

**BRIEFING ON THE
MAYOR'S
'LIFE OFF THE
STREETS'
ROUGH SLEEPING
SERVICES
2023/24**

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INTRODUCTION

This document provides an overview of 'The Life Off the Streets' programme of services, a scheme delivering a wide range of services and initiatives to help people sleeping rough in London to leave the streets and rebuild their lives. The services are categorised here based on someone's journey away from the streets: 'Street outreach', 'Immediate Routes away from rough sleeping', 'Longer term accommodation solutions' and 'Support to rebuild lives'.

Since 2016, these services have helped more than 16,000 people to leave rough sleeping for good. The Greater London Authority (GLA) rough sleeping budget has increased since the Mayor took office and the Life Off the Streets services have also been augmented by funding from the government's rough sleeping funding programmes. The pan-London services that the GLA funds and commissions have expanded with the view that some services for people sleeping rough cannot be provided at London borough level or would benefit from a multi-borough approach.

The priorities underpinning all rough sleeping services, projects and initiatives funded by the Mayor are set out in the **Rough Sleeping Commissioning Framework**:

Overarching Priorities

To work with boroughs and partners to:

- prevent people from sleeping rough
- provide an immediate route off the streets
- deliver sustainable accommodation and solutions for those leaving rough sleeping
- ensure people have the support which they need to rebuild their lives.

Cross-cutting Priorities

To work with boroughs and partners to:

- meet the health needs of people sleeping rough, including in relation to mental health and substance use
- ensure that at every stage, people receive advice or support as swiftly as possible
- provide specialist advice and support for migrants who are sleeping rough
- enhance provision from faith and community-based organisations and to complement services commissioned by local authorities
- maintain and improve the collection and use of data about rough sleeping in London
- ensure that services are genuinely adaptive to all people who sleeping rough, considering age, gender, race and other characteristics, and including those with more specialist needs.

These services are one part of the Mayor's work to tackle rough sleeping. Through the Homes for Londoners board, the Mayor helps oversee the Life Off the Streets Executive Group, which provides strategic direction for London's response to rough sleeping. In the Life Off the Streets partnership, the GLA works in collaboration with London Councils, the government, local authorities, homelessness charities, and other key partners, to seek to further improve the response to rough sleeping in the capital.

STREET OUTREACH

Teams of outreach workers, and other services which assist them in this work, locate people sleeping rough and support them to leave the streets.

Rapid Response Outreach Team

What it does: This is an outreach service which focusses on rapidly responding to [StreetLink](#) referrals for people sleeping rough and providing a consistent response across London to find people as quickly as possible when they need support. This Thames Reach service covers twenty-seven London boroughs. The service assesses those met, offering and transporting them to emergency accommodation or linking them into other services that can help. The Rapid Response team supports local outreach teams by freeing up their capacity to work with more people. The ultimate aim of this service is to improve outcomes for all people sleeping rough: those new to the street will be found and offered a route away more quickly; fewer people will be spending intermittent or long periods of time on the streets; and those who are on the streets for longer will receive more effective and intensive casework from a coordinated local service.

The Rapid Response Outreach Team also has the Night Transport Outreach team component to the service. This part of the service works across the London transport network and with Transport for London (TfL) to provide outreach on night buses, the Night Tube and Overground. The team works closely with TfL, often responding to reports of people sleeping rough from underground staff and bus drivers. They also respond to StreetLink referrals. Much like other outreach teams, they offer support, advice and accommodation depending on the best options available for each person. Often the team will refer people to No Second Night Out (NSNO) and support them to access short-term accommodation.

Why it's important: The Mayor is committed to making sure that everyone has a route away from rough sleeping – no matter where they are. Getting to people as quickly as possible when they need help is paramount to reducing the dangerous impacts of rough sleeping. This service will ensure a consistent response across London to people newly reported as rough sleeping via StreetLink. It will also ensure local teams have the time and capacity to support those who have been sleeping rough longer term.

The Night Transport Outreach team focus specifically on night buses and tube services to ensure that people do not sleep rough on the services but have safe options available to them. People sleeping rough on public transport can often be hidden from 'normal' outreach services and therefore struggle to get the help that they need, and this element of the service addresses that gap.

Who provides it: [Thames Reach](#)

How much we invest in it: £1.45m in 2023/24

Combined Homelessness and Information Network (CHAIN)

What it does: CHAIN is a database that holds information about people sleeping rough in

London, which is recorded by outreach teams and other rough sleeping services across the capital. The database is used by services as a tool to inform and record the work that they do with their clients and their outcomes. It is also used by the GLA and local authorities to inform their rough sleeping strategies and the commissioning of services. Reports and statistics can be found on [London Datastore](#).

Why it's important: CHAIN is a multi-faceted tool that helps us to know how many people in London are seen sleeping rough, and to understand their characteristics, needs and circumstances. It enables us to better understand rough sleeping systems and flows in the capital. It enables organisations working with someone to create a continuous record of the support they receive, rather than working independently. It also helps to identify gaps in service provision or emerging needs and empowers services to respond quickly – focussing resources where they are most needed at a local and regional level.

Who provides it: [Homeless Link](#)

How much we invest in it: £495,000 in 2023/24

StreetLink London

What it does: StreetLink enables members of the public to connect people sleeping rough with street outreach teams, ensuring that people are linked with support as quickly as possible. It is a national service, funded by the central Government, which receives referrals 24/7 via their [website](#). In London, the StreetLink London self-referral phoneline enables people who are themselves sleeping rough to quickly and easily get the help which they need. The StreetLink London phoneline provides a brief intervention service, which enables people to access the support they need to leave rough sleeping. Where possible, they will be done through advice and guidance provided over the phone, or if required, they will pass the information on to the most appropriate service in the local area, usually an outreach team. In many London boroughs, this is the Mayor's [Rapid Response](#) outreach team. The StreetLink London service enables people sleeping rough in London, or at immediate risk of sleeping rough, to receive immediate help to resolve their situation.

Why it's important: Outreach services can't be everywhere all the time, but the Mayor is committed to making sure there is a way off the street for every single person sleeping rough in the capital. StreetLink London plays a vital role by enabling people who are sleeping rough to always be able to access help quickly and easily. We know that the sooner people get support, the more likely they are to stop sleeping rough. StreetLink London gives us the best chance to make sure this happens, and alongside the Mayor's Rapid Response outreach team, makes sure that people who are seen sleeping out are contacted quickly and consistently. The phoneline makes sure that the most vulnerable people sleeping rough can speak to someone directly to get the support they need.

Who provides it: [St Mungo's](#)

How much we invest in it: £425,000 in 2023/24

Roma Rough Sleeping Team

What it does: The Roma Rough Sleeping Team is a specialist service supporting people from the Roma community who are sleeping rough in London, and the organisations working with them. The service supports people from Roma communities sleeping rough to understand and access their entitlements and includes specialist immigration and employment support. Through this specialist service, support is available for local authorities and service providers to better meet the specific needs of Roma people and adopt relevant best practice to meet these needs, including in relation to delivering offers of support and accommodation options. Three Roma mediators deliver culturally competent, intensive casework management focusing on specific London boroughs. In addition, a pan-London advice line provides assistance to all London-based outreach teams with culturally appropriate assessments and interventions for people from Roma communities sleeping rough.

Why it's important: Understanding and adapting to the specific needs of people from Roma communities sleeping rough is important to improving their engagement with and trust in mainstream service providers. A specialist service is needed to support local authorities and service providers to understand the specific needs of Roma people sleeping rough, and ensure they are able to access mainstream services, have their needs appropriately met and ultimately secure a sustainable route off the streets.

Who provides it: St Mungo's in partnership with The Passage

How much we invest in it: £412,248 in 2023/24

London Navigator Team

What it does: The London Navigator Team provides 'through-care casework' supporting people from the street, through emergency or temporary accommodation placements in to settled housing. The aim of the service is to ensure every individual has access to appropriate accommodation and are supported to navigate local support systems and access opportunities that assist their recovery. Casework is underpinned by a psychologically informed approach and a personalisation budget that can be used flexibly to either access accommodation or bring them closer to accessing it.

Since 2023, the team have also delivered a Housing Led response to provide self-contained accommodation with intensive support for up to 30 people in partnership with a Registered Social Landlord.

Why it's important: The London Navigator Team works with the T1000 cohort of people who have long-term or repeated episodes of sleeping rough. People in the T1000 cohort often have complex unmet needs. Individuals from the T1000 cohort who meet the criteria for the LNT service are those who don't have an identified connection to any one London borough and/or are very transient, sleeping rough across multiple different boroughs in the capital.

Who provides it: St Mungo's

How much we invest in it: £1.06m in 2023/24

IMMEDIATE ROUTES AWAY FROM ROUGH SLEEPING

Services which provide immediate options for someone to leave the streets or prevent them from sleeping rough. This includes emergency accommodation services and assessment

centres, which provide safe shelter, along with support for people to find longer term accommodation.

Severe Weather Emergency Provision (SWEP)

What it does: When the weather is forecast to fall to zero degrees Celsius in any part of the capital, the Mayor and London councils provide emergency shelter. If all of the SWEP provision in a particular London borough is full, the Mayor makes additional pan-London 'overflow' provision available so that no one has to sleep out in freezing temperatures. During SWEP, outreach teams work extra shifts and do everything possible to contact all of those who are sleeping rough in their area and offer them the option of spending the night in SWEP accommodation. During winter 2022-23, 396 people accessed the Mayor's additional pan-London SWEP provision, and 80 per cent did not return to rough sleeping.

The Mayor has also secured the agreement of all 33 London councils to commit to implementing the 'In for Good' principle, which means that once someone has accessed shelter they are accommodated until they have been assessed and a support plan is in place to end their rough sleeping, regardless of whether the weather improves. The Mayor has also implemented measures to increase support for people sleeping rough during extreme high temperatures, writing to all London councils to support best practice in helping those with fewest options available to cope in hot conditions, using the existing SWEP alerts system to formally notify councils of the need to respond.

Why it's important: Rough sleeping is dangerous under any circumstances, but during extreme weather, such as sub-zero temperatures, the risks become even more acute. While the primary responsibility for providing SWEP rests with councils, the Mayor recognises the absolute urgency of getting people indoors when temperatures fall to freezing. As such, the GLA provides the pan-London SWEP to ensure that people are not left out in the cold, with potentially lethal consequences, due to gaps in capacity.

Who provides it: [St Mungo's](#)

How much we invest in it: £400,000 in 2023/24

No Second Night Out (NSNO)

What it does: NSNO is an assessment and reconnection service. People who have recently started sleeping rough, or who don't have an identified move-on plan, are supported to access the service by outreach teams. Once at NSNO they spend time with specialist staff who will assess their situation and find the best options available to them. The NSNO team then develop a move-on plan with them, based on their specific circumstances and needs, and support them to take up that offer.

NSNO comprises of three 'Assessment Hubs' where people spend a short period of time in a safe, warm place whilst the team work to rapidly identify a route off the street. In 2022/23 the service supported 1887 people, with 88% not seen sleeping rough again within 90 days of leaving the service.

The Assessment Hubs were closed at the beginning of COVID as the model uses communal sleeping spaces. Since then, the service model has evolved to ensure it's operating in COVID-safe way whilst delivering the same level of rigorous assessment and urgency to ending someone's rough sleeping.

Where no immediate route off the street is identified at an Assessment Hub, 'Staging posts' provide interim accommodation for people who have an identified route out of rough sleeping and need a little more time to secure this or where NSNO needed more time to work on the case due to its complexities.

Why it's important: Rough sleeping is harmful and dangerous. We want to ensure that a rapid emergency response is available for people who have recently started sleeping rough or who haven't yet been supported to find a solution to their homelessness. Every year, thousands of people sleep rough in London and NSNO plays a hugely important role in helping ensure that many of these people are quickly supported off the streets.

Who provides it: [St Mungo's](#)

How much we invest in it: £7.8m in 2023/24

Migrant Accommodation Pathways Support service

What it does: The Migrant Accommodation Pathways Support service (MAPS) supports non-UK nationals rough sleeping or at immediate risk of it across London. MAPS works to identify and clarify clients' entitlements, accommodation options, and works with other professionals to help people out of homelessness including through supported international reconnection. The service provides 10 bed spaces in supported settings.

Why it's important: The service takes a rights-based approach enabling access to good quality immigration advice so people can make informed decisions about their options. Specialist services for non-UK nationals are unlikely to be funded at a local level and therefore this service works across all London boroughs with a range of referral partners to add capacity to the sector. Through shared learning, bespoke training and advice surgeries it seeks to upskill the sector's approach to working with non-UK nationals sleeping rough.

Who provides it: [St Mungo's](#)

How much we invest in it: £1.1m in 2023/24

Equipping Shelters Project (ESP)

What it does: The ESP supports faith and community-based groups which provide winter night shelters in London. The ESP supports these projects via a team of specialist coordinators who work with faith and community groups to facilitate the establishment of new shelter projects across London and the further development of those which already exist. In addition to the specialist team of coordinators, the service also administers a grant programme, again with the aim of supporting and developing projects, particularly in areas such as enhanced support work and the improvement of long-term accommodation outcomes. In 2023 the ESP launched a PRS access scheme for night shelter guests, to improve the speed, number and quality of successful accommodation outcomes from the network. The website created to support this still exists as a central portal for access to available PRS lets for Night Shelters with a growing number of landlords posting to the site. In Winter 2023/24, the ESP will launch a small hosting

project for people whose asylum claims have been processed with a positive decision and who have exited NASS accommodation. The Night Shelter Network provides a valued resource through the people involved and the hosting project will tap into the ethos of hospitality that exists.

Why it's important: Winter night shelters play an important role in tackling rough sleeping in London and are predominantly staffed and led by volunteers. For some people sleeping rough, shelter projects are an important first step towards working with services to accept support. Although large numbers of people access winter shelters every year, in the past the support available has been inconsistent, and consequently the success of winter shelters has also varied. Ensuring faith and community groups are supported and resourced to work as effectively as possible both with their guests and with other services and local authorities is vital to ensuring more positive outcomes for people sleeping rough.

Who provides it: Housing Justice

How much we invest in it: up to £534,905 in 2023/24

Welfare to Wellbeing

What it does: Veterans Aid's Welfare to Wellbeing initiative provides an immediate route off the street for any UK veteran in need and a bespoke, structured pathway into independent living.

Veterans Aid are committed to providing holistic support to meet the needs of their clients. On an immediate basis, this could involve providing emergency accommodation, new clothing, toiletries, and food. Subsequent interventions will depend on the needs of the Veteran and could involve counselling, medical treatment, education, retraining and skills development.

Why it's important: This project will ensure that this vital support reaches veterans who are homeless or at risk of homelessness across London. Their view is to eradicate rough sleeping in London's veteran community, where possible by prevention and where not, by immediate holistic support and practical intervention.

Who provides it: Veteran's Aid

How much we invest in it: £76,983 in 2023/24

Pan-London Youth Hub

What it does: The Youth Hub provides accommodation and specialist support to young people who are currently rough sleeping anywhere in London, as well as those at immediate risk of rough sleeping who are identified by the London Youth Gateway, a coalition of youth homelessness charities. The Youth Hub is delivered in partnership by two youth homelessness charities, Depaul UK and New Horizon Youth Centre.

All guests can benefit from extensive youth-specific support and resources, including counselling, employment support, family mediation, skills training, and peer activities. The aim of the service is for young people to stay for a short period of time before moving on into settled accommodation, but there will be many instances where people stay for longer in order to resolve complex issues, and the Hub model has been set up to be flexible to each young person's needs. The Hub has a dedicated, women-only floor.

Why it's important: During the COVID-19 pandemic, the number of young people aged 18-24 sleeping rough in London grew at an alarming rate. Successive lockdowns and the cost-of-living crisis have accelerated breakdowns in family relationships, and for the many young people living in insecure accommodation, this has forced them onto the streets. The Pan-London Youth Hub is a unique service in London providing dedicated, bespoke, immediate-access accommodation and support for young homeless people who cannot receive similar support elsewhere and would therefore be less likely to move permanently away from rough sleeping. The Youth Hub is jointly funded by the Mayor, Depaul UK, and New Horizon Youth Centre.

Who provides it: Depaul UK and New Horizon Youth Centre

How much we invest in it: £502,000 in 2023/24

The Outside Project - LGBTIQ+ Emergency Accommodation and Community Centre

What it does: Since Spring 2023, The Outside Project has provided 7 supported bed spaces from Anira House in partnership with a Registered Social Provider. It's a by-and-for service providing short to medium term accommodation to people who are lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) to end or prevent rough sleeping. The project also provides a social enterprise community centre, offering safe daytime refuge, signposting to appropriate support services, and a range of support sessions for the wider LGBTIQ+ community.

Who provides it: LGBTIQ+ Outside

How much we invest in it: £104,000 in 2023/24

LONGER TERM ACCOMMODATION

Homes for people with a history of sleeping rough and other services which provide wrap-around support to help people to sustain their tenancies.

Clearing House

What it does: Clearing House coordinates a partnership of 50 housing associations, rough sleeping services, and charities, to provide access for people with a history of rough sleeping to over 4,000 earmarked one-bed flats at social and affordable rent levels. These come with floating support, provided by the Mayor's Tenancy Sustainment Teams (see below). Clearing House accepts referrals from a variety of hostels and outreach teams across London, and then works with their network of housing providers to match people with the appropriate homes and support. In recent years the service has been expanded to offer a similar service for people exiting rough sleeping to move into homes funded through the Rough Sleeping Accommodation Programme and Move-on Programme, which seek to further expand the number of supported social rented homes available, and a bespoke service for women and families moving on from refuges. The service also helps to coordinate support for former rough sleepers who have moved into the private rented sector.

Why it's important: Many people who sleep rough find they cannot afford accommodation in the private rented sector, and while they require a level of support to rebuild their lives off the street, they do not have high enough priority for housing via a local authority. The Clearing House ensures that those most in need of affordable housing can access it by removing as many barriers as possible. The Clearing House enables hundreds of people to move off the street each year, out of hostels and other temporary accommodation, into their own home, and offers people security as well as freeing up hostel spaces for others sleeping rough. The Clearing House ensures, in partnership with the Tenancy Sustainment Teams and housing providers, that people with a history of rough sleeping who have since moved into accommodation receive the support they need to settle into and sustain their homes.

Who provides it: [St Mungo's](#)

How much we invest in it: £679,284 in 2023/24

Tenancy Sustainment Teams North and South (TSTs)

What they do: The TSTs provide floating support to almost 2,000 people with a rough sleeping history who have moved into homes via the Clearing House. Each person has a named support worker who they can contact for help with any issues which arise, and who will arrange regular visits to offer advice and access to specialist services. TST support is personalised to the individual, with the aim of helping them to develop the skills and confidence that they need to manage a tenancy independently. For example, TSTs can help people budget, manage their bills, develop life skills like cooking or access employment and training opportunities. When people are ready to move to independent accommodation, TSTs will support them to find their next home and help them with the move.

Why it's important: Making sure that once someone has moved away from sleeping rough,

they do not return to the streets is one of the Mayor's priorities. Moving from the streets or a hostel into your own flat is a big step – for some people it will be the first time that they have held their own tenancy. To make sure that people have the best chance possible to thrive in their new home TSTs provide an important source of support and guidance.

Who provides it: [Thames Reach](#) (South London) & [Single Homeless Project](#) (North London)

How much we invest in it: £3,392,833 in 2023/24

London PRS Tenancy Sustainment Teams

What it does: The service expands the work of the existing Tenancy Sustainment Teams (see above) to work with those moving into Private Rented Sector (PRS) accommodation. The teams support those who are moving into a PRS property in London after a period of sleeping rough or living in hostel accommodation. It provides targeted help to people in the crucial first few months of their new tenancy. During this initial period, people are supported by a dedicated caseworker who will assist them with all aspects of setting up and settling into their new home, along with any other areas of their life in which they feel they need additional support.

This service aims to make the Private Rented Sector a suitable and accessible option for a greater number of people with a history of homelessness, and to reduce the number of people who lose or abandon their home.

Who provides it: [Thames Reach](#) (TST South) and [Single Homeless Project](#) (North London)

How much we invest in it: £849,246 in 2023/24

Mayor's Move On Programme

What it does: The Mayor has made available up to £50m of funding for a Move-On Programme to deliver new homes for people moving on from homelessness services, and for survivors of domestic abuse moving on from refuges. Many referrals to the Move-on Programme homes are administered by Clearing House who work closely with homeless hostels and services across London to identify former rough sleepers who would best benefit from the programme.

Approximately 300 homes have been delivered through this programme, and up to three years of revenue funding has been made available to provide tenancy sustainment support for incoming tenants appropriate to their circumstances and needs. Those moving on from homeless hostels will receive support in-house, from a specialist support provider or from GLA-commissioned Tenancy Sustainment Teams. Survivors of domestic abuse leaving refuges will be supported by an organisation from the London VAWG (Violence Against Women and Girls) consortium.

Why it's important: The Programme makes a key contribution to meeting the Mayor's aims for a route off the street for every person sleeping rough in the capital, and better support for survivors of domestic abuse. The programme not only helps people to move on with their lives, it will also free up valuable spaces in hostels and refuges for those in acute need, helping

to alleviate rough sleeping and other homelessness.

Who provides it: A number of organisations and services have been successfully funded through the Mayor's Move-On Programme, including: St Mungo's, Solace Women's Aid and the London VAWG Consortium, One Housing, Thames Reach PLACE (Pan London Accommodation & Community Engagement).

How much we invest in it: In addition to capital investment, £4.685m revenue has been made available to fund provision of support services.

Rough Sleeping Accommodation Programme (RSAP)

What it does: The programme provides capital and revenue funding to deliver move on accommodation and support to people sleeping rough, to enable them to transition to independent living. Funding is flexible and supports a wide range of approaches to maximise the number of homes and tailored support packages delivered. The proportion of local or pan-London accommodation is determined on a case-by-case basis – with some organisations making use of the Mayor's Clearing House service and others choosing to manage nominations and referrals processes through their own rough sleeping pathway. People who move into RSAP accommodation will receive support to eventually move on into settled accommodation, ideally within two years, to ensure a continual flow of accommodation and support to those who need it. Longer-term housing with intensive support, in keeping with the Housing First model, has also been funded.

Why it's important: Launched at a momentous time for rough sleeping in the capital, the programme has played an important part of the plan to assist people sleeping rough helped by the 'Everyone In' initiative during the COVID-19 pandemic. Move-on accommodation and an offer of support are not only needed for those placed in emergency accommodation as a result of the pandemic; there is also a pressing need for longer term homes for those who remain or arrive on the streets, for those who left the streets a while ago, as well as people currently in hostels or supported housing who are ready to move on with their lives. As of November 2023, more than 1,400 homes have been delivered through RSAP, and over 1,400 people with a rough sleeping history have been supported into sustainable accommodation.

Who provides it: The programme has funded registered providers, housing associations, local authorities and registered charities to deliver the homes and support services. The Clearing House service, who coordinate pan-London referrals for the programme, is provided by St Mungo's.

How much we invest in it: Across the RSAP 2020-21 & 2021-24 funding rounds, more than £140m capital and revenue funding has been made available.

Single Homelessness Accommodation Programme (SHAP)

What it does: The Mayor has secured London's share of the national Single Homelessness Accommodation Programme (SHAP) funding to deliver much needed homes with support for people sleeping rough with complex needs, and young people at risk of, or experiencing, homelessness. Providers can bid for capital funding to bring forward homes in 2023-2025, with up to three years of revenue funding (up to March 2028) also available to provide associated support. The focus is on longer-term accommodation. SHAP will target higher

needs project types: on-site supported and specialist housing, Housing First and housing-led models are all within the scope of the programme. Councils will play a key role in identifying gaps within their existing homelessness pathway provision, and will work in partnership with other councils, RPs and charities to identify resources and design local solutions that meet the needs of SHAP's target groups and ultimately work towards preventing and ending rough sleeping across London.

Why it's important: Backed by a fund of over £200m nationally, the programme represents a significant investment in the development and sustainability of the specialist and supported housing sector. Specifically, SHAP seeks to meet gaps in existing homelessness provision and address current unmet needs for adults with the most complex needs and longest histories of rough sleeping (such as the T1000 cohort), as well as young people experiencing, or at risk of homelessness. It will increase the supply of quality homes for the sector, and the attached revenue funding will also fund much-needed support services to assist both young people in their transition to adulthood and adults in their recovery from rough sleeping.

Who provides it: Bidding opened in January 2023 for 12 months. Capital bids must be submitted by registered providers (RPs). Councils, RPs, charities and support providers can submit bids for revenue for support. All SHAP bids must have the support of the local authority in which the project is located.

How much we invest in it: Nationally, £270.6m (£175.4m of capital and £95.2m of revenue) funding has been made available by Government – of which the Mayor has secured a significant portion of the budget for London. The value of allocations made in London will be announced in late 2023.

SUPPORT TO REBUILD LIVES

Access to appropriate support including related to mental and physical health, immigration support and training and employment, to enable people to rebuild their lives.

Rough Sleeping and Mental Health Programme (RAMHP)

What it does: The Rough Sleeping and Mental Health Programme (RAMHP) aims to help people with mental health needs who are sleeping rough take a vital step towards a better quality of life, by supporting access to mental health services. The Mayor successfully funded a two-year pilot (March 2020-March 2022) covering four NHS trusts and 16 London boroughs. Following the end of the pilot period, all four trust regions have continued this work, now funded through the health system.

The Mayor then secured funding to expand RAMHP to a further 8 London boroughs and two NHS Trusts, with the new projects launching in July 2023 in South West London and St George's Mental Health NHS Trust (SWLSTG) and Oxleas.

The RAMHP is designed around partnerships, with the mental health service teams working closely with outreach teams and other key partner organisations in their area, including undertaking joint shifts on the streets. The local service in each region has been co-designed by the mental health trust, homeless outreach teams, London boroughs and people with lived experience, to ensure it meets the needs of the local area.

As they were locally co-designed, all the RAMHP teams are slightly different, but all share some key features. All have elements of an assertive outreach model of service delivery and focus on navigation and advocacy with a small caseload. Partnership working with street outreach agencies is the main referral route and they undertake cross-borough working, recognising people sleeping rough often move across boroughs. The teams are multi-disciplinary and take a trauma-informed approach.

Why it's important: Almost half of people seen sleeping rough in London have a mental health support need. Prior to the RAMHP commencing, rough sleeping services reported that mental health services often have high thresholds for access, long waiting times, a lack of resources or expertise to support people with complex needs, and a reluctance to undertake assessments on the street. Providing targeted mental health support in collaboration with partner organisations can help people leave the streets for good. An evaluation of the RAMHP pilot found that the services were flexible and personalised, and over 70% of people who received support from RAMHP were not seen rough sleeping again within 12 months of discharge from the service.

Who provides it: The Mayor is funding two new RAMHP projects from 2023 in South West London and St George's NHS Trust and Oxleas NHS Trust.

How much we invest in it: £585,000 in 2023/24

Mental health support for people sleeping rough

What it does: Enabling Assessment Service London (EASL) support people sleeping rough to access appropriate mental health services. The multi-disciplinary team of mental health practitioners provide needs-led assessments to people who have been unable to access input from other mental health professionals. Where required, the team then facilitate liaison with statutory and non-statutory mental health services, to help people access the treatment and care they need.

EASL works with people referred by homelessness services, typically outreach teams or assessment hubs, in different parts of London. The team also help homelessness services to improve the support they can provide to the person experiencing mental health issues through advice, training and complex case discussion. Improving someone's mental wellbeing is crucial to enabling them to leave the streets and the service plays a vital role in this. EASL's work also seeks to ensure that people can access the mental health support and treatment they need earlier, so they are less likely to reach crisis point.

Who provides it: [EASL](#)

How much we invest in it: £113,008 in 2023/24

Homeless Heath Peer Advocacy Service (HHPA)

What it does: The HHPA supports people who are sleeping rough and experiencing physical or mental health issues. All peer advocates have experienced homelessness themselves, and they are able to offer people practical and emotional support. Peer advocates undertake thorough training, including Disclosure and Barring Service (DBS) checks and safeguarding training.

The funding for this project is to support groundswell to continue to develop the HHPA, with a wider remit and focus on Health Promotion in-reach. This is a proactive programme utilising the strengths of HHPA to delivery health promotion that looks more holistically at preventative healthcare and health measures. The focus will be on working with health teams and homelessness service to run health promotion events in hostels and day centres and focus on health screenings, vaccinations, oral health, dentist registrations, chest x-rays, blood tests, and general wellbeing such as smoking cessation and healthy eating.

Why it's important: People going through a period of sleeping rough are often excluded from accessing health services. This can be for many reasons but includes previous poor experiences and a lack of confidence, and lack of access to technology and other facilities. This undoubtedly is a contributing factor to the low life expectancy of those with a history of rough sleeping (47 years for men, 43 for women). Removing, or supporting clients to overcome, barriers to accessing health services is seen by the Mayor as key in ensuring equality of opportunity in London, and also has benefits for wider public health, as well as providing long-term savings by reducing the occurrence of emergency admissions.

Who provides it: [Groundswell](#)

How much we invest in it: £50,000 in 2023/24

Sub-regional Immigration Advice Services (SIAS)

What it does: The Sub-regional Immigration Advice Services (SIAS) provide immigration advice for people sleeping rough, and those at risk of rough sleeping, who need specialist support to clarify and/or regularise their immigration status. A link worker service delivered by St Mungo's works with each sub-region to maximise the effectiveness of the support provided by the referring agencies and the advice services and improve joint working. Emergency accommodation is also provided for those who are most vulnerable.

The SIAS programme is managed by London Councils and covers four sub-regions in London: North East, North West, South East and South West. A fifth sub-regional immigration advice service for the North Central sub-region is commissioned by the North London Housing Partnership.

Why it's important: Around half of people sleeping rough in London are non-UK nationals, many of whom have unclear or limited entitlements and require immigration advice to clarify or regularise their status, to access housing and build a life off the streets. SIAS increases the immigration advice provision for people sleeping rough in London and supports people sleeping rough to assess their immigration options and, when relevant, to obtain leave to remain and/or access to public funds so they can obtain the accommodation and support they need to exit rough sleeping.

Who provides it: [Praxis](#), [RAMFEL](#) and [Tower Hamlets Law Centre](#) (North East); [North Kensington Law Centre](#) and [Ealing Law Centre](#) (North West); [Southwark Law Centre](#) and [Lewisham Refugee and Migrant Network](#) (South East); and [South London Refugee Association](#) and [South West London Law Centres](#) (South West). [St Mungo's](#) (Link Worker service).

How much we invest in it: £2,173,421 in 2023/24

Training Programme on Migrant Homelessness

What it does: The training programme upskills the homelessness and migrant sectors to better support non-UK nationals sleeping rough. The programme consists of a mixture of online training sessions, pre-recorded training, personalised sessions, second tier advice, and facilitating a community of learners through an online platform. Online training sessions include non-UK nationals' rights and entitlements post-Brexit; practical support for non-UK nationals sleeping rough; understanding rough sleeping and homelessness services; and specialist support for homeless migrant women and migrants who are LGBTIQ+.

Why it's important: CHAIN figures show that non-UK nationals consistently represent around half of the people seen rough sleeping in London. The complexity of immigration law as well as the highly regulated Immigration Advice sector can lead to difficulties in evidencing or understanding the immigration status and entitlements of people sleeping rough. However, understanding how to prove or obtain entitlements is key to identifying sustainable routes off the streets for migrants sleeping rough. Training the homelessness and migrant sectors on the needs and rights of non-UK nationals, and the tools, opportunities and barriers in the system to support them will enable the two sectors to more effectively support non-UK nationals sleeping rough in a collaborative way.

Who provides it: [Homeless Link](#) and [Praxis](#)

How much we invest in it: £35,570 in 2023/24