-EU nationals to link with support and services in non-EU countries. Therefore, unless the guests are returning to a clearly identified accommodation option outside the UK, they will not be asked to leave the hotel for the time being if they would be returning to the streets and there is Covid-19 emergency accommodation available - this is due to the current public health crisis and funding dependent. Such cases will be reviewed with the GLA on a regular basis to agree next steps.

- In the EU: Routes Home will be available to support EU nationals to link with support services in their country of origin and work towards ensuring they have an accommodation option. However, due to current implications of reconnection on EU nationals' rights in the UK, they will not be asked to leave the hotel for the time being if they would be returning to the streets and there is Covid-19 emergency accommodation available - this is due to the current public health crisis and is funding dependent. Such cases will be reviewed with the GLA on a regular basis to agree next steps.
- **Informed decisions:** Nobody should be supported to reconnect outside the UK without first been offered to speak to an immigration adviser in order to make an informed decision. This would also apply to guests who want to reconnect even if they have entitlements in the UK.
- **Culturally sensitive approach:** It is recognised that non-UK guests might need additional support to trust services and to disclose very sensitive information, such as sexuality, health needs, or previous experiences of trafficking, that could affect their immigration and move-on options. Guests will be given every opportunity possible to disclose this information at any stage and to seek additional immigration advice when relevant.

People at increased risk from COVID-19

- **Those who are clinically vulnerable:**

Those who are over 55 years and/or have underlying health conditions, or who are pregnant, are considered **clinically vulnerable**, meaning that they may be at higher risk of severe illness from coronavirus. A full list of relevant underlying clinical conditions can be found here, <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

Wherever possible, people in this group should be made offers of accommodation in which they have a single room and bathroom, to reduce the risk of infection.

- **Shielding group – those who meet the definition of ‘extremely vulnerable’:**

The ‘shielded’ group are people who are **clinically extremely vulnerable** and are at high risk of serious illness from coronavirus (COVID-19) infection. This status is usually determined through clinical assessment e.g. by their GP or in the CHRISP assessment.

From the 1st August the clinical extremely vulnerable or shielding status is being ‘paused’. If the transmission of COVID-19 in the community starts to rise significantly it may be reintroduced. This status remains important as it identifies those at highest risk from the illness, and who will need to continue to restrict their exposure to others.

Those who are homeless and require shielding **should be able to self-isolate**. To do this effectively this means these individuals need to be offered accommodation in which they have their own bedroom, bathroom and kitchen facilities.

No one in the shielding group should be asked to leave a hotel for declining an offer of accommodation which would not have enabled them to self-isolate.

Whilst the shielding status is active, no one in the group should be asked to leave a hotel even if declining an offer of accommodation which would have enabled them to self-isolate, whilst there is Covid-19 emergency accommodation available. In this scenario, such cases will be reviewed with the GLA on a regular basis to agree next steps.

It should be noted that under government guidance, applicants who have been identified by their GP or a specialist as clinically extremely vulnerable are likely to be assessed as having priority need by a housing authority.

Annex 1 St Mungo's protocol for EU citizens in Covid-19 emergency accommodation

Assessment and support protocol for EU Citizens in Covid-19 emergency accommodation
(pan-London and Westminster SOS)

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

The additional emergency accommodation provided in response to the Covid-19 pandemic, offers a unique opportunity to end rough sleeping once and for all.

To achieve this we will however have to confront a significant challenge: how can we provide an inclusive and equal service offer regardless of nationality, immigration status and recourse to public funds and housing assistance?

This document outlines our key commitments and the protocol we will use to deliver these.

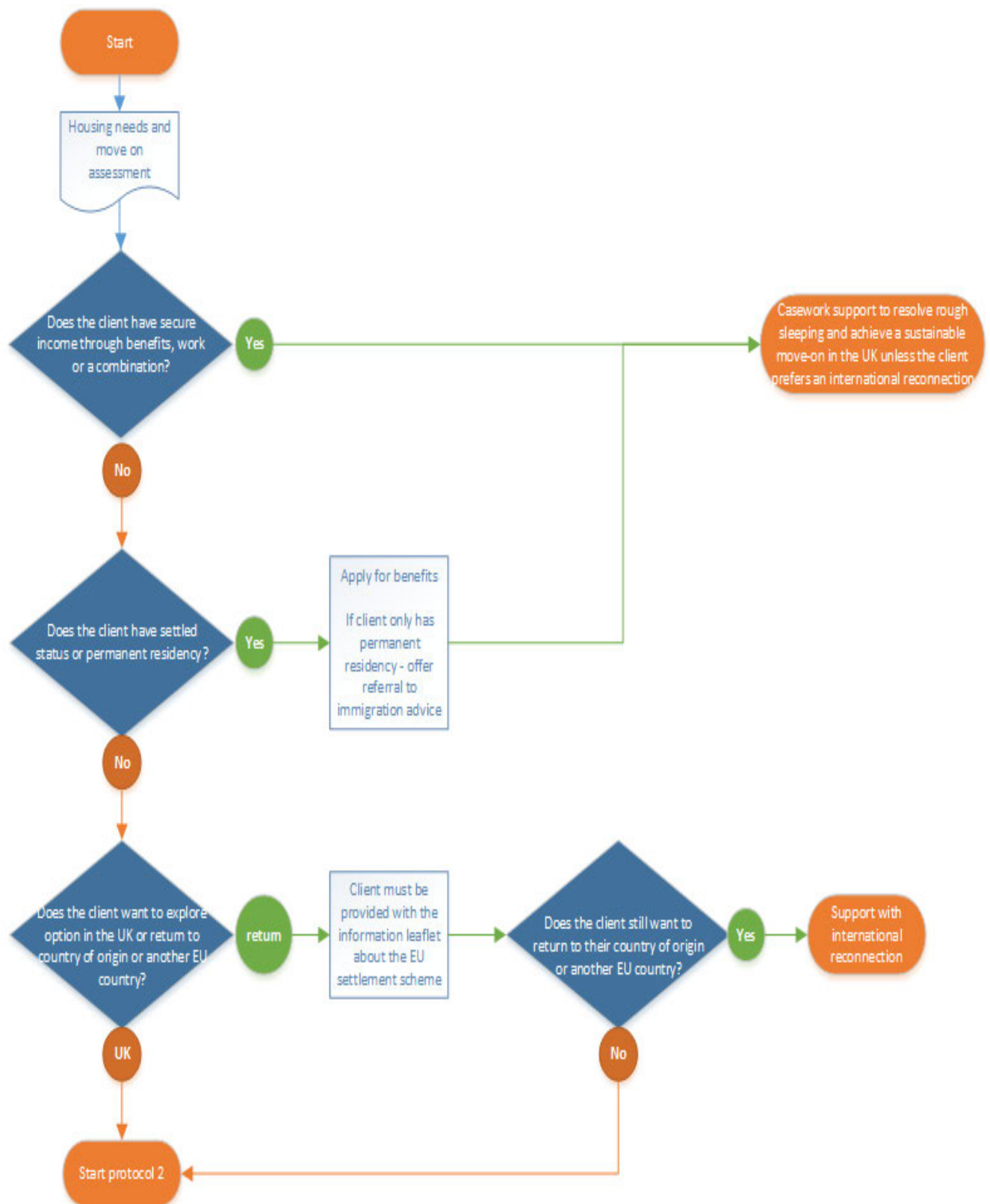
Key commitments to EU citizens

1. Offer all EU citizens the opportunity to explore their options to resolve their rough sleeping in the UK as well as their country of origin
2. Ensure all EU citizens are provided with information about Brexit and the EU settlement scheme before choosing to accept an offer of international reconnection
3. Offer all EU citizens who wish to further explore their options in the UK before considering reconnection an employment and worker status assessment as well as access to an initial consultation with a qualified immigration adviser or solicitor.
4. Offer those EU citizens who, based on our assessments, could sustainably resolve their rough sleeping in the UK access to further immigration advice, employment support and/or benefits advice as appropriate.
5. Offer EU citizens for whom no sustainable route out of rough sleeping can be found in the UK access to international reconnection support as a way to resolve their rough sleeping.

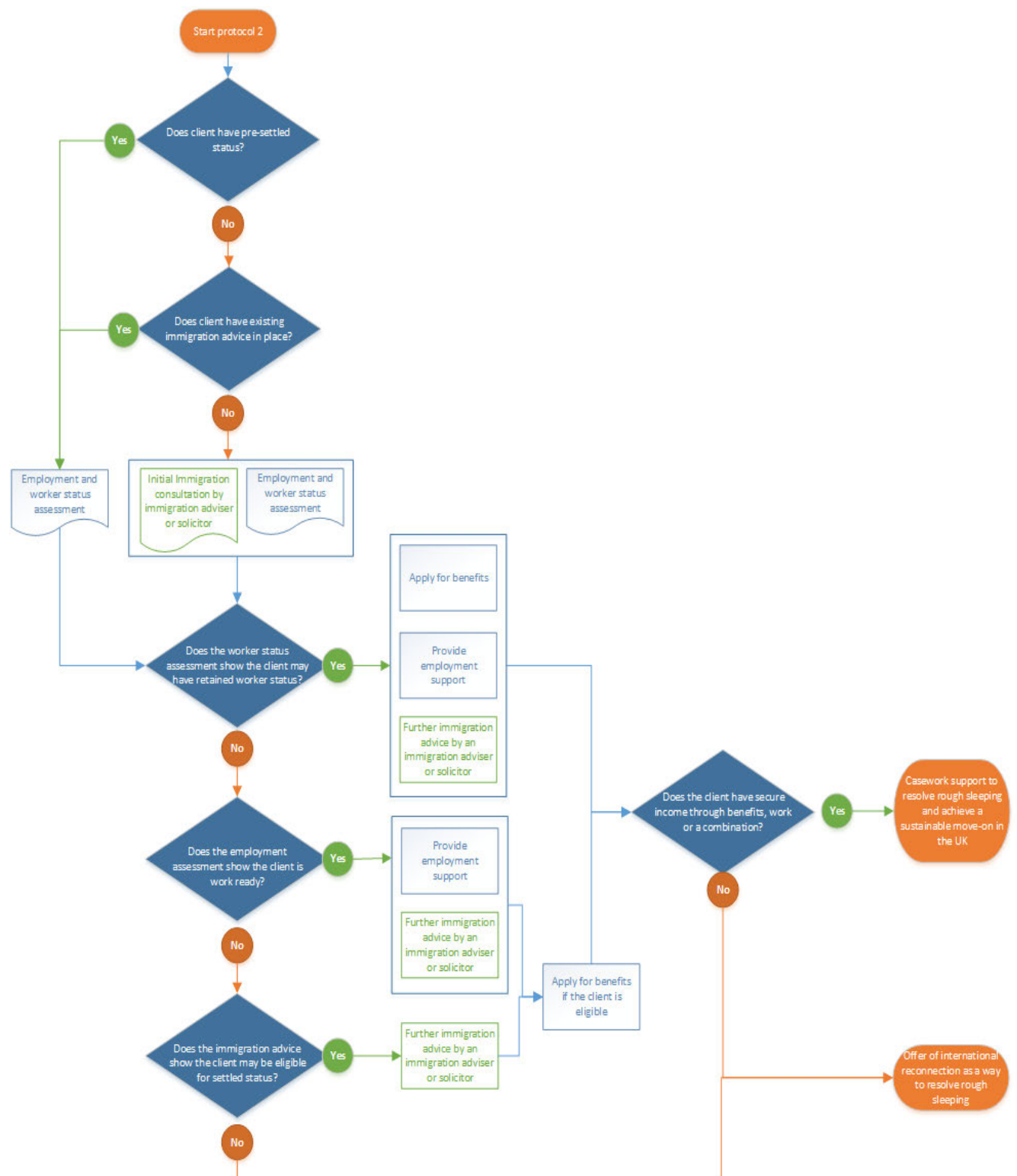
EU citizens

Throughout this document the term 'EU citizens' will be used as a shorthand to refer to all EU citizens as well as citizens from other EEA countries and Swiss nationals. EU countries are Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden. Other EEA countries are Iceland, Liechtenstein and Norway.

Initial assessment protocol for EU citizens (“protocol 1”)



Assessment protocol for EU citizens without recourse who wish to explore options in the UK before considering international reconnection (“protocol 2”)



Overview of assessment tools and target groups

Assessment type	Target cohort	Content	Possible outcomes for EU citizens	Offer by outcome
Housing needs and move on assessment	All clients	<ul style="list-style-type: none"> General Demographic information Housing Offending Family and relationships Employment benefits and money – including international reconnection options Physical health Mental health Substance use Sex and relationships 	<ol style="list-style-type: none"> Client has access to benefits due to Settled Status or permanent residency Client has pre-settled or no status under the EU settlement Scheme and wants to return to country of origin or other EU country Client has pre-settled status or no status under EU settlement scheme and wishes to explore option in the UK 	<ol style="list-style-type: none"> Casework to resolve rough sleeping in the unless the client wishes to return to their country of origin or another EU country International reconnection support - all clients <u>must receive information about the EU settlement scheme</u> as part of this support and this <u>must be recorded on CHAIN</u> further assessment under protocol 2
Initial immigration Advice consultation	all EU citizens without status under the EU settlement scheme who wish to explore options in the UK	<ul style="list-style-type: none"> One-off consultation with immigration adviser/solicitor Outcome letter outlining potential eligibility, merits of the case based on current information and next steps Information to be sent to client directly and shared with hotel staff with the client's consent. 	<ol style="list-style-type: none"> Potentially eligible for settled status Potentially eligible for pre-settled status. 	<ol style="list-style-type: none"> All clients in this category should be offered further immigration advice. Based on the employment and worker status assessment outcome they may also be offered employment support and benefit advice. Support should be offered in line with the outcome of employment and worker status assessment
Employment and benefits assessment	All EU citizens with pre-settled status or no status under the EU settlement scheme who wish to explore options in the UK	<ul style="list-style-type: none"> Current work status and recent work history Retained worker status assessment Education and skills Types of employment willing to consider Potential barriers to employment (i.e. basic skills, physical or mental health problems, substance use issues) 	<ol style="list-style-type: none"> Client has retained worker status Client does not have retained worker status but is work ready and willing and able to consider a wide range of employment options Client does not have retained worker status and is facing barriers to work requiring more significant support 	<ol style="list-style-type: none"> Support to claim benefits, apply for status under the EU settlement scheme if needed and employment support if appropriate Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a route out of rough sleeping Support to apply for status under the EU settlement scheme if needed, employment support and benefit support on entry into work Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a route out of rough sleeping Further immigration advice to apply for settled status if the initial immigration assessment shows the client is eligible If the initial immigration assessment shows the client is only eligible for pre-settled status, the client should be offered support with international

				reconnection as a route out of rough sleeping
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Annex 2 St Mungo's protocol for third country nationals in Covid-19 emergency accommodation

Assessment and support protocol for third country nationals in Covid-19 emergency accommodation

(pan-London and Westminster SOS)

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

The additional emergency accommodation provided in response to the Covid-19 pandemic, offers a unique opportunity to end rough sleeping once and for all.

To achieve this we will however have to confront a significant challenge: how can we provide an inclusive and equal service offer regardless of nationality, immigration status and recourse to public funds and housing assistance?

This document outlines our key commitments and the protocol we will use to deliver these.

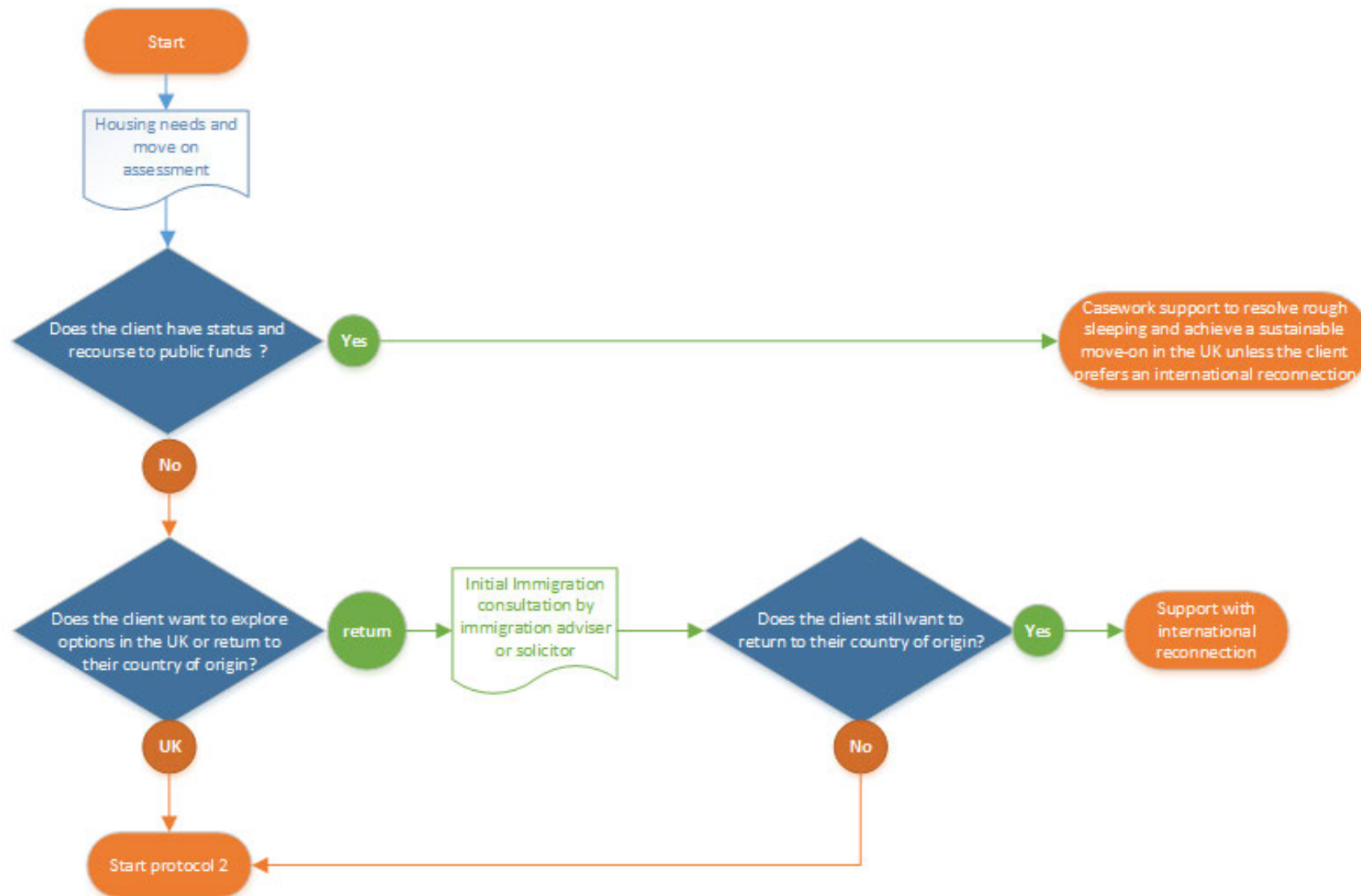
Key commitments to third country nationals

6. Offer all third country nationals the opportunity to explore their options to resolve their rough sleeping in the UK as well as their country of origin
7. Ensure all third country nationals are offered immigration advice before choosing to accept an offer of international reconnection
8. Offer all third country nationals who wish to further explore their options in the UK before considering reconnection an initial consultation with a qualified immigration adviser or solicitor as well as an employment assessment if they have limited leave with NRPF condition.
9. Offer those third country nationals who, based on our assessments and the immigration advice, could sustainably resolve their rough sleeping in the UK access to further immigration advice, employment support and/or benefits advice as appropriate.
10. Offer third country nationals for whom no sustainable route out of rough sleeping can be found in the UK access to international reconnection support as a way to resolve their rough sleeping.

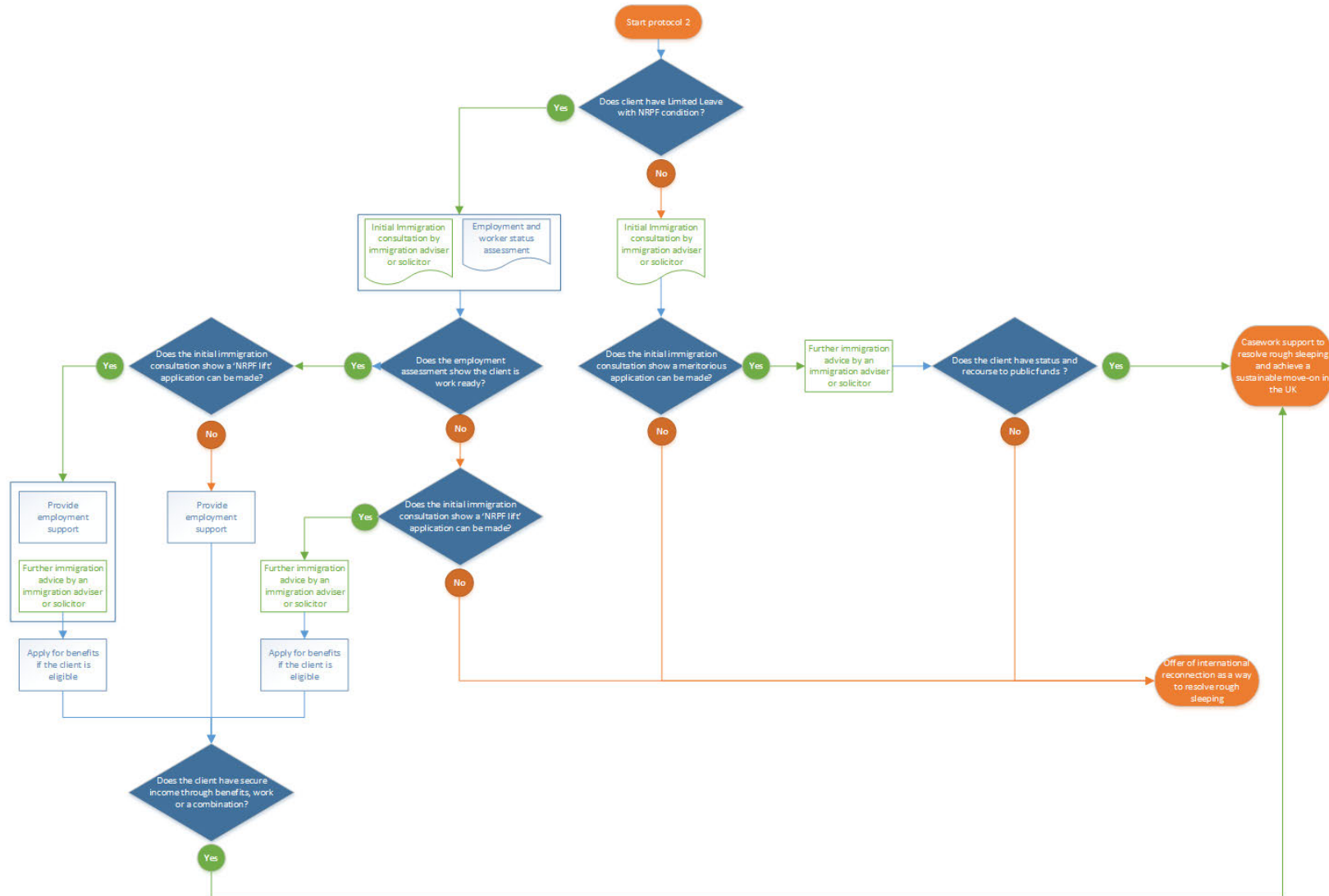
Third country nationals

Throughout this document the term 'third country national' will be used as a shorthand to refer to all non-UK nationals who are not EU citizens, citizens from other EEA countries or Swiss nationals.

Initial assessment protocol for third country nationals ("protocol 1")



Assessment protocol for third country nationals without recourse who wish to explore options in the UK before considering international reconnection (“protocol 2”)



Overview of assessment tools and target groups

Assessment type	Target cohort	Content	Possible outcomes for third country nationals	Offer by outcome
Housing needs and move on assessment	All clients	<ul style="list-style-type: none"> General Demographic information Housing Offending Family and relationships Employment benefits and money – including international reconnection options Physical health Mental health Substance use Sex and relationships 	<ol style="list-style-type: none"> Client has status and access to benefits Client has limited leave with NRPF condition or irregular migration status and wants to return to country of origin or other EU country Client has limited leave with NRPF condition or irregular migration status and wishes to explore option in the UK 	<ol style="list-style-type: none"> Casework to resolve rough sleeping in the UK unless the client wishes to return to their country of origin International reconnection support - all clients <u>must be offered access to an initial immigration advice consultation</u> as part of this support and this <u>must be recorded on CHAIN</u> further assessment under protocol 2
Initial immigration Advice consultation	all third country nationals without status as well as those with limited leave but no recourse to public funds	<ul style="list-style-type: none"> One-off consultation with immigration adviser/solicitor Outcome letter outlining potential eligibility, merits of the case based on current information and next steps Information to be sent to client directly and shared with hotel staff with the client's consent. 	<ol style="list-style-type: none"> Client has a meritorious option to apply for status and gain recourse to public funds in the UK Client has limited leave with NRPF condition or can make a meritorious application for this but 'NRPF lift' application cannot be made. Client has no meritorious options to regularise their status in the UK 	<ol style="list-style-type: none"> All clients in this category should be offered further immigration advice. Based on the employment assessment outcome they may also be offered employment support. Support should be offered in line with the outcome of employment and worker status assessment offer support with international reconnection as a potential route out of rough sleeping
Employment assessment	All third country nationals with limited leave with NRPF condition who wish to explore options in the UK	<ul style="list-style-type: none"> Current work status and recent work history Education and skills Types of employment willing to consider Potential barriers to employment (i.e. basic skills, physical or mental health problems, substance use issues) 	<ol style="list-style-type: none"> Client is work ready and willing and able to consider a wide range of employment options (green cohort) Client is facing barriers to work requiring more significant support (amber and red cohort) 	<ol style="list-style-type: none"> Employment support to enter into work <p>Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a potential route out of rough sleeping</p> <ol style="list-style-type: none"> If the initial immigration assessment shows no 'NRPF lift' application can be made, the client should be offered support with international reconnection as a route out of rough sleeping

Annex 3 St Mungo's C19 Service Offer Letter- Offer agreed

Hotel Name
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping. This letter confirms the service offer we have jointly agreed to work towards. The details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Add detail on the offer as well as expectations around client actions, timeframes and what clients should do if they need extra support to complete their actions in the agreed timeframes

The team will discuss the next steps to ensure that we jointly achieve this service offer as quickly as possible. It is important that you work closely with your case worker during this time.

You will have received letters from St Mungo's and the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and they will be closing. If you are still working with your case worker towards this agreed offer when your hotel closes, all efforts will be made to find you alternative emergency accommodation until your move-on offer is ready.

If you have any questions about your service offer or next steps please contact your case worker to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name

Date given:

Annex 4 St Mungo's C19 Service Offer Letter- Offer not taken up

Hotel Name
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency Hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Add detail on the offer as well as expectations around client actions, timeframes and what clients should do if they need extra support to complete their actions in the agreed timeframes

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. As a result we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- Accommodation and support for 3 days to reflect on your decision and up to 4 additional days to plan your exit, unless the hotels closes before that time.

- Referral to your local street outreach team (and adult social care where applicable).
- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)

Your allocated case worker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider our offer of accommodation, you can do so until [DATE (72 hours from the letter)]

If you have any questions about your service offer or next steps please contact your Support Worker to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 5 St Mungo's C19 Service Offer Letter non-UK reconnection- Offer not taken up

Hotel Name
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for either in the UK or abroad. We have also offered you specialist immigration advice to ensure that all your options are explored.

Based on these assessments, we are not able to identify a service offer that will resolve your rough sleeping in the UK. If you wish to, we are able to support you to explore an international reconnection, including organising the travel and helping you to access accommodation and support you might be entitled to in your destination country.

On **DATE**, you indicated verbally that you do not wish to take up this option at this time. Unfortunately, we are not able to accommodate you indefinitely due to limitations in funding and, under the current immigration system, we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Include things like

- Accommodation and support while there is enough Covid-19 emergency accommodation available.
- Referral to your local street outreach team (and adult social care where applicable).

- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)
- Support to apply for pre-settled status (if feasible in the timeframe) or referral to immigration advice

The team will be available to discuss the next steps with you in more detail. If you have additional information you would like to disclose or if you wish to reconsider the offer of exploring international reconnection, you can do so as soon as possible.

You will have received letters from St Mungo's and the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and that they will be closing. You will temporarily be able to stay in a hotel whilst there is enough Covid-19 emergency accommodation available.

If you have any questions about your service offer or next steps please contact your Support Worker to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 6 St Mungo's C19 Service Offer Letter Shielding- Offer not taken up

Hotel Name
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Add detail on the offer as well as expectations around client actions, timeframes and what clients should do if they need extra support to complete their actions in the agreed timeframes

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. As a result we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- Accommodation and support until there is Covid-19 emergency accommodation available due to your extremely high vulnerability to Covid-19.
- Referral to your local street outreach team (and adult social care where applicable) if we are no longer able to accommodate you.

- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)

Your allocated caseworker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider the offer made to you, you should do so as soon as possible.

You will have received letters from St Mungo's and the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and that they will be closing. Due to your extremely high vulnerability to Covid-19, you will be temporarily able to stay in this hotel whilst there is Covid-19 emergency accommodation available.

If you have any questions about your service offer or next steps please contact your support worker to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's name.....

Date given:

Move-on offers for guests in GLA Covid-19 hotels

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Introduction

In March 2020, plans were put in place by the Government, Greater London Authority (GLA) and London boroughs to protect London's rough sleepers – on the streets, in assessment centres and in shelters - from Covid-19 and limit wider transmission. These involved the swift mass procurement of safe accommodation, for the GLA primarily hotels, and – working with charities, the NHS and public health – the provision of wraparound and specialist support. By the beginning of July 2020, there were about 1,300 people accommodated in the GLA-funded emergency accommodation provision.

During these months, charities supporting guests in the hotels, and other specialist services, have been conducting assessments and working in partnership with guests to agree sustainable move-on options from the hotels. Many guests have already successfully moved on to longer-term accommodation, but work is still needed to support all other guests. Due to restrictions in funding for this emergency provision, hotel capacity will be greatly reduced in the coming months. The move-on work with guests needs to intensify to work towards the "In for good" principle so that no-one has to return to the streets when the hotels finally close. However, restrictions in welfare and immigration legislation on no recourse to public funds and habitual residence test have not been suspended. This might mean that an offer of sustainable accommodation in the UK will unfortunately not be available for a number of non-UK nationals. All efforts will be made to assess eligibility to prove or obtain entitlements and to offer intensive specialist casework for clients when needed. Nevertheless, if this is not possible and reconnection into accommodation outside the UK is not an option for the individual, we need to

recognise that under the current legal restrictions some people might risk returning to the streets.

The homelessness charities and other organisations supporting guests in the hotels have extensive experience and expertise in supporting vulnerable homeless people. The following document has been produced by the GLA to outline some agreed principles and parameters to ensure consistent offers of support for guests in the GLA Covid-19 emergency hotels.

This document might change dependent on developments with the COVID19 pandemic, relevant health advice and any additional funding being agreed from Government. As such please avoid printing it, and check with your manager or the GLA if you are unsure whether you are using the most current version.

DRAFT

Assessment work and reasonable offers of support

Below are some agreed principles and parameters regarding the assessment and processes to agree move-on support to guests in the hotels:

- **Assessment-led:** All guests will be offered one to one assessments and referrals to specialist services (e.g. mental health services, drug and alcohol services or immigration advisers) to help determine their possible move-on options. Where possible, adjustments will be made to meet guests' preferences in terms of the gender of the worker making the assessments.
- **Client-based:** Move-on options should be identified by balancing the guest's personal goals with their rights and entitlements, as well as with the support and accommodation options which are currently available to them given the guest's personal circumstances.
- **Ongoing support:** Guests will be supported to work towards the identified and agreed move-on option and all efforts will be made to find alternative emergency accommodation until it is ready.
- **Clear offer:** If guests are not agreeing to any reasonable move-on option, a final move-on offer will be communicated verbally and in writing. Providers should use the template service offer letters in Annex 3 to 6, which have been produced based on St Mungo's templates. These will be translated if necessary:
 - **Reflection period:** In this case, guests will be given 3 days to reflect on their offer and provide any additional information that they think might be relevant.
 - In instances where the guest has been made a **specific offer of accommodation** (e.g. a particular PRS or Clearing House property), it's possible that a swift decision will be needed to secure the property. If this is the case, the reflection period can be reduced to 24 hours to ensure this option is not lost.
 - If no additional information is provided and the guest does not agree with the offer, they will be able to stay in the hotel for up to 4 additional days (where hotel closure date allows) to make arrangements to leave the hotel. In exceptional circumstances e.g. where the guest's actions are having a negative impact on others, the hotel support provider may use their discretion to reduce this 4-day period if necessary. Please see guidance below on Shielding Group.
- **Working towards the agreed move-on option:** Guests will be expected to work collaboratively and proactively with the support provider and other agencies (e.g. PRS Access services) to complete any tasks required to secure the agreed move-on option. If this has consistently not been the case despite the provision of any support

needed, the guest may also be asked to leave the hotel after a reflection period (as described above).

- **Exceptions:** There will be cases where an immediate move-on option will not be possible due to the guests' high needs and/or due to current legal restrictions on immigration-based exclusions. Please see more details in the sections below:

Non-UK nationals

A significant proportion of those currently accommodated in the hotels are Non-UK nationals and many of them will require expert legal advice in order evidence or obtain entitlements in the UK which can in turn provide a route out of homelessness.

The two **Assessment and support protocols for EU and non-EU documents** in Annex 1 and 2 have been produced by St Mungo's and agreed as good practice for supporting non-UK nationals in the hotels. Below are some agreed principles, in line with these pathways, to guide the assessment and move-on work with this client group:

- **Immigration advice offer:** Immigration advice assessments should be offered to all those non-UK nationals who appear to have unclear, limited or no entitlements in the UK. A translated copy of a GLA EU or non-EU letter should be provided to explain this offer and provide basic information on EUSS.
- **Translations:** Interpreters will be used when necessary during assessments and during any other important communication with guests who have no or limited English skills.
- **Rights-based:** If guests want to stay in the UK and have a clear route to secure status or entitlements identified, support will be provided to access the necessary immigration casework and all efforts will be made to find alternative emergency accommodation during this process.
- **No current options in the UK:** If no routes to secure status or to access public funds or other income is identified and no alternative move-on options are found in the UK, support will be offered to explore reconnection. Routes Home will be available to support EU nationals to link with support services in their country of origin and work towards ensuring they have an accommodation option. However, there is currently no specialist independent service supporting non-EU nationals to link with support and services in non-EU countries. Therefore, the offer will be to *explore* reconnection in order to identify an accommodation option in the country of origin, which might unfortunately not always be possible:
 - If guests wish to explore reconnection- support will continue until an accommodation option has been identified in their country of origin.
 - *Offer of specific accommodation outside the UK:* A new offer will be issued once accommodation has been identified in the country of origin. If the guest does not wish to take on this offer, unfortunately we would not be able to continue to accommodate them indefinitely

without a move-on plan due to legislative and funding restrictions. Please see guidance below on *Shielding Group*.

- **No offer identified:** If no accommodation has been identified in the country of origin when hotels are due to close- unfortunately we would not be able to continue to accommodate indefinitely due to legislative and funding restrictions. However, all efforts will be made to find alternative emergency accommodation.
- **If guests do not wish to explore reconnection-** unfortunately we would not be able to continue to accommodate them indefinitely without a move-on plan due to legislative and funding restrictions. Please see guidance below on *Shielding Group*.
- The response for UK and non-UK nationals who are **shielding** (extremely vulnerable) will be different due to their extreme medical vulnerability to Covid-19. Please see guidance below on *Shielding Group*.
- **Informed decisions:** Nobody should be supported to reconnect outside the UK without first being offered to speak to an immigration adviser in order to make an informed decision. This would also apply to guests who want to reconnect even if they have entitlements in the UK.
- **Culturally sensitive approach:** It is recognised that non-UK guests might need additional support and time to trust services and to disclose very sensitive information, such as sexuality, health needs, or previous experiences of trafficking, that could affect their immigration and move-on options. Guests will be given every opportunity possible to disclose this information at any stage and to seek additional immigration advice when relevant.

People at increased risk from Covid-19

- **Those who are clinically vulnerable:**

Those who are over 55 years and/or have underlying health conditions, or who are pregnant, are considered **clinically vulnerable**, meaning that they may be at higher risk of severe illness from coronavirus. A full list of relevant underlying clinical conditions can be found here, <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing/staying-alert-and-safe-social-distancing-after-4-july>

Wherever possible, people in this group should be made offers of accommodation in which they have a single room and bathroom, to reduce the risk of infection.

- **Shielding group – those who meet the definition of ‘extremely vulnerable’:**

The 'shielded' group are people who are **clinically extremely vulnerable** and are at high risk of serious illness from coronavirus (COVID-19) infection. This status is usually determined through clinical assessment e.g. by their GP or in the CHRISP assessment.

From the 1st August the clinical extremely vulnerable or shielding status is being 'paused'. If the transmission of COVID-19 in the community starts to rise significantly it may be reintroduced. This status remains important as it identifies those at highest risk from the illness, and who will need to continue to restrict their exposure to others.

Those who are homeless and require shielding **should be able to self-isolate**. To do this effectively this means these individuals need to be offered accommodation in which they have their own bedroom, bathroom and kitchen facilities.

No one in the shielding group should be asked to leave a hotel for declining an offer of accommodation which would not have enabled them to self-isolate.

Whilst the shielding status is active, no one in the group should be asked to leave a hotel even if declining an offer of accommodation which would have enabled them to self-isolate, whilst there is Covid-19 emergency accommodation available. In this scenario, such cases will be reviewed with the GLA on a regular basis to agree next steps.

It should be noted that under government guidance, applicants who have been identified by their GP or a specialist as clinically extremely vulnerable are likely to be assessed as having priority need by a housing authority.

Annex 1 St Mungo's protocol for EU citizens in Covid-19 emergency accommodation

Assessment and support protocol for EU Citizens in Covid-19 emergency accommodation

(pan-London and Westminster SOS)

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

The additional emergency accommodation provided in response to the Covid-19 pandemic, offers a unique opportunity to end rough sleeping once and for all.

To achieve this we will however have to confront a significant challenge: how can we provide an inclusive and equal service offer regardless of nationality, immigration status and recourse to public funds and housing assistance?

This document outlines our key commitments and the protocol we will use to deliver these.

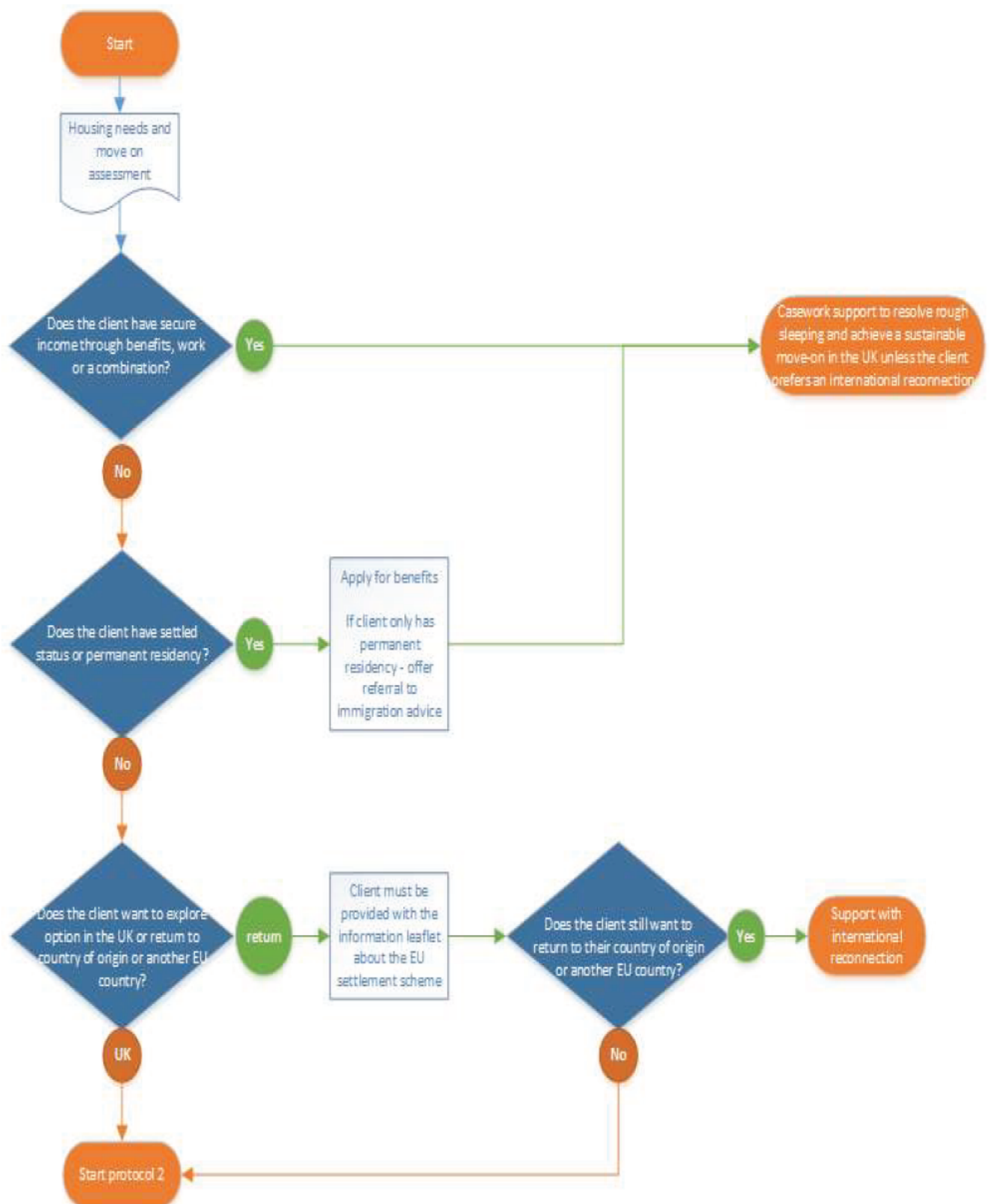
Key commitments to EU citizens

1. Offer all EU citizens the opportunity to explore their options to resolve their rough sleeping in the UK as well as their country of origin
2. Ensure all EU citizens are provided with information about Brexit and the EU settlement scheme before choosing to accept an offer of international reconnection
3. Offer all EU citizens who wish to further explore their options in the UK before considering reconnection an employment and worker status assessment as well as access to an initial consultation with a qualified immigration adviser or solicitor.
4. Offer those EU citizens who, based on our assessments, could sustainably resolve their rough sleeping in the UK access to further immigration advice, employment support and/or benefits advice as appropriate.
5. Offer EU citizens for whom no sustainable route out of rough sleeping can be found in the UK access to international reconnection support as a way to resolve their rough sleeping.

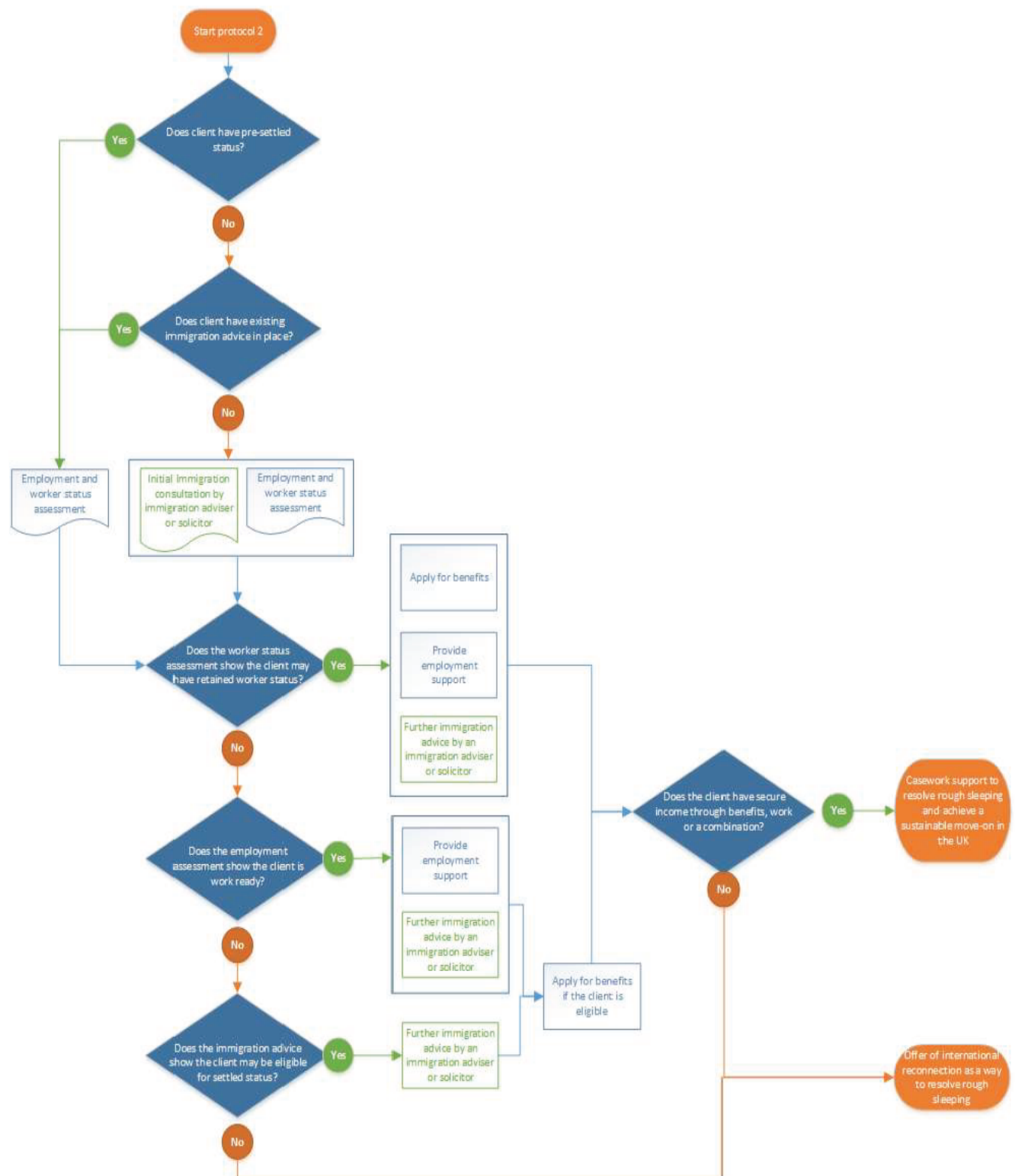
EU citizens

Throughout this document the term 'EU citizens' will be used as a shorthand to refer to all EU citizens as well as citizens from other EEA countries and Swiss nationals. EU countries are Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden. Other EEA countries are Iceland, Liechtenstein and Norway.

Initial assessment protocol for EU citizens ("protocol 1")



Assessment protocol for EU citizens without recourse who wish to explore options in the UK before considering international reconnection ("protocol 2")



Overview of assessment tools and target groups

Assessment type	Target cohort	Content	Possible outcomes for EU citizens	Offer by outcome
Housing needs and move on assessment	All clients	<ul style="list-style-type: none"> General Demographic information Housing Offending Family and relationships Employment benefits and money – including international reconnection options Physical health Mental health Substance use Sex and relationships 	<ol style="list-style-type: none"> Client has access to benefits due to Settled Status or permanent residency Client has pre-settled or no status under the EU settlement Scheme and wants to return to country of origin or other EU country Client has pre-settled status or no status under EU settlement scheme and wishes to explore option in the UK 	<ol style="list-style-type: none"> Casework to resolve rough sleeping in the unless the client wishes to return to their country of origin or another EU country International reconnection support - all clients <u>must receive information about the EU settlement scheme</u> as part of this support and this <u>must be recorded on CHAIN</u> further assessment under protocol 2
Initial immigration Advice consultation	all EU citizens without status under the EU settlement scheme who wish to explore options in the UK	<ul style="list-style-type: none"> One-off consultation with immigration adviser/solicitor Outcome letter outlining potential eligibility, merits of the case based on current information and next steps Information to be sent to client directly and shared with hotel staff with the client's consent. 	<ol style="list-style-type: none"> Potentially eligible for settled status Potentially eligible for pre-settled status. 	<ol style="list-style-type: none"> All clients in this category should be offered further immigration advice. Based on the employment and worker status assessment outcome they may also be offered employment support and benefit advice. Support should be offered in line with the outcome of employment and worker status assessment
Employment and benefits assessment	All EU citizens with pre-settled status or no status under the EU settlement scheme who wish to explore options in the UK	<ul style="list-style-type: none"> Current work status and recent work history Retained worker status assessment Education and skills Types of employment willing to consider Potential barriers to employment (i.e. basic skills, physical or mental health problems, substance use issues) 	<ol style="list-style-type: none"> Client has retained worker status Client does not have retained worker status but is work ready and willing and able to consider a wide range of employment options Client does not have retained worker status and is facing barriers to work requiring more significant support 	<ol style="list-style-type: none"> Support to claim benefits, apply for status under the EU settlement scheme if needed and employment support if appropriate Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a route out of rough sleeping Support to apply for status under the EU settlement scheme if needed, employment support and benefit support on entry into work Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a route out of rough sleeping Further immigration advice to apply for settled status if the initial immigration assessment shows the client is eligible If the initial immigration assessment shows the client is only eligible for pre-settled status, the client should be offered support with international reconnection as a route out of rough sleeping

Annex 2 St Mungo's protocol for third country nationals in Covid-19 emergency accommodation

Assessment and support protocol for third country nationals in Covid-19 emergency accommodation (pan-London and Westminster SOS)

St Mungo's vision is that everyone has a place to call home and can fulfil their hopes and ambitions.

The additional emergency accommodation provided in response to the Covid-19 pandemic, offers a unique opportunity to end rough sleeping once and for all.

To achieve this we will however have to confront a significant challenge: how can we provide an inclusive and equal service offer regardless of nationality, immigration status and recourse to public funds and housing assistance?

This document outlines our key commitments and the protocol we will use to deliver these.

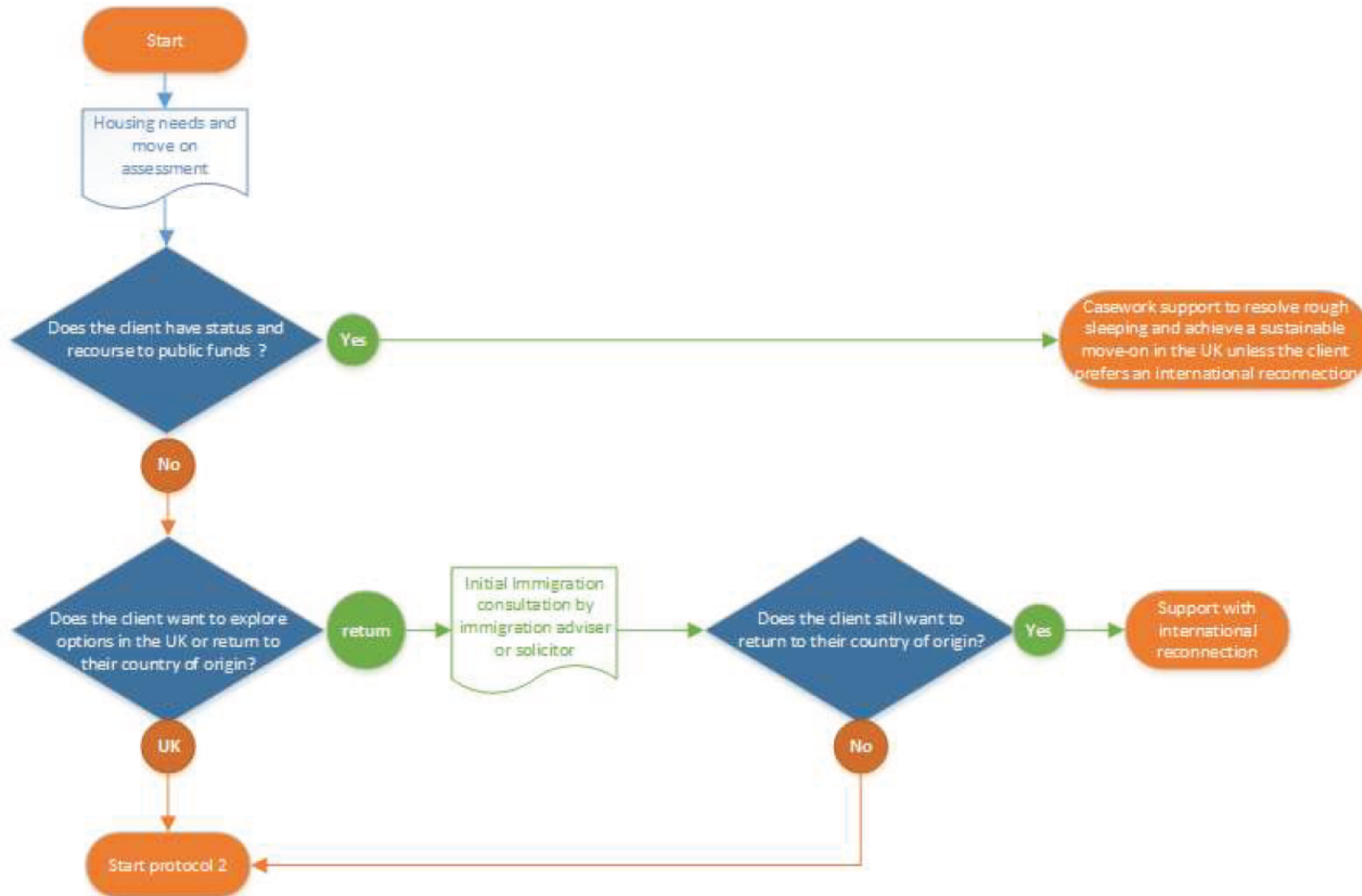
Key commitments to third country nationals

6. Offer all third country nationals the opportunity to explore their options to resolve their rough sleeping in the UK as well as their country of origin
7. Ensure all third country nationals are offered immigration advice before choosing to accept an offer of international reconnection
8. Offer all third country nationals who wish to further explore their options in the UK before considering reconnection an initial consultation with a qualified immigration adviser or solicitor as well as an employment assessment if they have limited leave with NRPF condition.
9. Offer those third country nationals who, based on our assessments and the immigration advice, could sustainably resolve their rough sleeping in the UK access to further immigration advice, employment support and/or benefits advice as appropriate.
10. Offer third country nationals for whom no sustainable route out of rough sleeping can be found in the UK access to international reconnection support as a way to resolve their rough sleeping.

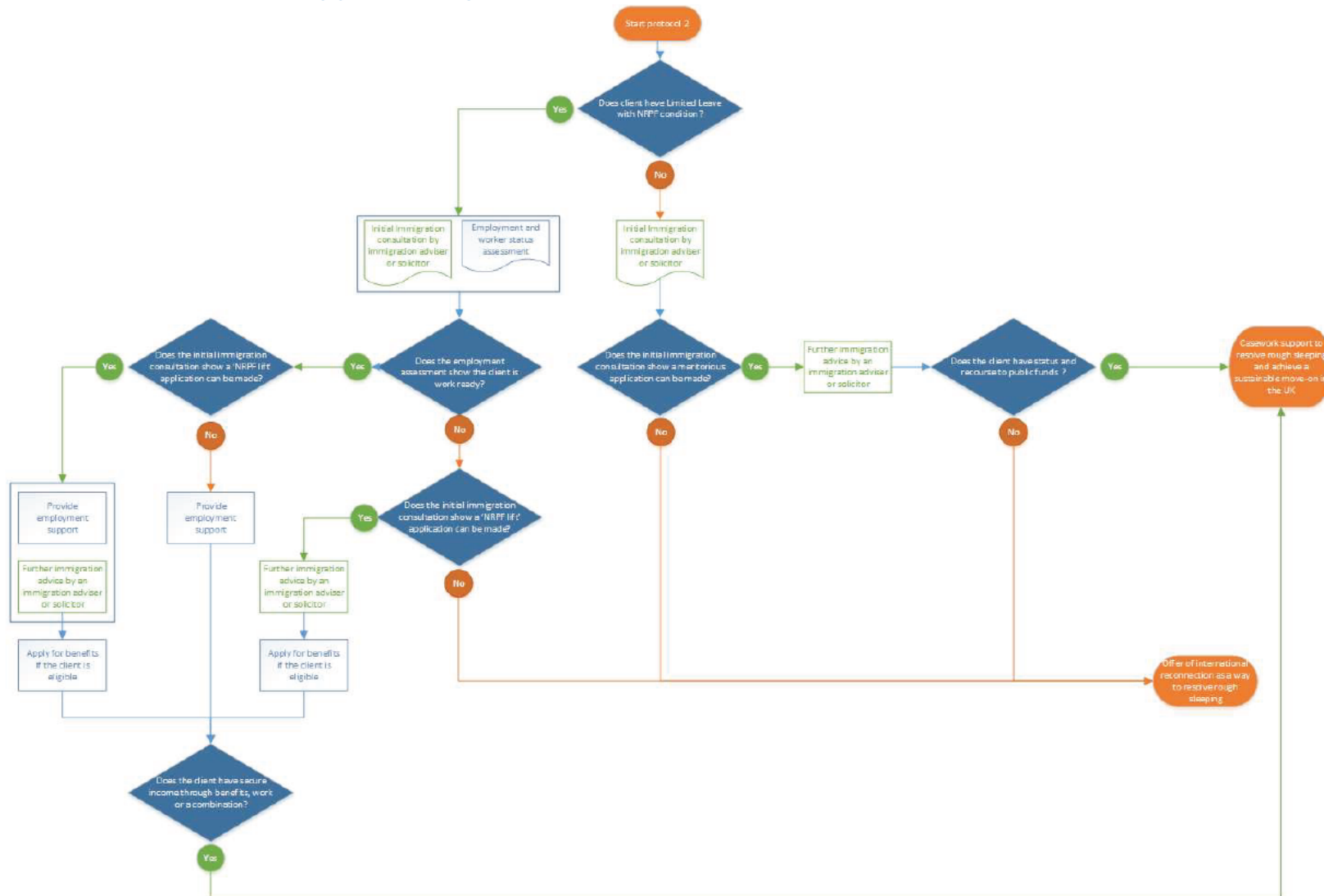
Third country nationals

Throughout this document the term 'third country national' will be used as a shorthand to refer to all non-UK nationals who are not EU citizens, citizens from other EEA countries or Swiss nationals.

Initial assessment protocol for third country nationals ("protocol 1")



Assessment protocol for third country nationals without recourse who wish to explore options in the UK before considering international reconnection (“protocol 2”)



Overview of assessment tools and target groups

Assessment type	Target cohort	Content	Possible outcomes for third country nationals	Offer by outcome
Housing needs and move on assessment	All clients	<ul style="list-style-type: none"> General Demographic information Housing Offending Family and relationships Employment benefits and money – including international reconnection options Physical health Mental health Substance use Sex and relationships 	<ol style="list-style-type: none"> Client has status and access to benefits Client has limited leave with NRPF condition or irregular migration status and wants to return to country of origin or other EU country Client has limited leave with NRPF condition or irregular migration status and wishes to explore option in the UK 	<ol style="list-style-type: none"> Casework to resolve rough sleeping in the UK unless the client wishes to return to their country of origin International reconnection support - all clients <u>must be offered access to an initial immigration advice consultation</u> as part of this support and this <u>must be recorded on CHAIN</u> further assessment under protocol 2
Initial immigration Advice consultation	all third country nationals without status as well as those with limited leave but no recourse to public funds	<ul style="list-style-type: none"> One-off consultation with immigration adviser/solicitor Outcome letter outlining potential eligibility, merits of the case based on current information and next steps Information to be sent to client directly and shared with hotel staff with the client's consent. 	<ol style="list-style-type: none"> Client has a meritorious option to apply for status and gain recourse to public funds in the UK Client has limited leave with NRPF condition or can make a meritorious application for this but 'NRPF lift' application cannot be made. Client has no meritorious options to regularise their status in the UK 	<ol style="list-style-type: none"> All clients in this category should be offered further immigration advice. Based on the employment assessment outcome they may also be offered employment support. Support should be offered in line with the outcome of employment and worker status assessment offer support with international reconnection as a potential route out of rough sleeping
Employment assessment	All third country nationals with limited leave with NRPF condition who wish to explore options in the UK	<ul style="list-style-type: none"> Current work status and recent work history Education and skills Types of employment willing to consider Potential barriers to employment (i.e. basic skills, physical or mental health problems, substance use issues) 	<ol style="list-style-type: none"> Client is work ready and willing and able to consider a wide range of employment options (green cohort) Client is facing barriers to work requiring more significant support (amber and red cohort) 	<ol style="list-style-type: none"> Employment support to enter into work <p>Where this does not lead to secure income within the agreed timeframe, the client should be offered support with international reconnection as a potential route out of rough sleeping</p> <ol style="list-style-type: none"> If the initial immigration assessment shows no 'NRPF lift' application can be made, the client should be offered support with international reconnection as a route out of rough sleeping

Annex 3 C19 Service Offer Letter- Offer agreed

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping. This letter confirms the service offer we have jointly agreed to work towards. The details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON

Add detail on the offer as well as expectations around client actions, timeframes and what clients should do if they need extra support to complete their actions in the agreed timeframes

The team will discuss the next steps to ensure that we jointly achieve this service offer as quickly as possible. It is important that you work closely with your case worker during this time.

You will have received letters from the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and they will be closing. If you are still working with your case worker towards this agreed offer when your hotel closes, all efforts will be made to find you alternative emergency accommodation until your move-on offer is ready.

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 4 C19 Service Offer Letter- Offer not taken up

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the COVID-19 Emergency Hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON Add detail on the offer as well as expectations around client actions

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. We respect your decision but we are unfortunately not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- **Accommodation and support for 3 to give you additional time to decide and up to 4 additional days to plan your exit, unless the hotel closes before that time.**
- **Referral to your local street outreach team (and adult social care where applicable).**
- **Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)**

Your allocated case worker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider our offer of accommodation, you can do so until **[DATE (72 hours from the letter)]**

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

DRAFT

Annex 5 C19 Service Offer Letter non-UK reconnection- Offer not taken up

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for either in the UK or abroad. We have also offered you specialist immigration advice to ensure that all your options are explored.

Based on these assessments, unfortunately we are not able to identify a service offer that will resolve your rough sleeping in the UK. What we would be able to offer is described below:

To support you to explore an international reconnection, including organising the travel and helping you to identify and access accommodation and support you might be entitled to in your destination country OR
TO INSERT SPECIFIC ACCOMMODATION OPTION IDENTIFIED IN HOME
COUNTRY, WITHOUT USING ACRONYMS OR JARGON

However, we appreciate from our conversation on **INSERT DATE** that you are not interested in the option of exploring international reconnection.

We respect your decision but we are unfortunately not able to accommodate you indefinitely due to limitations in funding and, under the current immigration and welfare rules, we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer at this time are described below.

Include things like

- Accommodation and support for 3 days to give you additional time to decide and up to 4 additional days to plan your exit, unless the hotel closes before that time.
- Referral to your local street outreach team (and adult social care where applicable).

- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services, migrants advice and support services as applicable)

The team will be available to discuss the next steps with you in more detail. If you have additional information you would like to disclose or if you wish to reconsider the offer of exploring international reconnection, you can do so until [DATE (72 hours from the letter)]

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's Name.....

Date given:

Annex 6 C19 Service Offer Letter Shielding- Offer not taken up

Hotel Name
Support Provider
Address
Phone Number
Date

Covid-19 emergency hotels: service offer

Dear **INSERT CLIENT NAME**,

During your stay at the Covid-19 emergency hotel we have been working with you to identify ways to ensure you do not need to return to rough sleeping.

Our role is to thoroughly assess your individual circumstances and work with you to provide a realistic option so you do not need to return to rough sleeping. The options we consider are wide-ranging, thoroughly researched and based on your goals and what you are eligible for.

Based on these assessments, the details of your service offer are described below.

INSERT CLIENT'S SERVICE OFFER IN FULL, WITHOUT USING ACRONYMS OR JARGON Add detail on the offer as well as expectations around client actions

We made you this offer on **DATE** and you verbally indicated that you do not wish to take up this option at this time. We respect your decision but as a result we are not able to support you to resolve your rough sleeping at this stage. The details of what we are able to offer, given your decision not to take up this option are described below.

Include things like

- Accommodation and support until there is Covid-19 emergency accommodation available due to your extremely high vulnerability to Covid-19.
- Referral to your local street outreach team (and adult social care where applicable) if we are no longer able to accommodate you.
- Details of other support services you could access (i.e. GP, alcohol, drug and mental health services as applicable)

Your allocated caseworker _____ will be available to discuss the next steps with you in more detail. If you wish to reconsider the offer made to you, you should do so as soon as possible.

You will have received letters from the City Hall Commissioning Team that advised you that the hotels are not a permanent solution and that they will be closing. Due to your extremely high vulnerability to Covid-19, you will be temporarily able to stay in this hotel whilst there is Covid-19 emergency accommodation available.

If you have any questions about your service offer or next steps your support worker would be happy to discuss them. _____ can be contacted on _____

Signed by staff member: Staff member's name:

Signed by client: Client's name:

Date given:

DRAFT

Rough sleeping and Covid19: next steps for rough sleepers in emergency accommodation in London

1. Executive summary

- 1.1. In March, plans were put in place by the Government, Greater London Authority (GLA) and London boroughs to protect London's rough sleepers – on the streets, in assessment centres and in shelters - from Covid-19 and limit wider transmission. These involved the swift mass procurement of safe accommodation, for the GLA primarily hotels, and – working with charities, the NHS and public health – the provision of wraparound and specialist support.
- 1.2. The purpose of this approach is to reduce the impact of Covid-19 on people sleeping rough and ultimately to prevent deaths during this public health emergency. Its basic principles are to:
 - focus on people with a history of rough sleeping who are on the streets or in emergency accommodation where it is difficult to self-isolate or socially distance, such as shelters and assessment centres
 - make sure that these people have access to the facilities that enable them to adhere to public health guidance on hygiene or isolation, including en-suite facilities and no shared sleeping spaces – to prevent and reduce infection
 - utilise powers and funding in place as a result of the Covid-19 emergency to assist, where appropriate, those with no recourse to public funds who require shelter and other forms of support
 - provide support to those accommodated, to both enable them to remain protected from Covid-19 and meet their wider needs.
- 1.3. It is vital that this joint work continues into planning for the next stages of the emergency as lockdown is lifted and, potentially, social isolation measures are eased. Planning is also needed for potential future lockdowns. All agencies involved in the response have a responsibility to ensure that people continue to be protected from Covid-19 and that the opportunity to resolve people's homelessness is fully grasped.
- 1.4. This strategy sets out the joint objectives from London boroughs, the GLA, the NHS and Public Health England for the next steps for people who have been placed in emergency accommodation. It has been developed and will continue to be overseen by the Rough Sleeping Strategic Group, set up specifically for this purpose and comprising the organisations outlined above. It is intended to provide the framework for GLA and borough-level approaches to delivering the next steps for rough sleepers in emergency accommodation. The Strategic Group will also report in to the Government's Taskforce on the COVID-10 response to rough sleeping and next steps led by Dame Louise Casey.

2. Principles

- 2.1. Councils, the GLA and the NHS agree that the delivery of this next steps strategy will seek to ensure that:
 1. No-one who has been placed in emergency accommodation in response to the Covid-19 public health crisis is asked to leave that emergency accommodation without an offer of support to end their rough sleeping (the In For Good approach taken in London for rough sleepers in severe weather emergency provision)

2. there is capacity and capability to deliver and implement In For Good offers of support
3. continued protection from Covid-19 is provided for those who need it, using a cohorting approach of care, protect and prevent;
4. responsibility is shared fairly across London boroughs, and that none are disproportionately impacted as a result of hosting rough sleepers from outside their boroughs during the emergency
5. the London-wide approach supports and complements the efforts of individual boroughs and providers, and vice versa
6. there is an integrated housing approach with health and care to secure access to services and continuity of care
7. the roll out is gradual, to avoid a 'cliff edge' and overload of services as lockdown is lifted.

2.2. The Rough Sleeping Strategic Group commit to raising and mitigating any emerging risks and challenges to appropriate partners and agencies which would act as a barrier to delivering the principles.

3. Scope

3.1. This strategy outlines the principles and framework for activities delivered by agencies specifically to support the move-on of rough sleepers placed in emergency accommodation as part of the public health response to Covid-19. While the implications of this activity on a wider response to rough sleeping and the need for work on a longer-term recovery strategy are recognised, these are beyond its scope.

4. How we will work together to deliver the strategy

Group	Responsibility
Rough Sleeping Strategic Group (London Councils, MHCLG, GLA, NHS, PHE)	To seek mitigations and solutions to risks and challenges that could impede the effective delivery of the strategy. To monitor and oversee delivery. Reporting into the Rough Sleeping Covid Response and Recovery Taskforce.
Mayor's Life off the Streets taskforce (GLA, London Councils, MHCLG, boroughs and providers)	To provide expertise in shaping the delivery plans of the strategy, to oversee these and evaluate and monitor the strategy's success.
London boroughs	<p>To implement those aspects of the strategy best delivered at a local level.</p> <p>To raise issues and challenges to the Life off the Streets Taskforce and Rough Sleeping Strategic Group.</p> <p>To provide strategic public health leadership via Directors of Public Health.</p> <p>To commission relevant public health services, in particular drug and alcohol treatment services.</p>
GLA	To implement those aspects of the strategy best delivered at a pan-London level.

	To provide continuing strategic direction, including through the Life off the Streets taskforce and health inequalities strategy.
MHCLG	To support the implementation of the strategy, including through its programmes and expert rough sleeping advisers. The Government's Taskforce on rough sleeping during the pandemic and next steps will provide support and oversight to the work in London.
NHS	To support the implementation of the strategy through NHS provision and the London Covid Homeless Health Delivery Group.

- 4.1. We have set out a protocol in Appendix 1 which ensures clarity on which authority takes responsibility for placements and how to apply local connection.

5. Where are we now?

5.1. Overview

- 5.2. As of 1 May there were 4,184 rough sleepers known to services in London. 3,630 of these were in emergency accommodation and 554 were still sleeping rough¹. Of those in emergency accommodation, 1,192² were in GLA-procured accommodation and 2,992³ in accommodation procured by boroughs. Over 863 have been as identified - from the weekly borough survey - as having no recourse to public funds (NRPF)⁴.
- 5.3. Accommodating people took place at a rapid pace and hotels were secured based on availability. It was therefore not possible to ensure that people with a local connection to a particular borough were placed in that borough. It also means that some boroughs are currently hosting many more rough sleepers than their services were supporting before the emergency.
- 5.4. Details about the characteristics and needs of those accommodated will be available through the CHAIN Census currently being compiled. The following information is based on feedback from support providers at the hotels and other emergency accommodation, and provides an initial basis on which to determine type and scale of solutions needed to ensure people do not need to return to the street.
- 5.5. Only a small proportion of those accommodated have medium or high support needs, with some of these part of the GLA's Social Impact Bond (SIB) cohort (i.e. people with very complex needs). Some have substance misuse and mental health issues that require a range of responses, including access to harm reduction, pharmacological and psychosocial interventions, and residential detox and rehab.
- 5.6. The overwhelming majority have low support needs, and for most of those eligible for benefits the private rented sector is likely to be the most appropriate solution. Other options may include reconnection back to friends or family.

¹ These figures represent a snapshot as they are subject to change on a regular basis due to efforts in the system to put people into emergency accommodation and move into next steps support.

² Figure correct as of 04/05/2020

³ Figure correct 01/05/2020

⁴ This figure should be treated with caution due to definitional issues and a more robust figure will be available shortly.

- 5.7. A large proportion are non-UK nationals, who are likely to be ineligible for benefits. This group have very limited accommodation options, but many can be assisted through support to find and maintain employment, to secure settled status (for EEA nationals) or – if they want to return home – voluntary reconnection and, where needed, ongoing support in their home country. Others have complex immigration issues that and require specialist support and advice to resolve.

5.8. Provision of accommodation

- 5.9. The GLA has secured 1,277 hotel rooms and 64 rooms in ‘other’ accommodation so far across ten boroughs (another 160-room hotel is currently being procured). The length of contracts varies, with the expiry of bookings ranging from 1 June to 26 June. The GLA has taken an approach to cohort people according to risk, with one hotel (60 rooms) earmarked for those who are Covid-positive (Covid-care), others (245 rooms) for those who are vulnerable (Covid-protect) and the remainder for everyone else (Covid-prevent). The NHS, GLA health team and wider health partners, facilitated by Healthy London Partnership, have supported the response by producing guidelines for a ‘triage, assess, cohort, care’ approach to protecting rough sleepers from Covid-19 through Covid-protect and Covid-care accommodation⁵.
- 5.10. The 33 London boroughs have secured, as of 30 April, at least 834 hotel rooms, 537 B&B rooms, 485 units of self-contained temporary accommodation, 136 hostel beds, 441 ‘other’ types of accommodation. This accommodation is secured on various terms.

5.11. Provision of welfare support and health services

- 5.12. Support to those in the GLA-procured accommodation (mainly hotels) is being overseen by St Mungo’s, with Depaul, Thames Reach, Single Homelessness Project and Look Ahead also directly supporting people in several hotels and Change Grow Live along with other substance misuse providers providing specialist support and co-ordination. Boroughs have worked with locally commissioned providers to provide support to those they have placed in emergency accommodation.
- 5.13. All of the hotels and other buildings used by the GLA have 24-hour cover. Of those accommodated by the boroughs, some have 24-hour, and some have floating support. Work is underway to provide assessments to all rough sleepers.
- 5.14. A set of primary care standards were developed for Sustainability and Transformation Partnerships (STPs) to provide full coverage of health provision to all rough sleepers in emergency accommodation⁶. A pan-London substance service has been commissioned by the GLA, procured by City of London, for those in the accommodation provided by the GLA and borough-commissioned hotels.
- 5.15. The NHS is also providing outreach Covid-19 testing to hostels and hotel accommodation and secured a triage connection for registration to primary care, medication, mental health, community health, GPs and drug and alcohol services. In addition to this public health screening is taking place for blood-borne communicable diseases.
- 5.16. Staff at the GLA’s Covid care accommodation provided for those who have tested positive for Covid19 include by a medical and nursing workforce.

⁵ <https://www.healthy london.org/wp-content/uploads/2020/04/Covid19 -Homeless-Sector-Plan.pdf>

⁶ <https://www.healthy london.org/wp-content/uploads/2020/04/Covid-Homeless-Health-Primary-Care-Standards-final.pdf>

5.17. Numbers helped

- 5.15. To date, the GLA has accommodated over 1,300 people, and even during the lockdown period, 90 positive moves have so far been facilitated by the GLA-commissioned support providers.
- 5.18. Due to a lack of capacity, not everyone referred to the accommodation has been able to be assisted. As at 4 May, there were over 140 unsuccessful referrals to the GLA accommodation. With the imminent opening of an additional hotel, at least some of these will be able to be accommodated. However, with the number of people flowing on to the street increasing, meeting demand will continue to be a challenge.

6. Key issues and challenges

- 6.1. Boroughs and the GLA will develop delivery plans for next steps for the people they have in emergency accommodation. These plans will build on existing pathways, but – as set out in the key issues and challenges below – the capacity and options available to provide solutions for such large numbers of people within such a short timetable are extremely limited.
- 6.2. It is recognised that securing move-on accommodation offers often takes a considerable time. Capacity will therefore need to be maintained, either within the emergency accommodation currently procured or through other interim solutions (for example, student accommodation), to allow this work to take place.
- 6.2. **Private rented sector (PRS):** the PRS will provide the accommodation solution for many of those accommodated. Key challenges will be securing this level of accommodation within a short timescale, within LHA rates, and avoiding concentrations of accommodation being procured in particular areas so putting pressure on local services. In addition, those moving into the PRS will need floating support for a limited period to ensure that they can maintain their tenancy and do not return to rough sleeping. This could potentially happen through a large expansion of the GLA's current PRS floating support service.
- 6.3. **Non-UK nationals:** a large proportion of those accommodated are non-UK nationals, some of whom are ineligible for benefits and, in many cases, wider support. Most are EEA nationals, while others' immigration status means they have No Recourse to Public Funds (NRPF).

Work is underway to understand in more detail the circumstances and immigration statuses of this cohort, to inform possible solutions. However, their options once they leave the hotels and other emergency accommodation are likely to be extremely limited. Some may wish to go home and could be supported with voluntary reconnection. However, for many this will be neither possible nor desirable. Others may be supported into employment. Those with NRPF may need support to resolve their complex immigration status, and EEA nationals may need support with settled status applications. But these options are challenging to implement unless people can be accommodated. With the ongoing public health risk, there is a case for considering whether support (including accommodation) could be provided where there are no other sustainable options.

- 6.4. **People for whom no authority is responsible:** many of those in the emergency accommodation are not in priority need or eligible for a hostel pathway. That is, no local authority will be responsible for providing their ongoing support. In these circumstances, it will fall to the procuring authority to provide this. This will put additional and overwhelming

pressure on local and pan-London pathways and services required to meet people's needs, and inevitably additional capacity will need to be built into the system to enable them to cope.

- 6.5. *People with high support needs:*** a small but significant number of those currently accommodated will need hostels or other supported accommodation - accommodation which is in very short supply. Consideration will need to be given to how hostel spaces could be freed up for this group. One possibility would be to provide independent accommodation – potentially through the Clearing House - to people currently in hostels who are ready to move on. A significant number of people have accepted an offer of a hotel room or other accommodation during the Covid-19 crisis are longer term rough sleepers who have previously refused offers of help and support. This entrenched group should be prioritised for accommodation and support, to prevent them returning to rough sleeping.

Ensuring access to appropriate and consistent mental health and substance misuse support, including residential detox and rehab, is also critical for this group.

- 6.6. *Vulnerable people with ongoing medical risk:*** rough sleepers are significantly more likely to have underlying health conditions and poor overall health that make them more vulnerable to Covid-19. The average age of death in those who sleeping rough or in emergency accommodation is 44 years. A significant number of those accommodated are medically vulnerable to Covid-19, some of whom require shielding⁷. Their accommodation on leaving the temporary accommodation must therefore be suitable for shielding, and self-isolation. Covid-protect facilities that support those sleeping rough who are vulnerable are already under pressure. Accommodation options are constrained by the type of support needed and the ability to place people into shared accommodation whilst social distancing and social isolation measures are in place.
- 6.7. *New rough sleepers and returners:*** the Covid-19 emergency has increased the number of new rough sleepers and returners to rough sleeping coming onto the streets. This includes people who have lost employment (including EEA nationals), those fleeing domestic abuse and those with NRPF. This situation looks set to continue and may worsen as the economic impacts of Covid-19 increase. This is putting additional pressure on services and accommodation now and will continue to do so.

7. Delivering our principles

7.1. *Principle 1: To seek to ensure that no-one who has been placed in emergency accommodation in response to the Covid-19 public health crisis is asked to leave that emergency accommodation without an ongoing offer of support to end their rough sleeping*

7.2. The procuring authority (boroughs or the GLA) will

- assess and determine a plan for support to exit rough sleeping for everyone in the accommodation they have procured

⁷ Increased vulnerability in the homeless population is defined as:

- those that meet the existing definition of 'extremely vulnerable'
- those who are at increased risk as a result of underlying health conditions, as set out in [existing guidelines](#) (e.g. anyone instructed to get a flu jab as an adult each year on medical grounds)
- those aged over 55. <https://www.healthylondon.org/wp-content/uploads/2020/04/Covid19 - Homeless-Sector-Plan.pdf>

- link those in priority need *or* eligible for a hostel pathway *and* with a local connection to a/another local authority to the local authority with which there is a local connection
- be responsible for implementing the plan for support for those not covered by the above point. Further work will be undertaken as part of this strategy to develop opportunities to develop pan-London responses for specific cohorts or on specific solutions, both to ease the pressure on individual authorities and to enable economies of scale

The above points are set out in more detail in the protocol in Appendix 1.

7.3. Boroughs/the GLA will

- agree local/pan-London delivery plans
- ensure that these plans include social care, primary care, mental health, public health and housing, to ensure a sustainable and comprehensive response

7.4. The NHS will

- carry out prevention and screening in hotels to screen for and treat blood-borne health needs
- work with boroughs and the GLA to ensure that those who need them have health needs assessments
 - develop plans to meet the gaps in health requirements that are identified through the health needs assessment
- deliver a health needs audit
- work with boroughs and the GLA to ensure continuity of care as people move between services or pathways

7.5. *Principle 2: To ensure there is the capacity and capability to deliver and implement In For Good offers of support*

7.6. The Rough Sleeping Strategic Group will

- develop and implement an approach to the procurement of and referral to PRS accommodation, prioritising PRS for those accommodated in hotels (as opposed to other emergency accommodation)
- explore options for providing capacity to enable voluntary reconnections
- work to ensure there is enough capacity to provide continuing support to non-UK nationals, including those with NRPF
- continue discussions around potential solutions to the financial challenges of providing an offer of support to everybody in emergency accommodation, including assessing the cost of additional provision, services and support, reviewing current potential funding streams and identifying funding gaps
- support a uniform approach to applying public health guidance to shared accommodation

7.7. Boroughs/the GLA will

- inform at the earliest opportunity local authorities to which those in accommodation they have procured have a local connection and are in priority need or eligible for a hostel pathway, to support capacity planning
- analyse the CHAIN census information to map out the scale of need for different cohorts and solutions, so that these can be planned for and costed
- plan to ensure that existing services can meet demand, including those that are newly commissioned

- work with the NHS to ensure that public health and substance misuse services are stepped-up if needed
- Ensure that the most vulnerable rough sleepers are supported to find long-term settled accommodation with appropriate wrap-around support to avoid them returning to rough sleeping

7.8. The GLA will

- seek to increase the supply of Clearing House properties, both for those in hotels to move on to and to create capacity in hostels for those with support needs in hotels
- explore other options for increasing the supply of accommodation
- explore the scope to expand pan-London services to meet the needs of those moving on from emergency accommodation

7.9. Principle 3: To ensure continued protection from Covid-19 for those who need it

7.10. The Rough Sleeping Strategic Group will

- Collect and disseminate good practice to local authorities and other organisations
- escalate significant pan-London issues where there are barriers to this approach being implemented.

7.11. Boroughs/the GLA will

- Seek to continue to accommodate the flow of rough sleepers coming onto the street throughout and beyond the next steps phase
- Continue to implement a cohorting approach that protects those who are vulnerable to Covid19.

7.12. The GLA will

- Provide capital funding to enable hostels to be remodelled so that residents can adhere to social distancing and social isolation guidance

7.13. Boroughs will

- Seek to ensure that, where needed, hostels they commission are remodelled, so that residents can adhere to social distancing and social isolation guidance

7.14. The NHS will

- Explore how Covid-care provision will be continued
- Continue to provide assessment and testing of symptomatic cases, working closely with LCRC

7.15. Principle 4: To ensure that responsibility is shared fairly across London boroughs, and that none are disproportionately impacted by hosting rough sleepers from outside their boroughs

7.16. The Rough Sleeping Strategic Group will

- Work with authorities to get an agreed approach for those for whom no borough or other local authority is responsible, including developing pan-London or sub-regional responses
- Ensure that partners can share data where needed
- Work across partners, to ensure that where specialist step down/step up provision is needed at a sub-regional or regional level that this is a shared responsibility

7.17. See also work around those in priority need or eligible for a hostel pathway set out in principle 1 above.

7.18. Principle 5: Ensure a London-wide approach supports and complements the efforts of individual boroughs and providers, and vice versa

7.19. The Rough Sleeping Strategic Group will

- continue to support authorities with implementing next steps by raising issues that are not resolvable at a borough/regional level via appropriate escalation routes
- work to seek agreement from authorities on an approach to new arising need

7.20. The GLA will

- mobilise the Life off the Streets Taskforce to support the delivery of the strategy
- continue to provide a hub for data through CHAIN

7.21. Boroughs will

- work with the GLA and the Rough Sleeping Strategic Group to create a single source of information on those in emergency accommodation through CHAIN

7.22. Principle 6: To ensure an integrated housing approach with health and care to secure access to services and continuity of care

7.23. The GLA will

- ensure that data is available to be shared with partners to support with strategic decision-making on health and housing integration across London

7.24. Boroughs will

- Ensure that local delivery plans are coordinated with local and regional NHS colleagues so that the housing and health response is integrated as part of their approach
- Ensure that local delivery plans are developed with public health, social care and health

7.25. The NHS will

- Explore options with boroughs for joint commissioning of services where appropriate.
- Work with boroughs and the GLA to ensure that plans link with local and regional NHS plans

7.16. Principle 7: Ensure that the roll out is gradual, to avoid a ‘cliff edge’ and overload of services as lockdown is lifted

7.27. The Rough Sleeping Strategic Group will

- Have sight of GLA and borough plans for scheduling the move on from emergency accommodation

7.28. Boroughs/the GLA will

- Ensure that their delivery plans schedule the move on from emergency accommodation over a period of time, with a clear rationale for how the scheduling has been done, raising risks through the strategic group where deadlines may not be able to be met.
- Identify the need for, and resource implications of providing, interim emergency accommodation while next steps plans are implemented.

- prioritise move on from the hotels (as opposed to other emergency accommodation), unless there is an overwhelming reason for not doing so.

8. Outcomes, monitoring and governance

- 8.1. This strategy demonstrates a clear commitment from all agencies involved in the next steps for those sleeping rough who are currently in emergency accommodation. The strategy partners (London Councils, the GLA, MHCLG, NHS and PHE) will work together via the Rough Sleeping Strategic Group, which will monitor progress on moving people on from emergency accommodation and support boroughs and the GLA by unblocking barriers to delivering wherever possible.
- 8.2. The Rough Sleeping Strategic Group will set out a work plan to support boroughs and the GLA in dealing with the issues highlighted in section 6 of this strategy. The Life off the Streets Task Force will work to implement solutions to these issues at a pan-London level.
- 8.3. Outcomes will be set by boroughs and the GLA in their delivery plans and these will be monitored within their organisations, feeding into the Rough Sleeping Strategic Group when needed to raise issues and provide assurance to partners.
- 8.4. The Strategic Group will work alongside existing partnerships to deliver the work required and ensure that partnerships that have been established to support those sleeping rough during the Covid19 crisis are aligned.

9. Resources

- 9.1. Government has allocated £3.2bn nationally to local authorities (including the GLA) to support the Covid-19 response. One of the purposes of this resource is to fund the response around rough sleeping. The GLA has also expanded its own resources on the rough sleeping response.
- 9.2. Further in-depth financial analysis will be conducted via the Strategic Group to support with ongoing delivery of next steps for those who are sleeping rough. Analysis will form part of the workstreams to look at areas including:
 - PRS accommodation, including procurement costs, tenancy deposits, implications for LHA rates and tenancy sustainment
 - health and support services, including substance misuse services and meeting unmet need arising from health assessments
 - solutions for non-UK nationals, including NRPF
 - emergency accommodation that may be needed for future lockdown

Appendix 1

CV-19 Rough Sleeping Emergency Accommodation – placements protocol

This note outlines the principles that all authorities procuring emergency accommodation as a result of the CV-19 crisis will commit to, to ensure that no borough is disproportionately impacted in providing continued support to rough sleepers placed in their area at this time.

By 'authority' – we include all London boroughs, any out of London council that had made a placement within London, and the GLA.

The note restates 'BAU' principles, underlined due to the vastly increased number of placements.

1. The authority who has procured the hotel accommodation continues to provide ongoing support where needed during the life of the placement.
2. The procuring authority will notify the receiving authority, as per s208 rules even where the placement is not made under a defined part of the Housing Act, including address, name and where possible support needs.
3. At the end of the placement, the authority who has procured the hotel accommodation agrees to be responsible for providing move on support as appropriate as per the next steps strategy, unless the client has priority need and local connection to another borough or is eligible for a borough rough sleeping pathway.
4. For clients in priority need, where a procurement was done by an authority to which the individual has no local connection, it is incumbent on that authority to link up the individual with the relevant authority where there is a local connection, where that exists.
5. The snapshot which is being recorded on CHAIN by the 18th May will assist in providing relevant local connection / priority need information to cohort the accommodated individuals
6. For the avoidance of doubt, where the GLA are operating hotels, they agree to count these individuals as being procured by the GLA.

We note the key difficulties around these principles are the high percentage of the cohort with no recourse to public funds (for whom it unlikely any settled accommodation can be found), new flow to the streets including those with indeterminate local connection, and the likelihood of further Coronavirus peaks over the next year.

We also note that regarding point 5, discussions are underway with MHCLG, the GLA, Capital Letters and third sector partners regarding the ramping up of a Pan-London offer of PRS for these clients.

GLA COVID HOTELS MOVE-ON RESOURCES

This is a live document, which will be regularly updated by the GLA rough sleeping team. If you find that information in this document is incorrect or out of date please contact [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk). Similarly, if you are aware of options or services that you think should be included please contact the above with details.

The purpose of this document is to provide basic information about, and contact details for, the range of support and accommodation options that the GLA team have established. It is not an exhaustive menu of move-on options, and providers should also use their initiative and existing contacts to support guests.

Guests in GLA-funded hotels have a range of options and needs, and so the assortment of offers available has to be similarly broad. This includes groups who have limited access to support, such as those with NRPF conditions, and these issues are specifically addressed below.

PRE-MOVE

MOVE-ON PLANNING AND RECORDING

Everyone staying in GLA COVID hotels should have an assessment to identify their support needs, move-on options and actions required to achieve a positive move out of the hotel. This process should include input from, and the outcomes should be agreed with, guests.

In many cases additional expert assessments will be required, for example regarding mental health, or immigration advice.

Each support provider may make use of their own local systems for recording client information and work done, however move-on plans and basic information regarding demographics and accommodation stays and departures, must be recorded on the CHAIN system. This is essential as the move-on plans on CHAIN inform strategic planning, and are used to monitor service performance.

Arrivals and departures should also be logged on the CHORUS system to ensure accurate voids and occupancy information is available.

ID AND OTHER DOCUMENTS

- For EEA nationals needing ID documents, please see Homeless Link guidance with information on every EEA consulate. If the client consents, you can email the consulate explaining the urgent need for ID and ask for an urgent appointment:
[REDACTED]
[REDACTED]
- Romanian nationals who are not able to get ID in Romania, and reside in the UK, can apply for a passport indicating that their domicile is in the UK. They will need proof of address in the UK (e.g. NIN letter, P45, letter from employer, etc) and a birth certificate which can be applied for through the consulate (normally takes about 3 months). They might need to present other documents depending on their circumstances (e.g. marriage certificate).
- For all clients: photographic identification; bank account details; proof of eligibility for benefits (if applicable); proof of receipt of benefits (if applicable); proof of immigration status/leave to remain (if applicable); GP registration and prescription record; recent accommodation history; contact information for mental health, substance misuse, or any other currently engaged support service.
- RIGHT TO WORK: Please note that for clients that have the right to work but have their ID with the Home Office, employers can get confirmation of the person's right to work through the Home Office Employer Checking Service:
<https://www.gov.uk/employee-immigration-employment-status>

- **RIGHT TO RENT:** Please note that it is possible to prove right to rent without a valid photographic ID. This is especially relevant for EEA nationals moving into PRS without ID. See guidance: <https://www.gov.uk/government/publications/right-to-rent-document-checks-a-user-guide>

IMMIGRATION ADVICE

All providers have been supported to link with immigration advisers to support non-UK nationals in the hotels. Please refer clients as soon as possible to ensure that everybody gets at least an immigration assessment before leaving the hotels. If clients agree to share the advice received, please ensure CHAIN is updated with the correct immigration status and entitlements assessment.

If your current partners don't have sufficient capacity, please inform the GLA.

NON-EU NATIONALS

All non-EU nationals should be provided with the [GLA letter for non-EU nationals](#) and translations ([Tigrinya](#) and [Punjabi](#)) and which explains the offer of free, independent and confidential advice.

Ramfel: this immigration advice organisation has agreed to take up to 40 referrals for immigration advice and casework. To refer, email [REDACTED]@ramfel.org.uk or [REDACTED]@ramfel.org.uk.

Migrants Organise: this organisation can provide holistic support to up to 30 migrants in GLA hotels with mental health or care needs issues and complex immigration issues. They are not immigration advisers but they will link clients to a qualified adviser. To refer please fill in their [referral form](#) and email it to [REDACTED]@migrantsorganise.org. More information on their services can be found [here](#). Please specify in the referral that the client is in a GLA procured hotel.

Hammersmith & Fulham Law Centre: this organisation can provide in-depth assessment for cases and, if appropriate, take the case under exceptional case funding or legal aid.

Referrals can be sent to [REDACTED] (H&FLC) [REDACTED]@hflaw.org.uk> directly by hotels or by other advisers (Praxis, Ramfel or Migrants Organise) who have identified that the case has merits and could be eligible for Legal aid.

EU NATIONALS

A new system has been created for referrals for EUSS immigration advice for EU nationals in GLA hotels:

Referral system agreed:

1. Immigration providers will be updating the [Booking Spreadsheet](#) with their weekly capacity to do EUSS immigration assessments and/or casework.

2. Homelessness providers in the hotels will be referring EU clients to any of the immigration providers depending on their capacity that week by booking the slot in the Booking Spreadsheet and emailing the referral form to the adviser.
3. By adding into this Booking Sheet, immigration advice organisations and Support Providers in Covid-19 emergency accommodation confirm that:
 1. they have appropriate safeguarding and data protection policies and procedures in place;
 2. that no personal data will be shared with the Home Office without the clients specific consent; and
 3. that consent will be sought from client to share information between the immigration adviser and the referring agency to progress the case AND that regular updates on the cases will be sent to referring agency using the template below- if consent is given.

Relevant documents:

1. [GLA letter for EU nationals](#) and translations ([Polish](#), [Romanian](#), [French](#), [Italian](#), [Bulgarian](#), [Lithuanian](#)) can be provided to all EU nationals in the hotels. The document explains the offer of free, independent and confidential advice and provides basic information on EUSS (based on documents produced by Ramfel, St Mungo's and Praxis).
2. EUSS Immigration Advice in hotels [Booking Spreadsheet](#) accessible via this link (we recommend to save it in favourites):
;
3. Hotels EUSS [Referral Form](#) attached (based on EERC referral form and including information from St Mungo's, Praxis and Crisis Partnership SLAs).
4. [Template for regular updates](#) from immigration advisers on their cases to be sent to referring agency weekly.

Expectations:

1. **Homelessness providers** in Covid-19 hotels::
 1. Give all EU clients information on EUSS (e.g. the GLA letter for EU nationals) and ask for their consent to make a referral and to exchange information with adviser.
 2. Fill in the referral form attached.
 3. Book one of the available slots in the Booking Spreadsheet and email the referral form within same day- from Wednesday to Friday for the following week.
 4. Inform the client what organisation will be calling them and at which time slot.

5. If face to face is needed, to provide the adviser with risk information about meeting spaces in the hotel.
6. Help client to liaise with adviser to progress their case (eg. sending documents, helping with ID, etc). If possible, remain available for support during the established time-slot (e.g. if an application can be submitted but client just needs support with the EUSS ID app).
7. Update in the relevant database that a referral has been sent and the outcome.

2. Immigration providers (funded by the Home Office EUSS grant):

1. Report capacity every week and communicate indicative time slots (fill in Booking Spreadsheet by Tuesday for capacity the following week)
2. Assess or start casework within the week the slot was booked;
3. Email or post a one-off advice letter or Client Care Letter within the same week- including information on eligibility for settled or pre-settled, entitlements, next steps required and by who and clarification on whether another referral is needed for casework and at what level (OISC level 1 or 2);
4. Liaise with referrer to update on the case and any follow up actions using the weekly updates template- if consent given.

Weekly meetings

Participants are invited to attend a short weekly meeting to iron out any issues and raise common concerns every Wednesday at 2pm. Please see the link to the meeting below:

[Join Microsoft Teams Meeting](#)

United Kingdom, London (Toll)

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

Welcome to the GLA's Team's Meeting

*Other **translated brochures on EUSS** and Brexit to be delivered to your hotels, you just need to fill in this spreadsheet:

The leaflets contain the following information: <https://op.europa.eu/en/publication-detail/-/publication/ed317823-9fc4-11ea-9d2d-01aa75ed71a1/language-en/format-PDF/source-135707976%E2%80%8B>

WELFARE ADVICE

- For general support to make a benefit claim, clients can call the free National Help to Claim helpline 0800 144 8 444 <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/help-to-claim/>
- For clients with refused benefits claims or complex cases, you can call the advice line for advisers from CPAG 020 7812 5231 (Monday to Friday between 10am and noon and between 2pm and 4pm) <https://cpag.org.uk/welfare-rights/advice-service>

EMPLOYMENT RELATED SUPPORT

██████████

██████████ is a 180 room (ensuite & kitchenette) student accommodation building in Camden which is being used as an interim accommodation option for people leaving GLA commissioned hotels. Onsite support, delivered by St Mungo's, is being tailored to meet the specific employment needs of people who have been assessed as work ready.

A specific employment support programme is being developed for the site and further details will follow.

The team of caseworkers will work Monday-Friday between 9 and 5 with the project being covered by security out of office hours.

Eligibility

- No to low support needs i.e. no current substance misuse or alcohol related support needs, no current significant mental health concerns, no significant behavioural management concerns.
- Work ready and 'Work First' i.e. those who require employment in order to access accommodation

Referrals

Referrals are being coordinated by the Service Manager ██████████ [@mungos.org](mailto:██████████@mungos.org) in priority order according to hotel closure dates.

Other employment Support Programmes

- Employment support for young people: Maximus UK Services Ltd - Targeted NEETs Project <https://www.maximusuk.co.uk/NEET> Supports Londoners aged 16 to 24 who are NEET (Not in Education Employment and Training) to sustain an EET destination for at least 26 out of 32 weeks. **Contact details for a key referral person** : Name: ██████████ – Engagement Adviser Young People Mobile: ██████████ Email: ██████████ [@maximusuk.co.uk](mailto:██████████@maximusuk.co.uk) Their referral form can be found [here](#)
- BEAM have been commissioned by the GLA to work with up to 30 people. Referrals to BEAM are currently limited to ██████████ team (this is subject to review). BEAM

operate a crowdfunding model to raise funds that would overcome an individual's barriers to employment e.g. training, equipment, workwear. For more information about the organisation see, see www.beam.org

- Employment support for veterans: RFEA, The Forces Employment Charity (www.rfea.org.uk) supports veterans and early service leavers from the UK armed forces. From 1st July, they can accept referrals of veterans who have served for UK armed forces from the GLA Rough Sleeping Team. They are committed to helping veterans who are rough sleepers and their aim is to support them to access employment. Their approach is to work with all those they support to address the barriers to employment as well as simply to access jobs, so they are able to help those who have been rough sleeping to navigate some of the wider specialist support available to veterans. Registration form: <https://www.rfea.org.uk/jobseekers/register/> It can be difficult for those with more vulnerabilities to fill this out - so our RFEA Support Centre will help with registration :Tel: [REDACTED] e-mail:info@rfea.org.uk
- Employment support for Europeans with limited English skills: Work Rights Centre <https://www.workrightscentre.org/> They can provide some basic employability support remotely and that they speak several languages (Romanian, Polish, Italian, Spanish, Bulgarian, Ukrainian and Russian). The service manager is called [REDACTED] ([REDACTED] [@workrightscentre.org](mailto:[REDACTED]@workrightscentre.org)) and she said clients can call from Monday to Saturday from 11am to 5pm the Free Phone: [REDACTED] or the mobile: [REDACTED] through whatsapp if they have no credit and they need to use the hotel WIFI.
- Employment support and ESOL for refugees and those with humanitarian protection or discretionary leave: <https://renaisi.com/rise/>

MODERN SLAVERY

For advice and information for victims or support agencies on any trafficking matter:
Modern Slavery Helpline 0800 0121 700 (24/07)

Modern Slavery **Training and Resources: NHS, Hotels and Homelessness:** Stop the Traffik have produced resources for staff working in hotels and with the homeless community designed to equip frontline workers with the basic knowledge to identify and report exploitation taking place on their sites. Materials include video and audio training, as well as accompanying posters and notes. To access the training and for full information, follow this [link](#)

ACCOMMODATION OPTIONS

PRIVATE RENTED SECTOR

The GLA has procured access to the Private Rented Sector through two commissioned PRS providers. This replaces the previous scheme which involved a larger number of PRS providers. For the most part these providers were stood down as of 1 September 2020, however any open cases with those providers will continue until they are housed, or they will be referred to an alternative provider below.

Hotels will work with one of the two providers depending on which organisation is running the hotel:

- **St Mungo's:** Route to Renting
- **Look Ahead, Depaul:** Thames Reach PSL

PRS providers no longer available (except for referrals accepted before 1 September 2020: SHP, East London Housing Partnership/ELHP, HOPE Worldwide.

Process:

- Upon identifying that PRS is a suitable move on option for a hotel guest, hotel providers will complete a 'GLA PRS Referral and Assessment Form' and email it to:

Route to Renting: [REDACTED] [\[REDACTED\]@MUNGOS.ORG](mailto:[REDACTED]@MUNGOS.ORG), or
Thames Reach [REDACTED] [\[REDACTED\]@thamesreach.org.uk](mailto:[REDACTED]@thamesreach.org.uk)

- All referral emails should be copied to: [REDACTED] [\[REDACTED\]@london.gov.uk](mailto:[REDACTED]@london.gov.uk)
- The status of each allocated client, and any offers of PRS accommodation, will be tracked by GLA Hotel PRS access team.
- The hotel provider and PRS provider will liaise directly to discuss client information, obtain and share documentation, organise meetings with the client and property viewings, and arrange transport to their property.
- The hotel provider will make a referral to the PRS TST service on all occasions (see page 20 'Resettlement Support'.

Expectations of the hotel providers in referring to GLA PRS:

- To establish PRS as the suitable move on option for a client.
- To disclose full and accurate information to ensure the best chances of a client being allocated to and successfully housed by the appropriate PRS provider.
- To refer clients only via the agreed access route and only using the GLA PRS Referral and Assessment Form.
- To avoid making multiple referrals to different PRS access schemes and, if a client is exploring multiple options, to state this on the referral form.
- To respond quickly and accurately to any requests for additional information from the GLA Hotel PRS access team.

- To liaise directly with and support the PRS provider with requests for information, contacting clients, and facilitating safe moves to accommodation.
- To make referral to the GLA PRS TST service for all clients moving into PRS.
- To record all PRS accommodation outcomes on CHAIN.

If a client declines to move to an offered property, the PRS provider will assess this on a case-by-case basis and can, at their discretion and in consultation with the referring hotel provider, remove this person from their caseload, with the following exceptions:

- The property was found not to meet the agreed minimum property standards or was demonstrably not suitable to the client's needs;
- The client has genuine extenuating circumstances which means they are not able to move at that specific time, or to that particular property, but still wishes to be assessed to find PRS accommodation.

For questions on PRS referrals and allocations contact [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)

CLEARING HOUSE

The Clearing House service offers access to Housing Association properties in London with floating support provided by either St Mungos or Thames Reach, depending on the area. Tenancies are renewable 2-year fixed terms.

To be eligible, a guest must be in need of the floating support that is part of this offer (this option is not for people who can live 100% independently of support services), have appropriate forms of ID, and be able to afford the tenancy (either via welfare payments, employment, or other demonstrable means).

The Clearing House is currently open for moves out of hotels. They will be operating a 'voids-led' process, this means that you do not need to submit speculative referral forms, as the Clearing House team will contact the move-on lead at each hotel site whenever they have a move-on opportunity. They will discuss the opportunity with the move-on lead at the hotel site, and ask the lead to put forward a person for whom they believe it is suitable.

The move-on lead (or other member of staff) will complete a short referral form at that point, and Clearing House will then make the nomination linking the referred person (and their support worker) with the Landlord and floating support provider.

For questions contact the Clearing House directly:

[REDACTED]
[REDACTED] mungos.org
[REDACTED]

YMCA

Several YMCA schemes are available for hotel providers to refer to directly.

YMCA schemes are split into two main groups: Main Hostels, and other schemes. Details on the Main Hostels which are likely to be most appropriate for move on from hotels can be found below.

The YMCA Main Hostels (Walthamstow and Parsons Green) are open to referrals for those entitled to benefits in the UK, irrespective of local connection.

Walthamstow YMCA

Address: 642 Forest Road, Walthamstow E17 3EF

- Criteria: Single people aged 18-55, with low to medium support needs. Those referred will need to be willing to engage with the support provided.
- Weekly rent and part of the service charge eligible for Housing Benefit is £293.15. The weekly service charge NOT covered by Housing Benefit is £17.51.
- This YMCA does not have cooking facilities. Breakfast is included in the resident service charge, and residents can buy lunch and dinner from the restaurant on site.
- [This document provides fuller information on the referral process.](#)
- Referrals can be completed at:

[Redacted]

Parsons Green YMCA aka Ensor House

Address: 6 Parsons Green, Fulham SW6 4TQ

- Criteria: People aged 18 or over. No support is offered, so those referred to this YMCA need to be able and willing to live independently.
- Weekly rent and part of the service charge eligible for Housing Benefit is £133.79. The weekly service charge NOT covered by Housing Benefit is £16.43.
- This YMCA is self-catering only.
- Referrals can be completed at:

[Redacted]

For further information and to find out about the YMCA's other schemes there is [a complete list of YMCA schemes available to refer to in London](#). YMCA Area Managers, listed in this document, are willing to assist with referrals to other schemes for those with a local connection to the relevant borough, provided they are entitled to benefits in the UK. For support staff working on behalf of a local authority, you will need to identify which team or teams in the local authority normally make referrals - with the help of the YMCA Area Manager, if necessary. Liaise with that team/teams and the YMCA Area managers to make any referrals.

LOOK AHEAD

The GLA is funding a scheme in the London Borough of Ealing aimed at people with medium support needs moving on from hotels and preparing them for independent living.

Each client accepted onto the scheme will be offered up to a 3-month stay in a four-bedroom property, with daytime support delivered by Look Ahead Support Workers. There are two properties each with space for three single people and one couple. Both properties are subject to COVID-19 precautions including regular cleaning and restrictions on the use of shared spaces, nevertheless this scheme should not be considered suitable for those in the clinically extremely vulnerable or shielding groups.

A dedicated Look Ahead Resettlement Worker will help to identify a suitable move on option for each client and work to issue them with an offer of accommodation within three months.

Criteria

- Single people or couples
- Medium support needs (includes: dual diagnosis, mental health, offending history)
- Must be eligible for benefits
- Any local connection accepted, but priority to Ealing and West London connections
- No history of arson

To refer to this scheme, complete and email the [Look Ahead SBC Referral Form](#) to [REDACTED]@lookahead.org.uk and [REDACTED]@lookahead.org.uk

Considering the small size of this scheme, the GLA are asking that each GLA-funded hotel identifies **one** suitable single person **or** one couple to refer to the scheme. Back-up referrals should also be identified to save time in the event an initial referral falls through.

SEASIDE AND COUNTRY HOMES

Seaside & Country Homes is a Mayoral mobility scheme that helps tenants to move from London to properties in desirable seaside and countryside locations. These are mainly in the south east, the south west and East Anglia. The GLA Housing Mobility team has full nomination rights to all available properties and are making a number of one and two-bedroom flats on the scheme available to hotel guests.

The scheme is available to applicants over the age of 50. Any members of the household who are under 50 years of age must be either the partner or registered carer of the lead applicant. We are usually only able to consider applications from two people but we can consider three person households where the third person is an adult dependent relative or live-in carer.

Key points

- These properties are unfurnished and will not include white goods, carpets, soft furnishings etc. Move-on teams will be responsible for purchasing these items and including them in move-on costs.
- They are general needs properties so will be most suitable for individuals who don't need ongoing support (but may need initial resettlement support).

- The properties are designated for older people therefore all neighbours will be aged 50 or over. The properties are NOT sheltered or supported.
- Landlords will usually carry out a pre-tenancy check before a viewing, this typically includes an affordability assessment and Right to Rent check. Most landlords are currently managing this virtually using online portals.
- Landlords are cautiously arranging viewings in line with Government guidelines.
- A move to a Seaside & Country Homes property is a permanent move. It will not be possible to move back to London at a later date.

Eligibility

- Must be aged 50 years or over
- Only suitable for guests with low or no support needs.

Process

- The Housing Mobility team will email move-on teams the details of available properties and invite nominations with a clear deadline (often requiring a quick turnaround).
- Move-on teams will nominate guests by returning completed nomination forms to the Housing Mobility team.
- If nominating more than one guest, move-on teams should indicate a priority order.
- Housing Mobility team will forward nominations to the landlord who will then liaise directly with the relevant move-on officer

Contact

You can read more about the properties at www.london.gov.uk/seaside If you would like to nominate a guest for a particular property please complete the registration form and send to [REDACTED] by email: [REDACTED]@london.gov.uk or [REDACTED]@london.gov.uk

HOUSING MOVES

Housing Moves is a Mayoral pan-London mobility scheme designed to help existing social housing tenants to move to another part of the city. The scheme works in partnership with London boroughs and large housing associations whereby they contribute a proportion of their void properties to Housing Moves.

The GLA Housing Mobility team manages the scheme and has asked the large housing associations (known as 'G15') to increase their contribution of one-bedroom properties so that we can offer them to hotel guests.

Key points

- These properties are unfurnished and will not include white goods, carpets, soft furnishings etc Move-on teams will be responsible for purchasing these items and including them in move-on costs.
- They are general needs properties so will be most suitable for individuals who don't need ongoing support (but may need initial resettlement support)

- Landlords will usually carry out a pre-tenancy check before a viewing, this typically includes an affordability assessment and Right to Rent check. Most landlords are currently managing this virtually using online portals.
- Landlords are cautiously arranging viewings in line with Government guidelines.

Eligibility

- No age criteria unless explicitly stated on the property detail.
- Only suitable for guests with low or no support needs.

Process

- The Housing Mobility team will email move-on teams the details of available properties and invite nominations with a clear deadline (often requiring a quick turnaround)
- Move-on teams will nominate guests by returning completed nomination forms to the Housing Mobility team.
- If nominating more than one guest, move-on teams should indicate a priority order.
- Housing Mobility team will forward nominations to the landlord who will then liaise directly with the relevant move-on officer.

Contact

If you would like to nominate a guest for a particular property please complete the registration form and send to [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk) or [REDACTED] [@london.gov.uk](mailto:[REDACTED]@london.gov.uk)

If you have any questions please get in touch.

HOSTELS AND LOCAL AUTHORITY SUPPORTED PATHWAYS

Whilst the GLA has responsibility for move-on for the majority of people in GLA COVID hotels, it has been agreed with London Local Authorities in the Rough Sleeping Next Steps Strategy that anyone assessed as:

- Having a local connection to a borough
- AND
- Requiring supported accommodation

Can be referred to that Local Authority's housing options or homelessness service for move-on.

If a guest requires supported accommodation, such as a hostel, this should be recorded in their move-on plan on CHAIN. Providers should directly approach the Local Authority to which the guest has a connection, in order to pursue this option.

STATUTORY AND PRIORITY PRESENTATIONS

The law remains the same around those in priority need - should be supported to present at appropriate local authority (i.e. where there is the strongest connection). Try to avoid defaulting to the hotel's host borough.

Local authorities have a legal responsibility to assess, assist and, in some cases, secure accommodation for households who are facing homelessness within 56 days or experiencing homelessness. There is a useful overview of local authorities' duties on Shelter's website:

https://england.shelter.org.uk/housing_advice/homelessness/guide/homeless_get_help_from_the_council/how_the_council_can_help

In line with the Rough Sleeping Next Steps Strategy, hotel guests who are likely to meet all of the criteria that determine whether a local authority has a duty to provide accommodation can be referred to a local authority housing options or homelessness service. These criteria are outlined at

https://england.shelter.org.uk/housing_advice/homelessness/guide/homeless_get_help_from_the_council/who_qualifies_for_housing. It may be difficult to determine whether an individual is likely to meet the priority need criterion on the basis of being vulnerable.

Paragraphs 8.13 to 8.18 in chapter eight of the Government's Homelessness Code of Guidance for local authorities, available at

https://assets.publishing.service.gov.uk/media/5a969da940f0b67aa5087b93/Homelessness_code_of_guidance.pdf, outline some of the reasons for which a person might be considered vulnerable and advise local authorities on assessing whether this is the case. This resource may help with determining whether an individual is likely to meet the priority need criterion.

It is important to be aware that, where an individual is referred to a local authority for an assessment under the homelessness legislation and the local authority accepts a duty to accommodate them, the accommodation provided may be a private rented sector tenancy, a placement in supported accommodation, or temporary accommodation. The local authority will not necessarily accept a duty that means they will eventually allocate the individual social-rented housing. Temporary accommodation may well be in another local authority area and stays in such accommodation are often very long. All this means it is important to manage the expectations of hotel guests referred to a local authority for assessment under the homelessness legislation.

When referring an individual to a local authority housing options or homelessness service, please ensure the following:

- They are referred to the local authority with which they have the strongest local connection, unless it would not be safe for them to be in that local authority area. There is a basic overview of what constitutes a local connection at https://england.shelter.org.uk/housing_advice/homelessness/guide/homeless_get_help_from_the_council/who_qualifies_for_housing. In addition, paragraphs 10.3 to 10.25 of the Government's Homelessness Code of Guidance, available at https://assets.publishing.service.gov.uk/media/5a969da940f0b67aa5087b93/Homelessness_code_of_guidance.pdf, advise local authorities on how to assess local connection. This is important because the homelessness legislation provides for a

local authority with which an individual seeking assistance has no local connection to refer the individual to another local authority. Such referrals can be time-consuming for both the individual involved and the local authority. Taking local connection into account at the point of referral will help to reduce the number of cases in which such referrals are made.

- Where possible, that they are not referred to the local authority in whose area the hotel where they are staying is located, unless they have a local connection in that area for other reasons.
- Make contact with the housing options or homelessness service with as much notice as possible to establish the best route to refer an individual to them for assistance – e.g., by making an appointment, by completing a referral – and agree with them what information can be supplied in advance to assist their assessment process.

RECONNECTIONS (WITHIN THE UK)

Safe Connections will offer resettlement support to rough sleepers (including those in Covid accommodation), who have no local connection to their rough-sleeping borough. We will help clients reconnect to their home borough or find somewhere else that is safe and sustainable. We are unable to work with NRPF clients, unless they are in full-time legal work and able to pay rent.

Safe Connections is currently closed to new referrals. All open cases will continue to be worked on. For any queries please contact:

████████████████████ thamesreach.org.uk

We can help with:

- Present clients to their local connection housing authority and follow up with the housing offer
- Assist clients with property search and securing deposits where possible
- Make referrals to support services that will aid the client in maintaining their accommodation
- Transfer client to new accommodation
- Provide resettlement support for 3 months (transfer benefits claims and support services, get them set up in their new place)

Things we usually expect referrers to have in place:

- ID
- Benefits/income

RECONNECTIONS (OUTSIDE OF THE UK)

For the duration of the current pandemic, it might not be appropriate for certain people to return to their country of origin. However, if you have any clients who want support to return to an EEA country, additional considerations need to be made and appropriate risk

assessments carried out. Please see more information here:

<https://www.routeshome.org.uk/good-practice-guidelines/planning-eea-reconnections-during-covid-19-pandemic/>

Please contact [REDACTED]@mungos.org to discuss any potential reconnection.

Please note that it is very important that everybody makes an informed decision about reconnection, especially in the context of Brexit and future changes to the immigration system. Therefore, please ensure that:

1. Nobody is supported to return without having first had access to information and advice on their rights in the UK and more specifically around the EU Settlement Scheme;
2. Work done around providing or facilitating access to immigration advice and information on EUSS is adequately recorded.

HOSTING

There are several organisations in London managing hosting schemes for migrants with low or no support needs and who need temporary accommodation while their immigration case is resolved. Capacity in these projects is quite limited and some are still closed for referrals due to Covid.

London Hosting Project: For migrants and asylum seekers with an application pending or waiting for NASS accommodation. They provide hardship funds.

Email: [REDACTED]@housingjustice.org.uk

Website: <https://housingjustice.org.uk/what-we-do/hosting-project>

Refugees at Home: only for asylum seekers and refugees.

<https://www.refugeesathome.org/refer-a-guest-native/>

[REDACTED]@refugeesathome.org

Depaul UK: Providing safe emergency accommodation in volunteers' homes for homeless young people aged from 16 to 25. 1 night at a time. <https://uk.depaulcharity.org/NightstopUK>

Rooms for Refugees: for any non-EU migrant who is waiting on their immigration case to be resolved. Referrers need to register first online and be approved. It is expected that referring agency will accompany clients to 2 meetings. First, to the introductory meeting in host's house, to check the host is appropriate and allow host and guest decide if they want to live together. Then, attend the move on meeting when a hosting contract will have to be signed by all parties. Referring agency is also expected to give some support (toiletries/ link with food bank/ travel expenses/ pocket money / food vouchers,...)

<http://www.paih.org/room-for-refugees-information-for-potential-referral-partners/>

Contact: [REDACTED]@roomforrefugees.com

<https://paih.knackhq.com/room-for-refugees#referrals-partnerview/> (to login, once registered)

*For other Projects you can check: <https://nacom.org.uk/projects/>

ASYLUM SUPPORT ACCOMMODATION (NASS)

Refugee action- Asylum Crisis Project: Supports clients who wish to apply for s98(emergency accommodation), s.95 (those who are about to be destitute within 14 days) and s.4 for refused asylum seekers who are applying to return home, have physical impediment and cannot travel or those who have submitted further or new evidence to the HO to reopen their cases. At the moment they only provide telephone support.

<https://www.refugee-action.org.uk/project/asylum-crisis-project/>

Asylum Help- Asylum Support Application UK: For support in making a NASS applications over the phone. Interpreters available. Migrant Help free asylum helpline:

[REDACTED]

<http://asylumhelpuk.org/our-services/asylum-support-application-uk/>

For information on the asylum process in 15 languages:

<https://www.migranthelpuk.org/Pages/FAQs/Category/translated-advice>

Asylum Support Appeals Project (ASAP): offer second-tier advice to frontline organisations working with asylum seekers on their eligibility to NASS accommodation and other related issues. They also offer advice and representation to asylum seekers appealing decisions to stop or refuse support at an asylum support tribunal, Tel: [REDACTED] Email: [REDACTED]@asaproject.org.uk; Website: <http://www.asaproject.org.uk>

DOMESTIC ABUSE SERVICES

National Domestic Violence Helpline: to refer to a refuge and to understand whether there is an NRPF space available, please call 0808 2000 247

<https://www.nationaldahelpline.org.uk/>

Solace women: <http://solacewomensaid.org/> Advice, counselling, etc for women victim of domestic and sexual abuse.

UNDER 25s

New Horizons is coordinating a number of partners to provide targeted support to supplement the move-on support available for young people (18-24), this includes:

- Youth-focused specialist housing advice and advocacy services
- Family mediation
- Specialist LGBT+ housing advice
- Employment and employability support

This can be accessed through New Horizons, acting as a single referral point.

For a referral form, contact [REDACTED] [@nhyouthcentre.org.uk](mailto:[REDACTED]@nhyouthcentre.org.uk).

VETERANS

UK Veterans can be referred to Veterans Aid, who we fund to provide support and housing for any ex UK armed forces personnel who are homeless in London. They have some of their own supported housing, along with access to lots of other accommodation options.

Details to refer:

Please mention the person is in one of the GLA emergency hotels.

[REDACTED]@veterans-aid.net

[REDACTED]

DETOX AND REHAB

If the client is not in treatment with their local drug and alcohol service, please contact the Homeless Hotels Drug and Alcohol Support Service (HDAS) on [REDACTED] for advice.

If the client is engaging with their local drug and alcohol service, please support the client to speak to them about detox and rehab options or contact HDAS for advice.

TRANSITIONAL SUPPORT

MOVE-ON SUPPORT PROVIDED BY HOTEL TEAMS

Whilst in most cases this should not be necessary due to the presence of the appropriate levels of support provided at the guest's new accommodation (e.g. staff in a hostel, or the PRS floating support team), it is expected that hotel teams may provide a limited amount of

transitional support in the initial days/weeks following a move out of the hotel into other forms of accommodation if such transitional support is not otherwise provided.

FURNISHING, DECORATING, AND WHITE GOODS

Whilst providers are encouraged to make use of grants, furniture schemes, and other typical options for furnishing move-on properties, all providers have client costs and move-on costs included in their GLA funding, and as such are expected to source essential items where required.

It is not expected that lack of funding for essential items should be a barrier to move-on.

HEALTH AND SOCIAL CARE

Homeless Health resources

The information below aims to help providers to support homeless residents within the hotels you have been working with during the Covid-19 crisis as they move on to more permanent accommodation and need to link in with health services.

These resources have been developed in partnership between Healthy London Partnership, Groundswell, Doctors of the World, Public Health England and Shrine. They have been translated and printed with the support of the GLA. **Printed versions in English should have been distributed by Crisis in hotels.**

The following leaflets are available and can be viewed online or printed out for residents to take away:

- [Registering with a GP during COVID-19](#) (English version), plus translations in [Arabic](#), [Bulgarian](#), [Persian](#), [Polish](#), [Punjabi](#), [Romanian](#), and [Russian](#)
- [Preventative Care](#) (English version), plus translations in [Arabic](#), [Bulgarian](#), [Persian](#), [Polish](#), [Punjabi](#), [Romanian](#), [Russian](#)
- [Safer Sex and Contraception](#) (English version)
- [NHS App](#): a simple, secure way to access NHS services if residents have a smartphone or tablet and are registered with a GP, with advice for those who are not.

Additional resources on homeless health can be found on the [HLP Website](#), homeless health section.

Transferring care packages, getting Care Act assessments, etc.

SUBSTANCE MISUSE

Please try to identify individuals in treatment and/or with complex substance misuse needs early and discuss next steps with the treatment provider/HDAS before they are moved on so they can support and reduce risks of disengagement.

For clients who are in treatment, the Homeless Hotels Drug and Alcohol Support Service (HDAS) can assist with transferring care to the new borough treatment provider.

For clients not yet in treatment, they can provide advice on managing drug, alcohol and nicotine issues for clients, including harm reduction, and can support referrals in to local drug and alcohol services.

HDAS KEY DETAILS

- Contact number: [REDACTED]
- Available: Monday - Friday 09:00 - 17:00
- Out of hours (OOH) support for clinical substance misuse-related emergencies, using the same number 09:00-17:00 across the weekend
- Email: [REDACTED] [@turningpointpublic.onmicrosoft.com](mailto:[REDACTED]@turningpointpublic.onmicrosoft.com)

MENTAL HEALTH

For clients in hotels who have complex mental health needs or their mental health is a barrier to move-on, EASL or the local Mental Health Trust should be able to provide assessment of their needs. If you're not sure how to make a referral please speak to the GLA lead for your hotel.

Please try to identify individuals in treatment and/or with complex mental health needs early and agree how their care will be transferred over to the borough they are moving to.

The MECC Link website also has a directory of health and wellbeing services across London: <https://www.mecclink.co.uk/london/>

RESETTLEMENT SUPPORT

The PRS TST service offers resettlement support to clients moving from hotels either into private rented accommodation or housing association accommodation where other floating support isn't available.

We encourage you to refer all clients to the service, even if their support needs are very low, so they have access to the support in the crucial first few months of their tenancy if they need it.

The resettlement support is normally for about 3 months and then the client will be stepped down to 'staying in touch' support where they can contact the team for help if they need it and the team will check in with them occasionally.

Referrals:

- If the client has been referred to the PRS Access Team, you can submit this with a 1 page appendix for the PRS TST service
- Otherwise, please complete the 2 page referral form for the PRS TST service

- Referrals should be sent to [REDACTED]@mungos.org
- Clearing House manage the referrals and will allocate the client to either the North (St Mungo's) or South (Thames Reach) teams depending on where their new property is located.

Please note, if SHP is sourcing the client's PRS property or they've been allocated to a Cromwood property then they will automatically provide resettlement support and you don't need to complete an additional referral form for this.

For any queries (including referral forms) please contact the team by emailing [REDACTED][@mungos.org](mailto:[REDACTED]@mungos.org)

Full plan

This sheet is a fixed plan set in early July for the time July 2020 - March 2021. It will not necessarily be updated each month.

Based on the available RAG ratings and occupancy information at the start of July 2020, this provides a best estimate of likely move-on rates and therefore closures possible/ extensions required for each site on a month-by-month basis. It calculates the number of guests likely to move on, and possible transfers to other sites in order to achieve the aimed-for site closures.

Current month targets

Provides a detailed breakdown of move-on targets for each site for the current month. This is shown by site; RAG rating; and type of move-on option.

This will be updated at the end of each month for the following month by providers updating the move-on plans and RAG ratings on CHAIN.

Support summary

This table provides a one-line description of each of the main support areas where the GLA has so far sourced additional resources or options.

Full details on these options, and others not included in the table can be found by following the linked working document.

Supply/demand

This table provides a summary of the monthly supply and demand by category

JULY									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out target during month	Expected transfers to other hotels during month	Estimated occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	145	127	34	93	0	CLOSED		
	15/07/2020	15/07/2020	100	88	33	55	0	CLOSED		
	24/07/2020	31/08/2020	127	122	32	44	47	81		
	01/08/2020	31/08/2020	198	187	43	3	141	57		
	29/07/2020	30/09/2020	151	142	38	0	116	35		
	31/07/2020	31/10/2020	81	0	0	0	81	0		
	21/07/2020	30/11/2020	37	25	7	0	18	19		
	29/09/2020	31/12/2020	180	0	0	0	111	69		
	31/07/2020	31/03/2021	125	91	14	25	89	36		
	31/07/2020	31/03/2021	116	108	29	0	79	37		
	31/07/2020	31/03/2021	145	127	33	6	88	57		
	31/07/2020	31/03/2021	150	136	46	15	75	75		
			1555	1153	309	241	844	466		
AUGUST										
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out target during month	Expected transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month		
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	24/07/2020	31/08/2020	127	47	7	40	0	CLOSED		
	01/08/2020	31/08/2020	198	141	21	120	0	CLOSED		
	29/07/2020	30/09/2020	151	116	17	0	98	53		

	31/07/2020	31/10/2020	81	81	12	0	81	0	
	21/07/2020	30/11/2020	37	18	3	0	16	21	
	29/09/2020	31/12/2020	180	111	22	0	101	79	
	31/07/2020	31/03/2021	125	89	13	0	125	0	
	31/07/2020	31/03/2021	116	79	12	0	67	49	
	31/07/2020	31/03/2021	145	88	13	0	75	70	
	31/07/2020	31/03/2021	150	75	11	0	150	0	
			1310	845	132	160	712	272	

SEPTEMBER									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out target during month	Expected transfers to other hotels during month	Estimated Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	24/07/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	01/08/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	29/07/2020	30/09/2020	151	98	15	84	0	CLOSED		
	31/07/2020	31/10/2020	81	81	12	0	69	12		
	21/07/2020	30/11/2020	37	16	2	0	13	24		
	29/09/2020	31/12/2020	180	101	20	0	165	15		
	31/07/2020	31/03/2021	125	125	19	0	107	18		
	31/07/2020	31/03/2021	116	67	10	0	57	59		
	31/07/2020	31/03/2021	145	75	11	0	64	81		
	31/07/2020	31/03/2021	150	150	22	0	127	23		
			985	713	112	84	601	233		

OCTOBER									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out target during month	Expected transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month		
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		

	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	24/07/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	01/08/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	29/07/2020	30/09/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	31/07/2020	31/10/2020	81	69	7	62	0	CLOSED	
	21/07/2020	30/11/2020	37	13	1	12	0	CLOSED	
	29/09/2020	31/12/2020	180	165	25	0	140	40	
	31/07/2020	31/03/2021	125	107	11	0	97	28	
	31/07/2020	31/03/2021	116	57	6	0	116	0	
	31/07/2020	31/03/2021	145	64	6	54	65	80	
	31/07/2020	31/03/2021	150	127	13	0	115	35	
			834	601	68	128	533	183	

November									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out expected during month	Transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	24/07/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	01/08/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	29/07/2020	30/09/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	31/07/2020	31/10/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	21/07/2020	30/11/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	29/09/2020	31/12/2020	180	140	21	0	119	61		
	31/07/2020	31/03/2021	125	97	10	0	87	38		
	31/07/2020	31/03/2021	116	116	12	0	105	11		
	31/07/2020	31/03/2021	145	65	7	0	59	86		
	31/07/2020	31/03/2021	150	115	11	0	103	47		
			716	533	60	0	473	243		

December									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out expected during month	Transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative

	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	24/07/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	01/08/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	29/07/2020	30/09/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	31/07/2020	31/10/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	21/07/2020	30/11/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	
	29/09/2020	31/12/2020	180	119	18	101	0	CLOSED	
	31/07/2020	31/03/2021	125	87	4	0	125	0	
	31/07/2020	31/03/2021	116	105	5	0	99	17	
	31/07/2020	31/03/2021	145	59	3	0	63	82	
	31/07/2020	31/03/2021	150	103	5	0	150	0	
		716	473	36	101	437	99		

Jan-March (3 months)									Additional cost	
Site name	Current end date	Proposed end date	Max capacity	Occupancy at start of month	Moves out expected during quarter	Transfers to other hotels during quarter	Occupancy at end of quarter	Vacancies at end of quarter	This month	Cumulative
	14/06/2020	14/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	18/06/2020	18/06/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	02/07/2020	02/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	15/07/2020	15/07/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	24/07/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	01/08/2020	31/08/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	29/07/2020	30/09/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	31/07/2020	31/10/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	21/07/2020	30/11/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	29/09/2020	31/12/2020	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED	CLOSED		
	31/07/2020	31/03/2021	125	100	0	0	100	25		
	31/07/2020	31/03/2021	116	82	0	0	82	34		
	31/07/2020	31/03/2021	145	42	0	0	42	103		
	31/07/2020	31/03/2021	150	150	0	0	150	0		
			536	375	0	0	375	161		

JULY																													
Site name	Proposed closure date	Max capacity	Occupancy at start of month	Vacancies at start of month	Moves out target during month	Move destinations																			Expected transfers to other hotels during month	Estimated occupancy at end of month	Vacancies at end of month		
						PRS 35 and over	PRS Under 35	PRS Workers	LA 188/Full Duty	Supported Accommodation	Housing First	Clearing House	Hosting	Tied with Work Accommodation	Work First	Detox/Rehab	Reconnection UK-wide (outside London)	Reconnection outside UK	Specialist Women's Accommodation	NASS	Friends & Family	Tenancy with Support (NOT Clearing House)	Other	Not Yet Identified					
	15 July 2020	145	127	18	11	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	116	0	CLOSED		
	15 July 2020	100	51	49	16	9	2	1	2	7	0	15	0	0	2	0	0	1	0	2	0	0	5	5	35	0	CLOSED		
	31 August 2020	127	118	9	31	17	18	4	6	0	0	6	0	0	39	1	0	2	0	1	0	0	0	24	0	87	40		
	31 August 2020	198	186	12	41	25	18	4	3	14	0	21	0	0	7	0	1	8	0	2	0	2	0	81	0	146	53		
	30 September 2020	151	142	9	37	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	105	46		
	31 October 2020	81	0	81	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	81	0		
	30 November 2020	37	30	7	11	0	0	0	0	4	12	4	6	0	0	0	3	0	0	0	0	0	0	1	0	19	18		
	31 December 2020	180	32	148	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	67	113		
	31 March 2021	125	91	34	12	13	4	2	0	4	0	3	9	0	23	0	0	8	1	0	1	0	0	1	0	79	46		
	31 March 2021	116	108	8	28	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	80	36		
	31 March 2021	145	127	18	33	32	5	4	6	12	0	6	0	0	6	0	0	6	0	0	0	0	2	48	0	94	51		
	31 March 2021	150	136	14	44	17	14	2	4	17	1	7	0	0	6	0	0	4	2	0	0	0	0	62	0	127	23		
						0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
	15551148407264																									151	884	426	

GLA COVID hotel move-on resources

Area	Start date	Monthly Capacity	Details (cohort, provider, referrals etc)
Immigration advice (externally funded)	July	Around 40 to be assessed in July	Will focus on the EU Settlement Scheme. Providers are organisations funded by the Home Office EUSS grant until September. Providers include PILC, Praxis, EERC, CSTM, Glass Door, The Aire Centre and Settled who have agreed to a new model of referrals from GLA hotels which started in July. Capacity will depend on individual organisations and funding.
Immigration advice (GLA funded)	June	Around 40 to be assessed in July	Will focus on non-EEA nationals. Providers are Ramfel (July to Dec, 40 people), Praxis (June to March, 55 people), Migrants Organise (July to Dec, 20 people) and Wilson pilot (1 week in July, 30 people but only assessed). Overall capacity will be 145 to be assessed and 65 to be caseworked. Additional capacity for casework will depend on funding
PRS sourcing	June	225-275 units per month	Low needs, HB/UC eligible or working. Providers are: SHP, East London Housing Partnership, Crisis, Cromwood, Route to Renting, HOPE Worldwide. Referrals coordinated by the GLA Hotel PRS Access team.
Clearing House	June	Up to 20-30 nominations per week	HB/UC eligible and able to manage a tenancy with fortnightly floating support. Tenancy support provided by the two TST teams (St Mungo's and Thames Reach) and One Housing. Subset of properties for victims of domestic abuse leaving refuges or MOPAC crisis accommodation with support provided by CASA.
Seaside and Country homes	May	4	50+ age criteria, low support needs, one bedroom properties only
Housing Moves	May	15	Low support needs, G15 one bedroom properties
Employment	July	180 at any one time	Hotels have been linked to the following GLA funded projects: Strive Training, Haringey Higher Level Skills, Learning Curve, Target NEETs, Head to Work and Progress into Hospitality and Classroom. However, most of them focus on training. Work is ongoing to put in place intensive employment support for "work-first" clients, this will be linked with [REDACTED] BEAM has also started supporting this work for up to 30 individuals.
Reconnections (within UK)			
Reconnections (outside UK)		About 50 active cases at any one time	Routes Home (St Mungo's) is focusing in supporting EU nationals in GLA hotels
Hosting			Hosting schemes have been engaged and will accept limited referrals but have no capacity to expand and cannot guarantee spaces for GLA hotels.
Under 25s		60	New Horizons/ London Youth Gateway. Housing advice and advocacy, family mediation, specialist LGBTIQ+ housing advice, ETE support
Detox and rehab	N/A	N/A	Options of a pan-London bid being explored
HDAS	03/04/2020	Advice line available 9-5	Cross Provider partnership of drug and alcohol services providing clinical substance misuse leadership to delivery partners. The service includes an advice line for support and health staff.
EASL	Existing service	varies	EASL provides assessments for people with a MH need
PRS TST	01/06/2020	130	Provides resettlement support. Can support up to 400-500 clients at any one time.
PSL	20/07/2020	150	360 units with capacity for 400 clients
[REDACTED]	01/07/2020	180	St Mungo's. Total number of beds for low need, work ready, with site specific ETE support
YHA	July	43 total current capacity	Young people with a focus on non-UK nationals. Main provider Depaul with intake and support from New Horizon. Specialist support for non-UK nationals from Cardinal Hume Centre.

For more detail, see [\[link to google doc\]](#)

Pan-London Covid-19 hotels scorecard - as at 06/07/20

ALL HOTELS COMBINED

No. at hotel	1124
No. with move-on plan	681
% with move-on plan	61%

Move-on option	Clients requiring	Likelihood of move-on*			
		Likely	Less likely	Not likely	Not recorded
PRS 35 and over	113	79	25	8	1
PRS Under 35	61	44	11	5	1
PRS Workers	17	10	6	1	0
LA 188/Full Duty	25	15	8	2	0
Supported Accommodation	67	28	26	10	3
Housing First	5	2	3	0	0
Clearing House	64	45	13	6	0
Hosting	9	1	3	5	0
Tied with Work Accommodation	0	0	0	0	0
Work First	84	2	75	5	2
Detox/Rehab	1	1	0	0	0
Reconnection UK-wide (outside London)	4	3	1	0	0
Reconnection outside UK	30	5	12	12	1
Specialist Women's Accommodation	3	1	2	0	0
NASS	5	0	2	3	0
Friends & Family	1	0	1	0	0
Tenancy with Support (NOT Clearing House)	2	0	2	0	0
Other	7	1	4	2	0
Not Yet Identified	183	13	38	123	9
Total	681	250	232	182	17

*Likelihood of move on reflects complexity of case, client engagement etc.

Move-on option	July demand**	Supply	Diff	
PRS 35 and over	79	150	-71	
PRS Under 35	44	44	0	
PRS Workers	10	10	0	
LA 188/Full Duty	15	15	0	borough dependent
Supported Accommodation	28	28	0	borough dependent
Housing First	2	0	2	borough dependent
Clearing House	45	50	-5	
Hosting	1	0	1	
Tied with Work Accommodation	0	0	0	
Work First	2	2	0	
Detox/Rehab	1	0	1	
Reconnection UK-wide (outside London)	3	3	0	
Reconnection outside UK	5	5	0	
Specialist Women's Accommodation	1	0	1	
NASS	0	0	0	
Friends & Family	0	0	0	
Tenancy with Support (NOT Clearing House)	0	0	0	
Other	1		1	
Not Yet Identified	13		13	
Total	250	307		

**July demand = those rated 'likely' to move.

Hotel	Borough	Room contracted	Safe capacity	Current end date	Proposed end date	Monthly cost	Cost to current end date	Of which is the cost of extension in July	Additional cost to proposed new end date	Total additional cost (ie cost of extension in July plus cost to new end date)	Total cost	Cost per person per month
	Westminster	42	29	14-Jun	14-Jun							
	Redbridge	22	21	18-Jun	18-Jun							
	Redbridge	50	45	02-Jul	02-Jul							
	Southwark	150	145	15-Jul	15-Jul							
	Ealing	108	100	15-Jul	15-Jul							
	Barking & Dagenham	120	127	24-Jul	31-Aug							
	City*	200	197	01-Aug	31-Aug							
	Lambeth	160	151	29-Jul	30-Sep							
	Newham	81	81	31-Jul	31-Oct							
	Westminster	43	39	21-Jul	31-Oct							
	Camden	180	180	29-Sep	31-Dec							
	Hammersmith & Fulham	126	125	31-Jul	31-Mar							
	Croydon	156	117	31-Jul	31-Mar							
	Wandsworth	148	145	31-Jul	31-Mar							
	Tower Hamlets	150	150	31-Jul	31-Mar							
Other emergency accommodation												
Other costs												
Total		1,736	1,630									

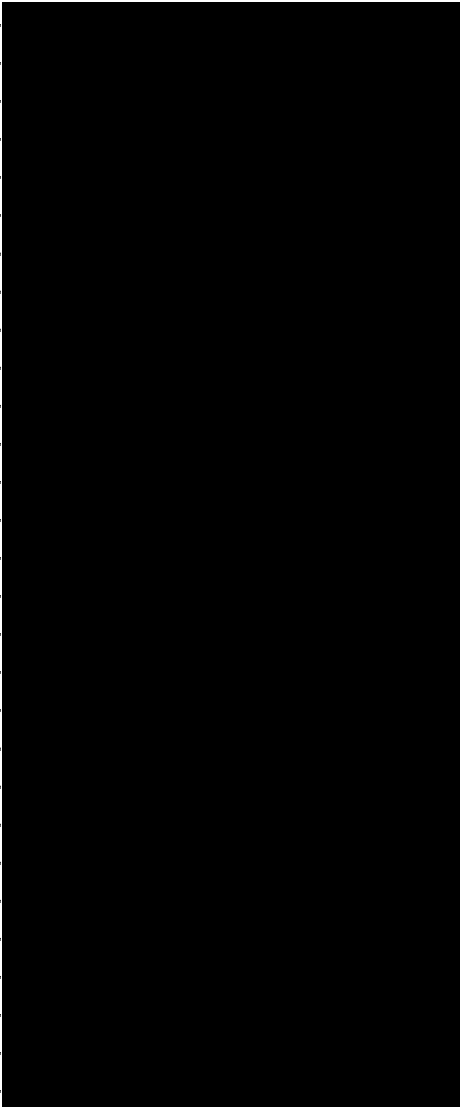
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Hotel	Borough	Room contracted	Safe capacity	Current end date	Proposed end date
	Camden	43	43	TBC	TBC

*We have previously rejected idea of keeping City beyond end of July

Total costs

Summary	
Lockdown initial	
Extensions to end of July	
Total lockdown costs	
Interim accommodation (1 August to 31 March)	
Other	
Total In for good costs	
Total	
<i>Contingency for hotels</i>	
Total with contingency	
Funding/potential funding	
Approved funding - Government emergency Covid tranche 1	
Approved funding - Government RSI substance misuse	
Approved funding - GLA rough sleeping services	
Government emergency Covid tranche 2*	
Government RSI not new to the streets 2020/21	
GLA rough sleeping services 2020/21	
RSAP/Move On Fund (for PSL)	
RSAP (tenancy sustainment for new CH properties)	
MHCLG/PHE substance misuse funding	
Total	
Shortfall without contingency	
Shortfall with contingency	
Housing Benefit funding**	



**Yet to be approved - sum based on rough sleeping team officers' assumptions about the proportion of the emergency funding that will be allocated to rough sleeping*

***This is the estimated maximum Housing Benefit (HB) that may be claimable. There are significant operational challenges to making HB claims. First, this work will divert from limited staff resources currently devoted to move on plans, though block claim arrangements this 'income' may help to some extent. Second, it may not be possible for the GLA to act as landlord for the purposes of receiving Housing Benefit, which would mean contracts with hotels needing to be transferred to another party - potentially the support provider organisation.*

JULY							Additional cost	
Site name	Initial end date	Proposed end date	Moves out target during month	Expected transfers to other hotels during month	Estimated occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020	34	93	0	CLOSED		
	15/07/2020	15/07/2020	33	55	0	CLOSED		
	26/06/2020	31/08/2020	32	44	47	81		
	01/07/2020	31/08/2020	43	3	141	57		
	29/07/2020	30/09/2020	38	0	116	35		
	26/06/2020	31/10/2020	0	0	81	0		
	14/07/2020	30/11/2020	7	0	18	19		
	02/07/2020	31/12/2020	0	0	111	69		
	13/07/2020	31/03/2021	14	25	89	36		
	19/07/2020	31/03/2021	29	0	79	37		
	09/07/2020	31/03/2021	33	6	88	57		
	10/07/2020	31/03/2021	46	15	75	75		
	27/07/2020	31/03/2021	0	0	43	0		
			309	241	887	466		

AUGUST							Additional cost	
Site name	Initial end date	Proposed end date	Moves out target during month	Expected transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020	7	40	0	CLOSED		
	01/07/2020	31/08/2020	21	120	0	CLOSED		
	29/07/2020	30/09/2020	17	0	98	53		
	26/06/2020	31/10/2020	12	0	81	0		
	14/07/2020	30/11/2020	3	0	16	21		
	02/07/2020	31/12/2020	22	0	101	79		
	13/07/2020	31/03/2021	13	0	125	0		
	19/07/2020	31/03/2021	12	0	67	49		
	09/07/2020	31/03/2021	13	0	75	70		

£ 18,888,510

	10/07/2020	31/03/2021	11	0	150	0	
	27/07/2020	31/03/2021	0	0	43	0	
			132	160	755	272	

SEPTEMBER							Additional cost	
Site name	Initial end date	Proposed end date	Moves out target during month	Expected transfers to other hotels during month	Estimated Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020				CLOSED		
	01/07/2020	31/08/2020				CLOSED		
	29/07/2020	30/09/2020	15	84	0	CLOSED		
	26/06/2020	31/10/2020	12	0	69	12		
	14/07/2020	30/11/2020	2	0	13	24		
	02/07/2020	31/12/2020	20	0	165	15		
	13/07/2020	31/03/2021	19	0	107	18		
	19/07/2020	31/03/2021	10	0	57	59		
	09/07/2020	31/03/2021	11	0	64	81		
	10/07/2020	31/03/2021	22	0	127	23		
	27/07/2020	31/03/2021	0	0	43	0		
			112	84	644	233		

OCTOBER							Additional cost	
Site name	Initial end date	Proposed end date	Moves out target during month	Expected transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020				CLOSED		
	01/07/2020	31/08/2020				CLOSED		
	29/07/2020	30/09/2020				CLOSED		
	26/06/2020	31/10/2020	7	62	0	CLOSED		
	14/07/2020	30/11/2020	1	12	0	CLOSED		
	02/07/2020	31/12/2020	25	0	140	40		
	13/07/2020	31/03/2021	11	0	97	28		
	19/07/2020	31/03/2021	6	0	116	0		
	09/07/2020	31/03/2021	6	54	65	80		

	10/07/2020	31/03/2021	13	0	115	35	
	27/07/2020	31/03/2021	0	0	43	0	
			68	128	576	183	

November							Additional cost	
Site name	Initial end date	Proposed end date	Moves out expected during month	Transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020				CLOSED		
	01/07/2020	31/08/2020				CLOSED		
	29/07/2020	30/09/2020				CLOSED		
	26/06/2020	31/10/2020				CLOSED		
	14/07/2020	30/11/2020				CLOSED		
	02/07/2020	31/12/2020	21	0	119	61		
	13/07/2020	31/03/2021	10	0	87	38		
	19/07/2020	31/03/2021	12	0	105	11		
	09/07/2020	31/03/2021	7	0	59	86		
	10/07/2020	31/03/2021	11	0	103	47		
	27/07/2020	31/03/2021	0	0	43	0		
			60	0	516	243		

December							Additional cost	
Site name	Initial end date	Proposed end date	Moves out expected during month	Transfers to other hotels during month	Occupancy at end of month	Vacancies at end of month	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020				CLOSED		
	01/07/2020	31/08/2020				CLOSED		
	29/07/2020	30/09/2020				CLOSED		
	26/06/2020	31/10/2020				CLOSED		
	14/07/2020	30/11/2020				CLOSED		
	02/07/2020	31/12/2020	18	101	0	CLOSED		
	13/07/2020	31/03/2021	4	0	125	0		
	19/07/2020	31/03/2021	5	0	99	17		
	09/07/2020	31/03/2021	3	0	63	82		
	10/07/2020	31/03/2021	5	0	150	0		
	27/07/2020	31/03/2021	0	0	43	0		

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Jan-March (3 months)							Additional cost	
Site name	Initial end date	Proposed end date	Moves out expected during quarter	Transfers to other hotels during quarter	Occupancy at end of quarter	Vacancies at end of quarter	This month	Cumulative
	14/06/2020	14/06/2020				CLOSED		
	18/06/2020	18/06/2020				CLOSED		
	18/06/2020	02/07/2020				CLOSED		
	01/07/2020	17/07/2020				CLOSED		
	15/07/2020	15/07/2020				CLOSED		
	26/06/2020	31/08/2020				CLOSED		
	01/07/2020	31/08/2020				CLOSED		
	29/07/2020	30/09/2020				CLOSED		
	26/06/2020	31/10/2020				CLOSED		
	14/07/2020	30/11/2020				CLOSED		
	02/07/2020	31/12/2020				CLOSED		
	13/07/2020	31/03/2021	0	0	100	25		
	19/07/2020	31/03/2021	0	0	82	34		
	09/07/2020	31/03/2021	0	0	42	103		
	10/07/2020	31/03/2021	0	0	150	0		
	27/07/2020	31/03/2021	0	0	43	0		
			0	0	418	161		

JULY

Site name

Proposed closure date	Max capacity	Occupancy at start of month	Vacancies at start of month	Moves out target during month	Expected transfers to other hotels during month	Estimated occupancy at end of month	Vacancies at end of month
15 July 2020	145	127	18	11	116	0	CLOSED
15 July 2020	100	51	49	16	35	0	CLOSED
31 August 2020	127	118	9	31	0	87	40
31 August 2020	198	186	12	41	0	146	53
30 September 2020	151	142	9	37	0	105	46
31 October 2020	81	0	81	0	0	81	0
30 November 2020	37	30	7	11	0	19	18
31 December 2020	180	32	148	0	0	67	113
31 March 2021	125	91	34	12	0	79	46
31 March 2021	116	108	8	28	0	80	36
31 March 2021	145	127	18	33	0	94	51
31 March 2021	150	136	14	44	0	127	23
31 March 2021	43	0	0	0	0	0	43
1598	1148	407	264	151	884	469	

GLA COVID hotel move-on resources

Area	Start date	Monthly Capacity	Details (cohort, provider, referrals etc)
Immigration advice (externally funded)	July	Around 40 to be assessed in July	Will focus on the EU Settlement Scheme. Providers are organisations funded by the Home Office EUSS grant until September. Providers include PILC, Praxis, EERC, CSTM, Glass Door, The Aire Centre and Settled who have agreed to a new model of referrals from GLA hotels which started in July. Capacity will depend on individual organisations and funding.
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Reconnections (within UK)		Variable to meet need	Support from the expert Safe Connections Team to identify and plan reconnections to parts of the UK outside of London, including, where necessary, travel with the client, and ensuring resettlement support is established and delivered in the new location.
Reconnections (outside UK)		About 50 active cases at any one time	Routes Home (St Mungo's) is focusing in supporting EU nationals in GLA hotels
Hosting			Hosting schemes have been engaged and will accept limited referrals but have no capacity to expand and cannot guarantee spaces for GLA hotels.
Under 25s		60	New Horizons/ London Youth Gateway. Housing advice and advocacy, family mediation, specialist LGBTIQ+ housing advice, ETE support
Detox and rehab	N/A	N/A	Options of a pan-London bid being explored
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Pan-London Covid-19 hotels scorecard - as at 06/07/20

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		Likely	Less likely	Not likely	Not recorded
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PRS Under 35	61	44	11	5	1
PRS Workers	17	10	6	1	0
LA 188/Full Duty	25	15	8	2	0
Supported Accommodation	67	28	26	10	3
Housing First	5	2	3	0	0
Clearing House	64	45	13	6	0
Hosting	9	1	3	5	0
Tied with Work Accommodation	0	0	0	0	0
Work First	84	2	75	5	2
Detox/Rehab	1	1	0	0	0
Reconnection UK-wide (outside London)	4	3	1	0	0
Reconnection outside UK	30	5	12	12	1
Specialist Women's Accommodation	3	1	2	0	0
NASS	5	0	2	3	0
Friends & Family	1	0	1	0	0
Tenancy with Support (NOT Clearing House)	2	0	2	0	0
Other	7	1	4	2	0
Not Yet Identified	183	13	38	123	9
Total	681	250	232	182	17

*Likelihood of move on reflects complexity of case, client engagement etc.

Move-on option	July demand**	Supply	Unmet demand
PRS 35 and over	79	150	-71
PRS Under 35	44	44	0

PRS Workers	10	10	0	
LA 188/Full Duty	15	15	0	borough dependent
Supported Accommodation	28	28	0	borough dependent
Housing First	2	0	2	borough dependent
Clearing House	45	50	-5	
Hosting	1	0	1	
Tied with Work Accommodation	0	0	0	
Work First	2	2	0	
Detox/Rehab	1	0	1	
Reconnection UK-wide (outside London)	3	3	0	
Reconnection outside UK	5	5	0	
Specialist Women's Accommodation	1	0	1	
NASS	0	0	0	
Friends & Family	0	0	0	
Tenancy with Support (NOT Clearing House)	0	0	0	
Other	1		1	
Not Yet Identified	13		13	
Total	250	307		

**July demand = those rated 'likely' to move.

Total costs

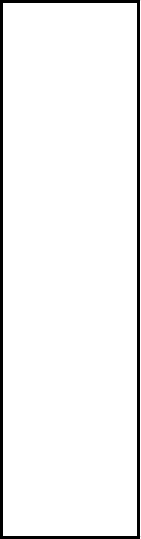
Summary
Lockdown initial
Extensions to end of July
Total lockdown costs
Interim accommodation (1 August to 31 March)
Other
Total In for good costs
Total
<i>Contingency for hotels</i>
Total with contingency
Funding/potential funding
Approved funding - Government emergency Covid tranche 1
Approved funding - Government RSI substance misuse
Approved funding - GLA rough sleeping services
Government emergency Covid tranche 2*
Government RSI not new to the streets 2020/21
GLA rough sleeping services 2020/21
RSAP/Move On Fund (for PSL)
RSAP (tenancy sustainment for new CH properties)
MHCLG/PHE substance misuse funding
Total
Shortfall without contingency
Shortfall with contingency
Housing Benefit funding**

**Yet to be approved - sum based on rough sleeping team officers' assumptions about the proportion of the emergency funding that will be allocated to rough sleeping*

***This is the estimated maximum Housing Benefit (HB) that may be claimable. There are significant operational challenges to making HB claims. First, this work will divert from limited staff resources currently devoted to move on plans, though block claim arrangements this 'income' may help to some extent. Second, it may not be possible for the GLA to act as landlord for the purposes of receiving Housing Benefit, which would mean contracts with hotels needing to be transferred to another party - potentially the support provider organisation.*

In for good costs

	Assumptions	No. people/ units	Per person/ unit cost	Total cost
Interim accommodation/hotels	1 August to 31 March			
Resettlement workers in the hotels	Excludes initial resettlement			
PRS	Need for PRS derived from assessments of those in the hotels			
PRS rent deposits/rent in advance		434		
PRS landlord incentive payments				
PRS other (staffing)				
PSL acquisition and ongoing		400		
PRS and PSL floating support	PSL for 3 years	834		
Home set up costs (PRS and PSL and CH), eg furniture, essential household items, IDs		600		
Total PRS				
Reconnection - travel costs	Estimated number of people wanting voluntary reconnection, within (60) and outside the UK (40)	100		
Employment	Clothes, fares, etc	700		
	Beam			
	Radical Recruitment			
Total employment				
Detox/rehab (poss additional MHCLG funding - from the £7m announced)	Residential	100		
Immigration/non-UK nationals				
Immigration advice (including Praxis, Migrant Organise, Ramfel, Wilsons)		350		
Depaul EEA NRPF - 6 months		50		
Street Legal additional support for Wilsons				
Total immigration				
Tenancy sustainment support	For Clearing House/social rented - 2 years	100		
Other, including GLA staffing, transport to viewings				
Total				



Next Steps Accommodation Programme Proposal Template for interim accommodation and immediate support inside Greater London

July 2020

Important: Local authorities are asked to make appropriate and suitable offers for all who have been accommodated as part of the COVID-19 emergency response, but to have particular focus on the successful resettlement and recovery of those who have a long and/or repeat history of rough sleeping. Funding proposals will need to identify the number of their cohort within this group and set out how delivery plans will meet their needs.

1. Organisational Background(s)

1.1 Local authority:

Greater London Authority (GLA)

1.2 Lead contact for lead organisation:

(Name, Job title, address & contact details including e-mail and telephone)

[REDACTED]
Rough Sleeping Lead

[REDACTED]@london.gov.uk

1.3 Other organisations that will be involved in directly delivering the project:

Please specify role, proposed funding they will receive, and nature of relationship with local authority (e.g. contract, MoU, PbR etc)

St Mungo's:

Hotel support provision (including NSNO hotel), [REDACTED] (contract)

Real Systems [REDACTED] (grant)

CHORUS, [REDACTED] (contract)

Roma Navigators [REDACTED] (grant)

T1000 Cohort Navigators [REDACTED] (grant)

Look Ahead:

Hotel support provision [REDACTED] (contract)

Move-on/resettlement work in hotels - [REDACTED] (contract)

Depaul:

Hotel support provision, [REDACTED] (contract)

Support Provider for under 25's scheme, [REDACTED] (Fixed costs – grant)

Move-on/resettlement work in hotels - [REDACTED] (contract)

Community Hosting- [REDACTED] (Contract)

Thames Reach:

Move-on/resettlement work in hotels - [REDACTED] (contract)

SHP:

Move-on/resettlement work in hotels - [REDACTED] (contract)

PRS Access Provider with tenancy sustainment, [REDACTED] (PbR - grant)

New Horizon:

Move-on/resettlement work in hotels - [REDACTED] (grant)

East London Housing Partnership: PRS Access Provider, [REDACTED] (PbR - grant)

Hope Worldwide: PRS Access Provider, [REDACTED] PbR - grant)

BEAM: Employment Support Provider, [REDACTED] (PbR – grant)

Radical Recruit: Employment Support Provider, [REDACTED] (Fixed costs + PbR - grant)

CGL: leading the cross-provider partnership to deliver the Homeless Hotels Drug and Alcohol Service (HDAS) - [REDACTED] (we are grant funding City of London who are contracting the service on our behalf)

[REDACTED] Initial immigration advice pilot, [REDACTED] (Grant)

Praxis: Immigration advice, [REDACTED] (Grant)

Migrants Organise: Holistic support to migrants with mental health needs [REDACTED] (Grant)

Ramfel: Immigration advice, [REDACTED] (Grant)

H&F Law Centre: In-depth immigration advice pilot, [REDACTED] (Grant)

Cardinal Hume Centre: Immigration Advice-Under 25's, [REDACTED] (Grant)

NSAP pre-allocation funding: [REDACTED]

1.4 Lead contact for other delivery organisation(s):

(Names, Job titles, addresses & contact details including e-mail and telephone)

St Mungo's:

[REDACTED]
[REDACTED]
[REDACTED]

Look Ahead:

[REDACTED]
[REDACTED]
[REDACTED]@lookahead.org.uk

DePaul:

[REDACTED]
[REDACTED]
[REDACTED]y@depaulcharity.org.uk

Thames Reach:

<div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 180px; height: 15px; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 15px; display: inline-block;"></div> @thamesreach.org.uk
1.5 Organisations that will not be involved in direct delivery, but will work with the project (e.g. via referral) and that have been involved in co-producing these proposals:

2. Local need, challenges and long-term plan

Rough Sleeping Initiative	
2.1 Have you been allocated Rough Sleeping Initiative (RSI) funding for 2020/21?	YES / NO
2.2 If YES, how much have you been allocated?	
2.3 Are you considering repurposing some of your RSI funding for 2020/21 in the light of COVID-19?	YES (already agreed and taken place) / NO
2.4 If YES, have you discussed your RSI plans with your MHCLG adviser?	YES / NO

2.5 What are the challenges you face as part of your efforts to find supported move-on accommodation for those in COVID-19 emergency provision, or on the street? (Max 350 words)
<p>For those in hotels:</p> <ul style="list-style-type: none"> • Access to documentation, such as ID, especially for non-UK nationals where embassies have been closed and are dealing with backlogs when reopened • Establishing immigration status and entitlements for non-UK nationals, most of whom are eligible but need to go through a lengthy and complex process to obtain or prove entitlement to mainstream support • For those non-UK nationals who are not eligible to obtain status or entitlements and do not wish to explore reconnection outside of the UK, options are extremely limited due to restrictions related to NRPF and Habitual Residence Tests which have not been suspended • Guests for whom entry into paid employment is the only realistic option to fund move-on accommodation costs (e.g. those who are not eligible for benefits and work-ready) are finding it increasingly difficult to find work. Especially in sectors that are typically highly represented, such as hospitality • Timely acceptance of priority need and rough sleeping pathway cases by local authorities • Access to local authority supported pathways for the relatively small number of guests who require this and are eligible (lack of hostel spaces, etc) • Managing guests' expectations around location, size and condition of feasible PRS options • Slow-moving lettings processes for social rented lettings

For those on the street:

Many of the 'normal' options for immediate moves off the street, such as NSNO, shelters, and assessment centres, are currently unable to operate due to the high COVID risks involved in their models. As such, case work is predominantly being carried out by Outreach staff on the streets or in Day Centres, which is much more difficult and time-consuming than working with someone in a dedicated assessment hub.

In this bid we have included additional self-contained interim accommodation to act alongside our reconfigured NSNO service to provide short term accommodation to those are relatively new to rough sleeping.

2.6 Please summarise how your plans will achieve our shared objectives of protecting those currently in COVID-19 emergency accommodation from future homelessness, and achieving a sustained reduction in rough sleeping overall?

Providing COVID-safe emergency accommodation which allows for effective social distancing has, so far, proven to be very effective at limiting the transmission of COVID-19 in the vulnerable rough sleeping population. This protection has been further enhanced by strict use of the Prevent/Protect/Care cohorting model, which remains a key part of our future plans.

The provision of this emergency accommodation has also meant that guests are protected from many of the very significant non-COVID risks associated with sleeping rough (which would otherwise be their situation).

These plans are designed to ensure that no one has to leave emergency accommodation until they have a suitable offer of onward accommodation and support, minimising the risks of returns to rough sleeping, and ensuring that future accommodation is also COVID-safe.

These plans, if funded, will mean that future rough sleeping is significantly lower than it would otherwise be, as without these plans the approx. 800 guests still in GLA hotels would be sleeping rough.

As mentioned in 2.5, current plans are focussed on ensuring sustainable move-on for those already in hotels and avoiding returns to the street. Further conversations will be needed around re-opening/replacing closed services that would otherwise have supported those new to the streets since the end of lockdown (the numbers of whom are significantly increased, and the options for whom are very limited).

2.7 What proportion of your cohort are long-term or repeat rough sleepers? Please describe your approach to identifying, assessing and supporting the needs of this group?

Of those guests currently in emergency accommodation (i.e. hotels), 81 are part of the new T1000 cohort, and 60 are considered to be in the 'stock' group using the flow/stock/returner model (note that an individual may be included in both the T1000 and stock figures).

We are working on personalised plans for these 81 clients in GLA hotels as well as the additional 13 clients who are still rough sleeping and on the T1000 list without a recognised borough. Conversations are taking place with boroughs for the small number of those that clients that require, and are eligible for, supported housing in a borough. Early assessments of these clients suggest that many will require in-depth immigration advice and specialist work before accommodation solutions will be found, but we

anticipate that once this work has taken place routes out with include Clearing House, PRS with support etc.

Of those sleeping rough, during Q1 20/21, 264 people were deemed to be 'living on the street' in London (as per the published CHAIN Q1 report).

3. Headline summary of proposal

Please provide a summary of the project strands contained within this proposal

3A Short-term & intermediate steps	
3.1 How many total units of supported interim accommodation will your proposals secure?	1,592
3.2 How many of these (3.1) will be units of extended emergency accommodation?	1192 992 (COVID hotels) 200 NSNO hotel
3.3 How many of these (3.1) will be new units of supported interim accommodation (e.g. PRS access units)	330
3.4 How many reconnections / voluntary returns abroad do you anticipate delivering in 2020/21?	Between 20 and 70
3.5 Total net request to NSAP funds for short-term & intermediate solutions	██████████

3B Grand totals 2020/21	
Please total all green boxes from other sections for 2020/21	
Total costs	██████████
Total income / re-purposed funding identified	£0*
Total revenue funding requested from Next Steps Accommodation Fund 2020/21	██████████

**The GLA has contributed ██████████ from the Mayor's rough sleeping budget to the Covid-19 emergency response work and also repurposed ██████████ of RSI funding. However, these funds were all committed to fund hotels and associated costs in the initial months of the programme and therefore do not cover any of the activities outlined in this bid.*

4. Plans to meet short-term and intermediate needs

4.1 Describe the **current** emergency accommodation you are providing as part of your “Everyone In” efforts. Please include:

- What accommodation you have in place
- What support arrangements you have in place for people accommodated
- Risks & challenges
- Key dates, especially contract / arrangement end dates

Current accommodation

GLA-procured have to date accommodated around 1,700 rough sleepers from across London. As at 11 August, 526 people had been supported to positively move on from the hotels, with a further 317 unplanned moves, leaving 823 currently still accommodated. Unfortunately, we have recently had to remove 232 rough sleepers from our waiting list for GLA hotels, due to insufficient funding to accommodate these individuals.

As we transition out of the immediate crisis phase of the COVID-19 pandemic, the GLA are working to ensure everyone accommodated in GLA-procured hotels receive the appropriate support. As hotels close, anyone without a move on offer at the point of closure will move elsewhere within the existing network of remaining GLA hotels; medium term accommodation is being procured for a variety of client groups; PRS accommodation is being secured on a large scale for those with low support needs; and we are seeking to maximise access to social lettings through the Clearing House, Mayor’s Move On Programme, and Housing Moves schemes, as well as working with partners on bids to the Next Steps Accommodation Programme (NSAP).

Support arrangements

Hotels provide 24/7 on-site support, three meals a day, laundry, cleaning, security and PPE. Each hotel is managed by one of several dedicated support providers from St Mungo’s, Look Ahead, and Depaul.

Hotel support teams are supplemented by external agencies including:

- local GP services and NHS Trust nurses
- drug and alcohol services (CGL, HDAS)
- mental health services (CMHT’s, RAMHP, EASL)
- immigration support and advice (EUSS advisers, Ramfel, Migrants Organise, Praxis, H&F Law Centre)

Each client has an individual support and move on plan.

In addition to the hotels, interim accommodation totalling 180 bedspaces has been established at one site which is aimed at moving people who are ‘work-first’ into the PRS.

Risks & challenges

In the past month, we have closed four hotels totalling 592 bedspaces. Although a few hoteliers are willing to accommodate our services for a few months longer, we are continuing to close hotels as these arrangements run out. This situation is exacerbated by

a lack of clear future funding commitments, despite the fact that a substantial proportion of the 823 clients remaining in hotels will take several months to accommodate sustainably.

Understandably hoteliers are looking to maximise income during the challenging economic circumstances. There is a significant risk that GLA hotels will be forced to close before move on plans are in place for all clients because we cannot commit to funding the continuation of hotels beyond September.

Key dates:

Hotel Name	Provider	End date of current contract	Capacity	Net Capacity
[REDACTED]				1,089
	St Mungo's	31-Aug-20	127	573
	Look Ahead	31-Aug-20	151	
	St Mungo's	31-Aug-20	81	
	Depaul	31-Aug-20	39	
	Look Ahead	31-Aug-20	117	
	St Mungo's	01-Sep-20	145	180
	St Mungo's	01-Sep-20	125	
	St Mungo's	03-Sep-20	123	
	St Mungo's	29-Sep-20	180	0

Additional table with new end dates to be added if possible

4.2 What short-term accommodation and support will be needed for those you have accommodated (including non-UK nationals and those with no recourse to public funds) before long-term solutions (move-on accommodation, reconnections) can be put in place? Options might include:

- Extending current emergency provision where these exist
- PRS access schemes
- Support / mediation schemes for people to return to previous home
- Reconnections & voluntary returns abroad

4.2.1. How much additional funding will be required? Please quantify the impact you expect this additional funding to have (number of successful supported short-term accommodation outcomes you expect to have).

Accommodation:

Extending hotel accommodation for an interim period

- Cost: [REDACTED]
- Impact: Providing the remaining 823 people in hotels with accommodation whilst work on their longer-term options is ongoing and continuing to provide safe accommodation for those still sleeping rough who are most vulnerable to Covid-19

There are currently 823 people accommodated in hotels who still require this emergency accommodation for an interim period. There is a structured plan in place to phase down

the hotels between 1st September and 31st March 2020, ensuring that whilst people are supported to move-on as quickly as possible, hotel accommodation remains available for those still working towards their longer-term solution. This will minimise the chances of people returning to rough sleeping and is especially important for those with the most complex circumstances, whose routes out are taking longer to secure.

The GLA will continue to work closely with hotel support providers and other delivery partners, to ensure that move-on targets continue to be met and timelines for hotel closures are adhered to. Full details of the schedule of closures can be found in the next steps plan. Whilst the hotels remain open, they will continue to offer people safe, self-contained accommodation and intensive casework, working towards not only longer-term housing but also outcomes related to other areas such as health, substance use or employment.

In addition to providing ongoing interim accommodation for those currently accommodated in the hotels, one of the Protect sites continues to take new referrals from outreach teams for clinically vulnerable people who are sleeping rough, providing a route off the street for those most at risk from Covid-19.

Hotel accommodation for flow to the streets

- Cost: [REDACTED]
- Impact: Ending rough sleeping for 1,360 people

200 beds of additional hotel accommodation will be procured to operate between October 2020 and March 2021. This will become part of the remodelled NSNO service, which will enable it to once again provide a swift route off the street for people sleeping rough, whilst it's the NSNO hubs cannot be used due to Covid-19 transmission risk.

People will be first assessed in the new NSNO triage hubs and wherever possible, will be supported into alternative accommodation without being placed in the hotel, such as through local authority TA, a move directly into PRS accommodation or through mediation with previous landlord or family & friends. We anticipate this service working alongside Pan-London PSL / PRS bids that we are expecting to make to the RSAP which will provide 50 units per month for PRS move on alongside support. Where there is no immediately available alternative option, people will be placed in the hotel to enable the NSNO team to continue intensive casework with this person whilst they are in a safe environment. In a scenario where the hotel has less available capacity than demand at any given time, those who are more vulnerable will be prioritised.

The target maximum stay in the hotel before the person moves on to the identified option is 21 days. Experience with the NSNO hubs show that many people will be able move on more quickly than this, whilst a minority will need to stay significantly longer. Assuming an average stay of 21 days across all guests, the hotel will be able to accommodate 1,700 people between 1st October and 31st March. In 2019, 80% of people who attended NSNO did not sleep rough again within 6 months. Assuming the same success rate with the remodelled service, the hotel would successfully support **1,360 people to not return to sleeping rough.**
mention land aid

Access to PRS accommodation

- Cost: [REDACTED]
- Impact: 330 people move into PRS accommodation

As part of the Mayor's 'In For Good' plan, it's projected that over 500 people will move from the hotels into PRS accommodation. To supplement the capacity of St Mungo's Route to Renting service, the GLA entered into agreements in June with three other PRS Access providers (SHP, East London Housing Partnership and Hope Worldwide) to source properties and support people to move into these units, including providing tenancy training where required.

It's projected that these three providers will support 295 people to move into accommodation, with 115 people having already been housed. Additional funding has also been committed to Look Ahead to procure 35 units of PRS for guests in their hotels. Therefore, a total of **330 people will move into PRS housing** through this funding. Through these agreements with a diverse mix of PRS Access providers, we have been able to greatly increase the likelihood that hotel guests can be matched with properties that meet their preferences, circumstances and needs. All those into PRS will have access to floating support to help them maintain their tenancy (see Support section below), and all PRS sourced is within the London Council maximum agreed Landlord incentive rates.

Home set-up costs

- Cost: [REDACTED]
- Impact: 750 people equipped with what they need for their new home

For many hotel guests, there are items, such as identification documents, which first must be purchased to enable them to access accommodation. Frequently, there are also items which need to be sourced for someone's new home (furniture, white goods etc), in order to provide a safe, liveable environment. Various other costs associated with getting someone set up in their new home can arise during the move-on process. Whilst hotel support providers are making every effort to access charitable grants, donations and alike, funding many of these costs is often unavoidable, especially with the tight timelines for move-on.

CHORUS/Real Systems

- Cost: [REDACTED]
- Impact: Approx. 1,700 individuals allocated hotel rooms; over 3,300 bookings in/out completed; facilitation of GLA monitoring of hotel services; regular and ad hoc reports including daily sit reps.

To effectively manage referrals, allocations, monitoring and recording for the whole network of GLA COVID hotels, an electronic system is required.

Real Systems (a St Mungo's Social Enterprise specialising in bespoke system development for the homelessness sector) was commissioned to design and develop this system in late March, and their developers have continued to provide technical support and assistance to date.

Total costs of [REDACTED] are divided between an initial payment of [REDACTED] for development work, and a monthly payment of [REDACTED] for on-going system maintenance and technical support (May 2020 to Mar 2021).

A staff team is also required to operate this system. Initially, the GLA redeployed the Clearing House team to fulfil this role, as the skills and expertise were already present within the team (and therefore the majority of costs for this phase were covered by the GLA's core contract). However, as the focus has changed toward facilitating moves out of the hotels, the Clearing House service has been a key exit route for guests, and as such it

has become necessary to run both the CHORUS and Clearing House systems in tandem (and as such, additional funding is required to provide additional staff capacity). Total staffing costs for running the CHOUS system from Mar 2020 to Mar 2021 are [REDACTED]

Support:

Move-on/resettlement work in hotels

- Cost: [REDACTED]
- Impact: Over 1,000 people are successfully supported to move-on from the hotels into longer-term options

Dedicated specialist move-on support will be provided in hotels, focused on working with ***all guests in the hotels*** to identify the most suitable move-on option from the hotel and working with them to execute this plan.

This work will first involve conducting a thorough assessment of the person's needs and circumstances, including establishing local connection, care and support needs, welfare benefit entitlements, work related skills and experience, etc.

The specialist staff will then undertake intensive casework with the hotel guests to complete any tasks required to successfully achieve the identified move-on route. This could include:

- sourcing identification or other required documentation
- making homelessness applications when it's believed the person is in priority need or requires supported housing
- making referrals to PRS, Clearing House or other accommodation options and supporting the person to attend viewings, complete tenancy sign-ups, etc
- supporting voluntary reconnections (both in the UK and internationally)
- sourcing white goods, furniture or any other items the person requires to enable them to move into their new home
- making referrals to immigration advice, employment support and other partner agencies and supporting the person to undertake any tasks required by these services
- advocating on the person's behalf to ensure they have access to any care, treatment or support which they will require to successfully move on

This work aims to ensure that all guests in the hotels move on to more sustainable accommodation and no one returns to the streets.

Travel

- Cost: [REDACTED]

Funding to enable to hotel guests to travel to property viewings etc, transport when they move into their new home, transfers between hotels, etc

PRS floating support

- Cost: [REDACTED]0
- Impact: 200 are supported to maintain their tenancy for 12 months

Many people who move into PRS accommodation will be provided with transitional floating support from the RSI-funded TST PRS service. However, as the number of people moving into accommodation from the hotels as part of the 'In For Good' plan is greater than the service's capacity, the GLA has entered into agreement with SHP for additional provision.

SHP will provide floating support to the projected **200 people** which they support into accommodation through their PRS Access work.

Whilst the funding was agreed on a model of transitional floating support for the first three months of the tenancy, SHP have been able to increase the offer to a full 12 months support, funded through their own fundraising activities. This has enabled them to accommodate people with higher support needs in PRS accommodation than would otherwise have been possible. It's expected that with this support, 95% of people will maintain their tenancy for the full 12 months.

Employment

- Cost: [REDACTED]
- Impact: 142 people are supported into employment

Radical Recruit: Funding of [REDACTED] was previously agreed by MHCLG to cover two months' costs. Radical Recruit will work in partnership with St Mungo's [REDACTED] Employment Specialists by dedicating two recruitment consultants to maximise employment opportunities in the hospitality, construction and service sectors and match guests to vacant roles. Radical Recruit will prioritise referrals of the 'Work First' cohort of guests for up to **112 employment outcomes** over three months.

Beam: Beam have been commissioned to deliver up to **30 employment outcomes** on a PbR basis for guests of [REDACTED]. Beam will use their crowdfunding platform to overcome financial barriers to employment e.g. by funding equipment, workwear, travel and digital inclusion to enable people to access the labour market.

Immigration advice

- Cost: [REDACTED]
- Impact: 200 people supported to access immigration advice and support

As agreed with MHCLG, immigration advice has been sourced to enable an assessment of the eligibility and entitlements of those non-UK nationals with unclear status accommodated in hotels so that appropriate move-on options can be identified for this group. A pilot was run in early July with a law firm, Wilson, who assessed a number of EEA and non-EEA nationals. This pilot suggested that most non-UK nationals in the hotels are or would potentially be eligible to access support and that additional immigration advice and casework was needed to carry out this work.

The following organisations will be delivering this work: Migrants Organise, Hammersmith and Fulham Law Centre, Ramfel and Praxis. These organisations provide a range of expertise and they have started doing this work with positive results. Due to the complexity of some of this work, funding has been agreed for a number of months, at least until March 2021, so that cases that are taken on can be resolved and clients can be supported to move-on. These organisations will complement the work being done in the hotels by other projects supported through alternative GLA or external funding.

Additional advice and related costs: We have also included other costs related to immigration work (e.g. interpreting, home office documentation related costs, etc) as well as additional advice that will be needed to cover ongoing additional need as hotel workers succeed in gaining the trust of guests with complex needs and unclear entitlements or new guests with complex cases get accommodated.

Other non-UK national support

Depaul Community Hosting:

- Cost: [REDACTED]

- Impact: 50 people prevented from returning to rough sleeping

Up to 6 months placements in the community for **50 young guests** who would benefit from a safe, home environment while looking for work or finding another longer-term move on plan.

Roma mediators:

- Cost: [REDACTED]
- Impact: Improved engagement and outcomes for Roma street homeless clients

St Mungo's to work in collaboration to create a Coordinator and 2 Mediator posts to conduct outreach and ongoing specialist support for Roma street homeless clients in central London, which will be attached to the Routes Home Contract. St Mungo's have stated that to be financially viable this service needs to run for 18 months so we need some assurance that funding for this service could be submitted to a future RSI bid in 21/22.

Translation Services:

- Cost: [REDACTED]

Translation of relevant documents for clients in hotels to ensure efficient communication and respect equality duty.

Reconnection

- Cost: [REDACTED]
- Impact: 125 supported reconnections

To cover costs of travel for UK and international reconnections for **125 guests** with support options outside London and willing to reconnect.

Drug and Alcohol Support

- Cost: [REDACTED]
- Impact: Improved access to drug and alcohol treatment, during hotel stays and when moving on

Homeless Hotels Drug and Alcohol Support Service (HDAS-London) is a cross-provider partnership to improve access to drug and alcohol treatment for hotel guests and to ensure continuity of care. Over the last 4 months they have responded to 286 queries through their single point of access advice line, distributed over 50,000 items of harm reduction disposals and developed pan-London protocols to ensure continuity of care for clients accommodated in hotels.

[REDACTED] funding will extend a slimmed down version of the service until December 2020, and we will be submitting a bid to PHE to extend the service beyond this date. They will provide a 9-5 advice line for professionals, attend MDTs, continue to distribute harm minimisation resources and liaise with local drug and alcohol services to promote good practice and address any barriers to treatment for this cohort. This will be available for GLA and borough services.

T1000 cohort Navigators

Cost: [REDACTED]

Impact: Helping ensure that none of the T1000 cohort in the hotels return to sleeping rough

The team of four navigators (plus team manager) will act as single point of contact for the T1000 group in the hotels, working with a small caseload in a personalised way and co-ordinating support from a range of other services to ensure long term outcomes around housing, health and ETE are achieved for individuals. The model is based of intensive, creative and flexible support, with through-care to find sustainable routes off the streets and continue to support people once they have achieved these. The team will work holistically, identifying the root causes of the guests' prolonged rough sleeping before entering the hotels and working with guests and other agencies to develop creative, person-led, sustainable pathways to recovery.

Under 25s specialist support

- Cost: [REDACTED]
- Impact: 60 young people supported into long-term accommodation and employment

A specialist service for young people under the age of 25 delivered by Depaul, incorporating dedicated staff focussing on support for young people after they move on from hotels, plus qualified immigration advice tailored to this client group delivered by advisors from the Cardinal Hume Centre. A [REDACTED] personalisation budget will fund move on costs, access to training and education to enhance employability, and digital equipment and connectivity to enable independent learning, job searching and remote working.

GLA staffing

Cost: [REDACTED]

The GLA has been able to temporarily transfer five staff members from elsewhere in the organisation into the rough sleeping team to provide much needed support with various aspects of the Everyone In/Next Steps programme, including set-up and administration of food, cleaning, security and other ancillary services, coordination of the PRS Access function, contracting and finance, and a range of other activities. [REDACTED] of funding is requested to contribute to the associated costs which have been incurred, including temporary backfill of posts in other teams.

NSAP Pre-allocation

Cost: [REDACTED]

As agreed with officers GLA was previously pre-allocated [REDACTED] to cover the costs of hotels and support and other costs during August. These costs have been included in this NSAP bid, as one line as the detail of this allocation has been previously agreed.

4.3 Financial profile for short-term & intermediate projects

Total costs for short-term & intermediate projects	[REDACTED]
Total income / re-purposed funding identified	£0*
Total net funding requested for short-term & intermediate projects 2020/21	[REDACTED]

**The GLA has contributed [REDACTED] from the Mayor's rough sleeping budget to the Covid-19 emergency response work and also repurposed [REDACTED] of RSI funding. However, these funds were all committed to fund hotels and associated costs in the initial months of the programme and therefore do not cover any of the activities outlined in this bid.*

5. Evaluation & learning

5.1 Please describe your approach to evaluation and learning. How will you measure the impact of your interventions, capture learning, and disseminate lessons learned across the wider local system? (250 words max)

The performance of the hotels and their next steps work is constantly monitored through CHAIN and CHORUS data. The GLA uses this data to regularly report on a range of indicators including move-on plans, outcomes and subsequent rough sleeping. Through this, the GLA can identify early any potential issues at sites (e.g. an upward trend in evictions) and work with the support provider to address this.

The data is also used to establish monthly move-on targets for each site, with weekly Operational and Strategic group meetings a forum to discuss progress and any obstacles to these targets being achieved. Through these meetings and other regular contact with hotel support providers (including T&T, the GLA is constantly seeking feedback, facilitating shared learning and challenging providers on how practice and outcomes can be further improved. The GLA also keeps in regular contact with boroughs and other stakeholders to understand challenges, successes and current issue in their Everyone In/Next Steps work and disseminate learning from the GLA programme.

There is also close monitoring of each workstream of the next steps work. As one example, the GLA expects regular reports from PRS Access providers on progress and outcomes, with each service working towards agreed KPIs. There are weekly calls with each PRS provider individually to collect feedback and troubleshoot issues arising and a bi-weekly calls with all the providers so that learning can be shared and issues requiring collective action be worked on together. Such approaches are replicated in other workstreams, such as immigration advice.

6. Risk assessment

6.1 What are the risks associated with delivering your proposals detailed above and what are your proposed mitigations? Key risk categories: delivery, resourcing, funding, quality of accommodation and support, other.

Risk Category	Description	Mitigation	Risk Owner	Date mitigation will be completed by
Delivery	<u>Outcomes:</u> failure to deliver expected outcomes which are difficult to benchmark due to unprecedented circumstances	Thorough client assessment, move on and support planning to maximise chances of successful outcomes. Maintaining strong relationships and communication with delivery partners; T&T meetings; weekly reporting; continuation of Operational and Strategic provider group meetings.	GLA	
	<u>Outcomes for non-UK nationals:</u> delays in obtaining ID	Working closely with MHCLG to agree the prioritisation of rough	GLA and MHCLG	

	documents from the Home Office or Embassies compromises move-on plans	sleepers' cases with the Home Office and to liaise with Embassies to advocate for specific cases when relevant.		
	<u>Employment outcomes:</u> failure to deliver employment outcomes in the expected timeframe due to the economic crisis following Covid-19, a second wave or a rise in discrimination towards EU nationals with no EUSS status following the end of the Brexit transition period	Working with specialist employment recruiters to maximise access to employment opportunities and support providers to challenge any potential illegal discrimination	GLA and providers	
	<u>Regulatory changes:</u> New or updated government guidelines and public health requirements on homelessness support and accommodation changes halts use of some delivery models.	Working closely with policy teams across the GLA, and RSI advisers to anticipate regulatory changes that will impact services and accommodation.	GLA	
	<u>Procurement and contracting:</u> uncertain funding position means that GLA are unable to negotiate favourable rates for hotel provision, or unable to secure sufficient rooms at all.	Leverage good relationships that have been established with hotel chains to negotiate on-going use of hotels as soon as funding is confirmed. Explore alternate hotel options for the eventuality that existing hotels refuse to extend contracts at such short notice	GLA	
	<u>Staffing and recruitment:</u> uncertain funding position means that support providers are unable to commit staff or to recruit to roles and instead use agency staffing which is more expensive and less effective.	Providers to ensure that capable managers are appointed for each site. Providers to use agencies with which they have good existing relationships. Providers to make best possible use of options such as temporary redeployment, secondment and locums.	GLA and Providers	
Resourcing	<u>Recruitment:</u> Turnover of staff returning to substantial roles; redeployment; internal moves into non-COVID response roles. Loss of specialist skills and	Providers to draft JD's in advance for immediate recruitment; regular provider meetings to check in on staff wellbeing and plan for departures.	GLA; Providers	

	experience; demand on recruiting managers.			
Funding	<u>Economic recession:</u> Charity partners are negatively impacted by shrinking fundraising revenue, cuts to services. Whilst the number of new individuals coming to the streets increases due to the recession.			
Quality of accommodation and support	<u>Accommodation:</u> Move-on accommodation provided is not suitable or of a poor standard	<p>All guests have a thorough assessment of conducted by the hotel support provider and a move-on route selected which is well suited to their needs and circumstances.</p> <p>Accommodation options which are outside of the usual move-on routes for GLA rough sleeping services (e.g. Clearing House) are to be carefully vetted to ensure it is of an adequate standard. For PRS accommodation, the minimum property standards and checks of the PRS providers have been reviewed and approved.</p>	GLA	
	<u>Support:</u> People do not receive adequate support when they have left the hotels, resulting in an eventual return to sleeping rough	Tenancy sustainment floating support to be made available to all those moving into PRS, in addition to Clearing House and other similar options. Reconnections to include ensuring that the person has adequate support available to them in the location they are moving to. Hotel support providers to track cases of people placed in TA by local authorities whilst awaiting supported housing to ensure placements do not break down.		
	<u>Hotel staffing:</u>			

Other	<u>COVID-19 second wave</u> : large scale outbreak of the virus results in a second 'Everyone In' and/or other emergency responses.		GLA/PHE	
	<u>COVID-19 vaccination programme</u> : national rollout of virus vaccinations places large demands on staff time and creates unplanned resource requirements for delivery of vaccine within services.		GLA/PHE	
	<u>COVID-19 testing requirements</u> : changes to government guidelines for widespread testing and/or track and trace places large demands on staff time and creates unplanned resource requirements for delivery of testing within services.		GLA/PHE; Providers	

7. Draft delivery plan **broken down by month...**

Use the below template to detail milestones and deliverables, costs and timescales for your funding proposal. Please ensure that your key/prospective partners are bought into your proposals and agree that they are deliverable. Delivery dates should be based on the assumption that allocations will be confirmed in August 2020 and that delivery needs to be complete by 31 March 2021. The below examples are purely illustrative, we expect more detail to be included than below. Please expand the tables as necessary.

NSAP: Shorter-term/interim accommodation and immediate support Draft Delivery Plan				
LEAD LOCAL AUTHORITY:				
Project Strand	Outputs (Please detail expected milestones and deliverables required to make each element operational. Total bed spaces to be delivered and FTE or support hours delivered should be included.)	Total net revenue costs (e.g. Short-term accommodation, PRS access measures, training, staffing) 2020/21; not applicable to all outputs	Delivery Date (not applicable to all outputs)	Comments (as appropriate)
Total		£		
Total		£		
Total		£		
Total		£		

Total		£		

Total		£		

Total		£		

8. Supporting information

Please include any additional information in support of your proposal. This might include statements of support from other local commissioners or stakeholders, feedback from people with lived experience of rough sleeping and homelessness, or detail that you could not include within the proposal template. *(Max 500 words)*

Advisor advised this was not required at this stage

Regarding 3B and 4.3, please note that the GLA has contributed [REDACTED] from the Mayor's rough sleeping budget to the Covid-19 emergency response work and also repurposed [REDACTED] of RSI funding. However, these funds were all committed to fund hotels and associated costs in the initial months of the programme and therefore do not cover any of the activities outlined in this bid.

EUSS REFERRAL SYSTEM FOR GUESTS IN COVID-19 HOTELS

A new referral system has been created to refer EU nationals in GLA hotels for immigration advice on EUSS. It has been agreed that this system will also extend to some boroughs who agree with the process and expectations described below:

Referral system agreed:

1. Immigration providers will be updating the [Booking Spreadsheet](#) with their weekly capacity to do EUSS immigration assessments and/or casework.
2. Homelessness providers in the hotels will be referring EU clients to any of the immigration providers depending on their capacity that week by booking the slot in the Booking Spreadsheet and emailing the referral form to the adviser.
3. By adding into this Booking Sheet, immigration advice organisations and Support Providers in Covid-19 emergency accommodation confirm that they have appropriate safeguarding and data protection policies and procedures in place and that no personal data will be shared with the Home Office without the clients specific consent.

Relevant documents:

1. [GLA letter for EU nationals](#) and translations ([Polish](#), [Romanian](#), [French](#), [Italian](#), [Bulgarian](#), [Lithuanian](#)) can be provided to all EU nationals in the hotels. The document explains the offer of free, independent and confidential advice and provides basic information on EUSS (based on documents produced by Ramfel, St Mungo's and Praxis).
2. EUSS Immigration Advice in hotels [Booking Spreadsheet](#) accessible via this link (we recommend to save it in favourites):[REDACTED];
3. Hotels EUSS [Referral Form](#) attached (based on EERC referral form and including information from St Mungo's, Praxis and Crisis Partnership SLAs).

Expectations:

1. **Homelessness providers** in Covid-19 hotels::
 1. Give all EU clients information on EUSS (e.g. the GLA letter for EU nationals) and ask for their consent to make a referral.
 2. Fill in the referral form attached.
 3. Book one of the available slots in the Booking Spreadsheet and email the referral form within same day.
 4. Inform the client what organisation will be calling them and at which time slot.
 5. If face to face is needed, to provide the adviser with risk information about meeting spaces in the hotel.

6. Help client if needed to liaise with adviser (eg. sending documents, helping with ID, etc). If possible, remain available for support during the established time-slot (e.g. if an application can be submitted but client just needs support with the EUSS ID app).
7. Update in the relevant database that a referral has been sent and the outcome.

2. Immigration providers (funded by the Home Office EUSS grant):

1. Report capacity every week and communicate indicative time slots (fill in Booking Spreadsheet by Tuesday for capacity the following week)
2. Assess or start casework within the week the slot was booked;
3. Email or post a one-off advice letter or Client Care Letter within the same week- including information on eligibility for settled or pre-settled, entitlements, next steps required and by who and clarification on whether another referral is needed for casework and at what level (OISC level 1 or 2);
4. Liaise with referrer if needed and consent given.

Referral prioritisation for the GLA:

The GLA has over 60 referrals that will be sent in the coming weeks and priority will be given for GLA providers to book slots each week on Wednesdays. However, other boroughs who agreed to comply with the process and expectations described above, can book any remaining available slots on Thursdays and Fridays.

Weekly meetings

Participants are invited to attend a short weekly meeting to iron out any issues and raise common concerns every Wednesday at 2pm. Please see the link to the meeting below:

Join Microsoft Teams Meeting



United Kingdom, London (Toll)

Conference ID: [REDACTED]

[Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#) | [Meeting options](#)

Welcome to the GLA's Team's Meeting

*Other **translated brochures on EUSS** and Brexit to be delivered to your hotels, you just need to fill in this spreadsheet [REDACTED]

The leaflets contain the following information: <https://op.europa.eu/en/publication-detail/-/publication/ed317823-9fc4-11ea-9d2d-01aa75ed71a1/language-en/format-PDF/source-135707976%E2%80%8B>

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3. By adding into this Booking Sheet, immigration advice organisations and Support Providers in Covid-19 emergency accommodation confirm that:
 1. they have appropriate safeguarding and data protection policies and procedures in place;
 2. that no personal data will be shared with the Home Office without the clients specific consent; and
 3. that consent will be sought from client to share information between the immigration adviser and the referring agency to progress the case AND that regular updates on the cases will be sent to referring agency using the template below- if consent is given.

Relevant documents:

1. [GLA letter for EU nationals](#) and translations ([Polish](#), [Romanian](#), [French](#), [Italian](#), [Bulgarian](#), [Lithuanian](#)) can be provided to all EU nationals in the hotels. The document explains the offer of free, independent and confidential advice and provides basic information on EUSS (based on documents produced by Ramfel, St Mungo's and Praxis).
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3. Hotels EUSS [Referral Form](#) attached (based on EERC referral form and including information from St Mungo's, Praxis and Crisis Partnership SLAs).
4. [Template for regular updates](#) from immigration advisers on their cases to be sent to referring agency weekly.

Expectations:

1. **Homelessness providers** in Covid-19 hotels::

1. Give all EU clients information on EUSS (e.g. the GLA letter for EU nationals) and ask for their consent to make a referral and to exchange information with adviser.
2. Fill in the referral form attached.
3. Book one of the available slots in the Booking Spreadsheet and email the referral form within same day- from Wednesday to Friday for the following week.
4. Inform the client what organisation will be calling them and at which time slot.
5. If face to face is needed, to provide the adviser with risk information about meeting spaces in the hotel.
6. Help client to liaise with adviser to progress their case (eg.sending documents, helping with ID, etc). If possible, remain available for support during the established time-slot (e.g. if an application can be submitted but client just needs support with the EUSS ID app).
7. Update in the relevant database that a referral has been sent and the outcome.

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4. Liaise with referrer to update on the case and any follow up actions using the weekly updates template- if consent given.

Referral prioritisation for the GLA:

The GLA has over 60 referrals that will be sent in the coming weeks and priority will be given for GLA providers to book slots each week on Wednesdays. However, other boroughs who agreed to comply with the process and expectations described above, can book any remaining available slots on Thursdays and Fridays.

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FREE IMMIGRATION ADVICE AVAILABLE

Dear hotel guest,

In order to help you find a longer-term accommodation option, we need to understand your current immigration status and entitlements as well as any options you might have to change your immigration status, if needed.

We are working with independent immigration advisers to offer you free impartial and confidential immigration advice. If you would like to speak an Immigration advisor, please tell your key worker at the hotel where you are staying and they will arrange a referral.

No evidence of your status or no immigration status

Why would I need to speak to an advisor?

Having evidence of your immigration status in the UK or regularising your immigration status (making an application to get a visa) will be the key to accessing certain rights in the UK, such as the right to work or to claim benefits and obtain housing support.

What if I already have a solicitor or immigration adviser?

If you already have a solicitor but are not able to explain what is happening with your immigration case, you can ask your keyworker in the hotel to contact your solicitor. You can also ask to be referred to an immigration adviser if you want to clarify your options.

What will it cost?

You will be referred to free immigration advice.

What documents should I show? What if I don't have evidence?

For an immigration adviser to give you correct advice, it is important that you show them all your relevant documents. If you do not have any documents, you might be able to receive support to help find the evidence you need.

Can I access the EU Settlement Scheme?

If you are/were the family member or dependent of an EU national, then you may also have an entitlement to access the EU Settlement scheme, which may allow you to get evidence of your immigration status. Speaking to an immigration advisor will help clarify this.

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Dear hotel guest,

In order to help you find a longer-term accommodation option, we need to understand your current immigration status and entitlements as well as any options you might have to change your immigration status, if needed.

We are working with independent immigration advisers to offer you free impartial and confidential immigration advice. If you would like to speak to an Immigration advisor, please tell your key worker at the hotel where you are staying and they will arrange a referral.

EU citizens*

What are my rights now?

Until 31 December 2020, EU citizens and family members will be able to rely on their passports and ID cards to evidence their right to live and work in the UK

Why would I need to speak to an advisor?

However, your rights as an EU citizen living in Britain will change after 31st December 2020. Britain has left the EU and the transitional arrangements currently in place will end.

If you want to continue to live and work in the UK, to have the same access to benefits, public services and healthcare, the right to study and rent accommodation after 31 December 2020, you will need this new status.

What do I need to apply?

You need to show that you are an EU citizen by showing you national ID card or passport as well as evidence that you have been living in the UK.

If you have a criminal record you need to disclose this, as it might affect your application.

What will I get?

If you can show you are an EU citizen and have been living in the UK for 5 years you will get settled status. This is also known as Indefinite Leave to Remain (ILR) This will allow you stay in the UK indefinitely and will give you the right to claim benefits and housing support in the same way as any British citizen.

If you have lived in the UK less than 5 years you will get pre settled status. This will allow you to live in the UK until you reach 5 years at which point you can apply for settled status (ILR). The application for settled status must be done before your pre-settled status ends. If you only qualify for pre-settled status at the moment, your rights to claim benefits and housing support will remain the same as they are now until you apply for settled status.

What will it cost?

The application is free and you can get referred to free immigration advice.

What if I don't have the evidence?

You can receive support to help to find the evidence you need.

What if I already have a solicitor or immigration adviser?

If you already have an immigration adviser but are not able to explain what is happening with your immigration case, you can ask your keyworker in the hotel to contact your solicitor to explain. You can also ask to be referred to an immigration adviser if you want to clarify your options.

EUSS Referral Form

Organisation	
Caseworker contact details	
Date	

CLIENT DETAILS

Name and Surname	
Telephone	
Email address	
Nationality	
Language spoken including if interpreter is needed	
Identity documents (Yes/No)	
If YES – what kind of ID	<ul style="list-style-type: none"> • Passport • National ID card • Temporary Passport • Other
Address which can be used for EUSS application	
Is this address safe and agreed to receive post? (Yes/No)	
Requires face to face meeting (i.e. client vulnerabilities would not make remote advice workable) (Yes/No)	
Any additional information	
Date & Time of Phone call to client (as per the EUSS Booking Sheet)	

Please fill up the form and email it to an immigration adviser with an available slot.

Case update notes– EU Settlement Scheme

DATE OF UPDATE	
IMMIGRATION ADVISER NAME:	
IMMIGRATION ADVISER ORGANISATION:	
REFERRING ORGANISATION:	

[illegible]

