

BRIEFING ON THE MAYOR'S 'LIFE OFF THE STREETS' ROUGH SLEEPING SERVICES

November 2021

Contents

INTRODUCTION	3
STREET OUTREACH	4
Rapid Response Outreach	4
London Street Rescue (LSR)	4
Night Transport Outreach	5
Combined Homelessness and Information Network (CHAIN)	5
StreetLink	5
Peer-Led Outreach.....	6
Roma Rough Sleepers Mediators Service	6
London Navigator Team.....	7
IMMEDIATE ROUTES AWAY FROM ROUGH SLEEPING	8
Severe Weather Emergency Provision (SWEP).....	8
No Second Night Out (NSNO)	8
NSNO Floating Hubs.....	9
Routes Home	9
Equipping Shelters Project (ESP)	10
Welfare to Wellbeing	11
Supported Homes in Multiple Occupation (HMO)	11
Youth Accommodation Hub	11
Holistic Assessment Service (HAS)	12
The Outside Project - LGBTIQ+ Emergency Accommodation and Community Centre.....	12
LONGER TERM ACCOMMODATION.....	13
Clearing House.....	13
Tenancy Sustainment Teams North and South (TSTs).....	13
Route to Renting	14
London PRS Tenancy Sustainment Teams.....	14
Mayor's Move On Programme.....	14
Rough Sleeping Accommodation Programme (RSAP)	15
SUPPORT TO REBUILD LIVES	16
Rough Sleeping and Mental Health Programme (RAMHP)	16
Mental health support for people sleeping rough	16
Homeless Heath Peer Advocacy Service (HHPA).....	17
Immigration Advice for Rough Sleepers Fund	17
Training Programme on Migrant Homelessness	18

INTRODUCTION

Since he took office in 2016, the Mayor's rough sleeping services have supported over 11,000 people off the streets. This document provides an overview of this 'Life Off the Streets' programme, but it should also be noted that these services are only one – albeit very important – part of the Mayor's work to tackle rough sleeping. In 2018 he published his Rough Sleeping Plan of Action which, alongside plans for many of the services which appear in this briefing, outlined other steps needed to be taken by City Hall, the Government, local authorities, and others. The Mayor works with these partners to try to ensure there is a coordinated approach. Through the Homes for Londoners board, the Mayor oversees the new Life Off the Streets Executive Group, which provides strategic direction for London's response to rough sleeping.

During his time in office, the Mayor has been expanding the pan-London rough sleeping services the Greater London Authority (GLA) funds and commissions. These services collectively form his 'Life off the Streets' programme. They are services for people sleeping rough, or initiatives to tackle rough sleeping, that cannot or would not be provided at a London borough level, as they are pan-London or multi-borough in their remit.

In addition to the Mayor's core budget of £12m a year for rough sleeping services, other increases in spending mean that this year the total GLA budget for rough sleeping services will exceed £17m.

Last year the Mayor provided services on an unprecedented scale in response to the Coronavirus pandemic, and at the peak of the crisis made 14 hotels available to over 1,400 people, as well as adapting several of his existing services to meet the changing needs of people sleeping rough in London. Throughout 2021 the Mayor is continuing to launch new and innovative services and grant-funded projects, such as a remodelled No Second Night Out (NSNO), the Target Thousand navigator team, a pan-London peer led outreach team, a service supporting former rough sleepers now living in the Private Rented Sector (PRS TST), and his Equipping Shelters Project (ESP).

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.

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

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. Since October 2019, the Thames Reach service has covered twenty-four London boroughs, whilst the Mayor is funding nine councils to meet the same principles behind the service through existing local outreach teams. 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.

Why it's important: 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.

Who provides it: [Thames Reach](#)

How much we invest in it: £1m each year (£0.43m GLA funding and £0.57m Government grant)

London Street Rescue (LSR)

What it does: London Street Rescue ([LSR](#)) is an outreach service helping people sleeping on the streets in London boroughs that do not commission their own outreach service. Outreach workers in the team typically go out overnight alongside volunteers to make contact with people sleeping rough, and they carry out casework and advocacy during the daytime. They also respond to referrals made through [StreetLink](#). Once they have made contact with someone who is sleeping rough, or that person has been referred to them by the Mayor's Rapid Response Outreach team (see above), LSR will assess the best options available, and conduct in-depth and on-going casework to develop an offer off the streets. This offer will differ according to each person's housing need and entitlements. During 2020/21, the service directly supported 806 people off the streets, and offered advice and other support to many more.

Why it's important: Some London boroughs do not have dedicated outreach teams. As outreach teams are a key link to accommodation and other services for people sleeping rough, the Mayor commissions LSR so that there is a person-centred outreach service no matter where in London people may be homeless.

Who provides it: [Thames Reach](#)

How much we invest in it: £640,000 each year (£540,000 GLA funding and £100,000 Government grant in 2021/22)

Night Transport Outreach

What it does: The Night Transport Outreach team 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: As with LSR, the Mayor is committed to making sure that everyone has a route away from rough sleeping – no matter where they are. Given the increase in night transport networks opening across London, the Mayor wants to ensure that people do not sleep rough on the services but have safe options available to them. Due to the nature of buses and the London Underground, i.e. they are not static, they are difficult for other outreach teams to cover. This means that people sleeping rough on public transport can often be hidden from 'normal' outreach services and therefore struggle to get the help that they need. The Night Transport Outreach team focus specifically on night buses and tube services to address this gap. The team are also able to make use of a strong relationship with TfL to coordinate their work, conducting at least 27 shifts a month on the network. In the first year of the service, the team supported 347 people who were sleeping rough on the night transport network.

Who provides it: [Thames Reach](#)

How much we invest in it: £200,000 each year (GLA funding)

Combined Homelessness and Information Network (CHAIN)

What it does: CHAIN is a database that holds information about people sleeping rough in London, which is provided 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 by outreach teams and other services, and to understand their needs and circumstances. It enables us to better understand rough sleeping in the capital. It enables all the 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: [St Mungo's](#)

How much we invest in it: £455,000 each year (£285,000 GLA funding and £170,000 Government grant)

StreetLink

What it does: StreetLink enables members of the public to tell specialist outreach teams about people they have seen sleeping rough, ensuring that people are linked with support as quickly as possible. The service does this by providing a 24-hour service via their [website](#), phone line and app, which can be used to quickly and easily let StreetLink know about someone sleeping rough anywhere in the UK. Once StreetLink hears about someone sleeping rough, they will pass the

information on to the most appropriate service in the local area, usually an outreach team. In London this is the Mayor's [Rapid Response](#) outreach team. The specialist [StreetLink London](#) service enables people sleeping rough to refer themselves for support.

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. Londoners play a vital role by letting services know of someone who might need support as soon as possible. We know that the sooner people get support, the more likely they are to stop rough sleeping. StreetLink gives us the best chance to make sure this happens, and alongside the Mayor's Rapid Response outreach team, the consistency and speed at which people are helped is better than ever before. A specialist service which helps people sleeping rough who cannot immediately get the support they need elsewhere, StreetLink London is providing a vital additional intervention thanks to the Mayor's funding.

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

How much we invest in it: £550,000 each year (£0.25m GLA funding and £0.3m Government grant)

Peer-Led Outreach

What it does: Street Buddies is a peer-led outreach service where 'Buddies' who themselves have experienced homelessness work with a cohort of people with complex needs, whose rough sleeping is 'entrenched', often for an extended period of time, to build relationships and trust. Over time, this enables people sleeping rough long-term to access services and enter accommodation. The service will also support people who previously slept rough and are at risk of losing their accommodation to help ensure they remain housed. Based on a successful service model delivered in Westminster, Street Buddies has been rolled out to more boroughs, including Southwark, Tower Hamlets and City of London.

Why it's important: The service works with a specific client group: people who have slept rough for longer periods and mainstream homelessness services have struggled to connect with. Often, as the Buddies have lived experience of homelessness, they can more successfully step in to build rapport and the supportive relationship which is needed to help end someone's homelessness. Importantly, the service also provides people who have slept rough in London an opportunity to increase their confidence, skills and support network by becoming a Buddy. Buddies will often start as volunteers but can progress to be trained as paid employees, providing a route into work for people who have experienced homelessness.

Who provides it: [Riverside Care and Support](#)

How much we invest in it: £212,000 in 2021/22

Roma Rough Sleepers Mediators Service

What it does: The Roma Rough Sleepers Mediator Service is a specialist service supporting people from the Roma community who are sleeping rough in London, and the organisations working with them. The service will support Roma rough sleepers 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 Roma rough sleepers.

Why it's important: Understanding and adapting to the specific needs of Roma rough sleepers is important to improving Roma rough sleepers' 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 rough sleepers, 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: £613,354 for 18 months during 2021/22-2023/24 (Government grant)

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.

Why it's important: The London Navigator Team works with a specific cohort of people who have recent and long-term experiences of sleeping rough. Individuals who meet the criteria for this service often sleep rough across multiple boroughs and have complex unmet needs. This cohort of people were identified during the Government's 'Everyone In' policy response as people who continued to sleep rough during the pandemic, did not accept offers of accommodation and support, or were people who had accessed 'Everyone In' accommodation and benefited from intensive support to access and sustain settled accommodation.

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

How much we invest in it: £413,639 each year (Government grant)

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 2020/21, 459 people accessed the Mayor's additional pan-London SWEP provision, and through the expert work of staff 77 per cent (of those with CHAIN records) 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 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: Variable (in winter 2018/19 the GLA spent £132,000 on pan-London SWEP, but this is a scalable budget which depends on the number of nights active and people who need the service)

No Second Night Out (NSNO)

What it does: NSNO is an assessment and reconnection service. People who have recently started sleeping rough are supported to access the service by outreach teams, and 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.

Prior to the COVID-19 pandemic, NSNO comprised three 'assessment hubs' where people spent a short period of time in a safe, warm place whilst the assessment reconnection work took place. 'Staging posts' provided interim accommodation for people who had an identified route out of rough sleeping but were waiting for this to become available or where NSNO needed more time to work on the case due to its complexities. In 2019, two additional staging posts were added to the service, through the Government's Rough Sleeping Initiative.

As the NSNO service previously used communal sleeping spaces at the assessment hubs, the service has been remodelled in 2021/22 to ensure it is COVID-safe. Replacing the assessment hubs are a network of 'Turnaround Hubs'. No accommodation is offered onsite at these hubs, but the service still provides assessment and reconnection work, with the model based on delivering the same level of rigorous assessment and urgency to ending someone's rough sleeping as before. All people attending the hub will first be screened for COVID-19 and have a COVID-19 risk assessment.

Where no immediate route off the street is identified at the Turnaround Hubs, the service has single occupancy accommodation for people with whom they need more time to undertake assessment and reconnection work. Access to specialist immigration advice, employment support and health services is also provided. Once a move-on plan is identified, staging post accommodation is available as an interim option where needed. For the remodelled NSNO service, further staging post beds have been introduced in addition to existing sites, to increase the number of people helped.

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, to ensure they do not become entrenched on the streets. Every year, thousands of people sleep rough in London for the first time and NSNO plays a hugely important role in helping ensure that the vast majority of these people do not sleep rough for the long-term.

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

How much we invest in it: £3.85m each year (GLA funding) and £1.1m (Government grant) for additional Staging Posts in 2021/22

NSNO Floating Hubs

What it does: The Floating Hub moves around London, providing assessment and intensive support 24/7 to people sleeping rough in the host borough, quickly helping them into longer term accommodation. The hubs work in partnership with councils, other Mayoral rough sleeping services, local outreach teams and agencies such as substance misuse and health services, and allows councils to target areas where they know there is a need.

Each Floating Hub runs for a time-limited period (usually one to two weeks) in areas where the local council and its homelessness services have identified there are people sleeping rough who would benefit from the hub's intensive work to help them leave the streets. Typically, the hubs work with people who are not new to rough sleeping, with whom there have already been unsuccessful attempts from other services to support them to leave the streets.

As the Floating Hub model uses communal sleeping spaces, the service has been indefinitely suspended since the outbreak of the COVID-19 pandemic in March 2020.

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

How much we invest in it: Service suspended for 2021/22

Routes Home

What it does: [Routes Home](#) works with non-UK nationals who are rough sleeping in London. With a focus on the long-term sustainability of any offered route away from rough sleeping, the service considers all options available to a person and works closely with a wide range of partners. Offers may involve reconnection to accommodation and services in a client's home country or in

the UK. Its work includes accessing specialist advice for non-UK nationals with complex immigration issues. Last year (2020/21) that meant supporting 203 clients, including providing advice to help 143 people to voluntarily reconnect with support networks in their home country; direct support for 48 people with high levels of support needs to reconnect to their home country; and helping to resolve the immigration status of 21 people who were then able to access accommodation and services in the UK.

The Routes Home team played a critical role during the GLA's rough sleeping emergency COVID-19 response, using their expertise to support the assessment of non-UK nationals, and enabling access to immigration and reconnection advice. During this period, Routes Home also piloted some work in partnership with specialist services to provide enhanced employment support predominantly to EEA nationals who were eligible to work in the UK. This enabled over 60 people to find work and sustainably exit rough sleeping.

In 2020/21 and 2021/22, additional funding has been made available to run a pilot project as part of Routes Home to support people sleeping rough who are from Roma communities. The Roma Rough Sleepers Team supports local authorities and outreach teams in London to improve engagement with and support for people from the Roma community who are sleeping rough through mediation, intensive casework, brief interventions and sharing best practice.

Why it's important: Half of those seen sleeping rough in London in 2020/21 were non-UK nationals. Establishing and meeting the housing and support needs of non-UK nationals can be a complicated area of work, involving specialists in areas such as language and culture, legal advice, and other expert services. Having a specialist team with these skills in Routes Home means they can assess and access a wide range of options, so that non-UK nationals are supported to move away from rough sleeping as quickly and as sustainably as possible.

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

How much we invest in it: £600,000 (GLA funding) and £220,000 for enhanced provision (annual Government grant) each year since 2019/20, and £111,825 for the Roma Rough Sleepers Team pilot in 2020/21 (Government grant).

Equipping Shelters Project (ESP)

What it does: The ESP aims to support faith and community-based groups which provide winter night shelters in London. The ESP supports these projects by funding a number of specialist coordinator posts 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.

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: £600,000 in 2021/22 (£150,000 GLA funding and £450,000 Government grant)

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. The service's 'no first night out' philosophy means it also supports any UK veteran who is at risk of becoming homeless in London, to prevent them from having to sleep rough.

Alongside swiftly helping people to enter accommodation, the service also delivers a range of other support specific to a person's needs. This could include help to purchase essentials, such as food and toiletries, or supporting them to address substance dependencies through access to detox and rehab, and eventually training courses and employment support.

Who provides it: [Veteran's Aid](#)

How much we invest in it: £60,942 in 2021/22 (GLA funding)

Supported Homes in Multiple Occupation (HMO)

What it does: Medium-term accommodation for people sleeping rough, and those moving on from GLA services such as No Second Night Out, is acutely limited where someone has mental health, drug or alcohol support needs that require round-the-clock support. The Mayor secured funding for two such schemes in 2020/21 and two new sites this year, operated by the charity Sanctuary Supported Living.

Why it's important: This model of supported housing is based around longer stays of six to nine months, in properties of 6-8 bedrooms, giving people much-needed time to begin to address their support needs, to receive support in a personalised and intensive way, and to move on positively into longer-term accommodation.

Who provides it: [Sanctuary Supported Living](#)

How much we invest in it: £315,792 in 2020/21-2021/22 (Government grant)

Youth Accommodation Hub

What it does: The Hub accommodates up to 40 people at a time 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. Depaul UK is the lead organisation running the service, with support workers from New Horizon Youth Centre, and immigration support delivered on-site by Cardinal Hume Centre.

All guests can benefit from the extensive support and resources available, including counselling, employment support, family mediation, 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 is flexible to provide for this. There are dedicated, women-only spaces, and the safeguarding and health and safety of guests are priorities for the service.

Why it's important: During the height of the COVID-19 pandemic, young people aged 18-24 became an increasingly significant section of people sleeping rough in London, confirming a worrying trend seen in rough sleeping data in recent years. Young people have been hit hardest by the recent economic slowdown, and national lockdowns have accelerated breakdowns in family relationships, and for the many young people living in insecure accommodation, this has forced them onto the streets.

The Youth Accommodation Hub is the first service of its kind in London to provide dedicated, bespoke, immediate-access accommodation and support for young people experiencing or at risk of rough sleeping. The Youth Accommodation Hub is joint-funded by the Mayor, London Councils, Depaul UK and New Horizon Youth Centre.

Who provides it: [Depaul UK](#), [New Horizon Youth Centre](#), [Cardinal Hume Centre](#)

How much we invest in it: £300,000 in 2021/22 (GLA funding)

Holistic Assessment Service (HAS)

What it does: HAS provides wrap-around assessments alongside emergency accommodation to people sleeping rough with medium to high support needs and unclear entitlements. HAS enables the identifying routes-off the streets for those who would otherwise not be able to properly engage with services while sleeping rough due to their support needs. The service integrates access to immigration advice, substance misuse support and mental health assessments.

Why it's important: Routes off the streets for many non-UK nationals sleeping rough are limited due to legislative restrictions on the entitlements to public funds. Moreover, 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. The response to the COVID-19 pandemic highlighted the positive impact of longer-term emergency accommodation alongside holistic support services for this group. HAS provides a unique opportunity to assess and address the immediate needs of a very vulnerable group in order to facilitate their engagement and move-on from the streets.

Who provides it: [Depaul UK](#), in partnership with [Lewisham Refugee and Migrant Network](#) and [Enabling Assessment Service London \(EASL\)](#)

How much we invest in it: £1.22m for 18 months during 2021/22-2023/24 (Government grant)

The Outside Project - LGBTIQ+ Emergency Accommodation and Community Centre

What it does: This project aims to develop safe emergency accommodation for vulnerable homeless lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) people, to prevent rough sleeping. The project provides a social enterprise community centre, offering safe daytime refuge, services, and pop up businesses. The Outside Project will relocate to provide 8 bed spaces from a permanent site in autumn 2021.

Who provides it: [LGBTIQ+ Outside](#)

How much we invest in it: £104,000 in 2021/22 (GLA funding)

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 acts as a point of coordination and liaison for a partnership of over 40 housing associations and many rough sleeping services. Jointly this partnership provides access for people with a history of rough sleeping to over 3,500 earmarked one-bed flats at social rent levels. These come with floating support, provided by the Tenancy Sustainment Teams (see below). Clearing House accepts referrals from all the major hostels and outreach teams, and works with their housing association contacts to match people on their waiting list 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 Mayor's Move-on Programme, which seek to further expand the number of supported social rented homes available, and also include a similar, but tailored, 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. In 2020 and early 2021 Clearing House led on coordinating access to emergency accommodation as part of the Mayor's response to the COVID-19 pandemic.

Why it's important: Many people who sleep rough do so because they do not have other accommodation options and do not have high priority for local authority housing. The Clearing House ensures that those most in need of social housing are able to access it, and works to remove as many barriers as possible. This option allows hundreds of people to move off the street, and out of hostels and other temporary accommodation, into their own home, offering security and freeing up hostel spaces for others sleeping rough. The Clearing House also ensures, in a coordinating capacity, that people with a history of rough sleeping who have since moved into independent living in the private rented sector receive the support they need to settle into and sustain their homes.

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

How much we invest in it: £680,000 in 2021/22 (£329,000 GLA funding and £351,000 Government grant)

Tenancy Sustainment Teams North and South (TSTs)

What they do: The TSTs provide floating support for former rough sleepers who have moved into homes via the Clearing House. Everyone has a named support worker in the team who they can contact for help with any issues which arise, and who will arrange fortnightly visits to offer advice and access to specialist services. The TSTs focus on three main areas of work: supporting people to maintain their tenancy, supporting them to access employment and training opportunities, and supporting them to move to independent accommodation when they no longer need the service. Each team works with over 800 people every year, and during 2020/21, 97 per cent of people supported by them sustained their tenancies.

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 many 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) & [St Mungo's](#) (North London)

How much we invest in it: £2.69m each year (GLA funding)

Route to Renting

What it does: Route to Renting supports people who have slept rough to access accommodation of a decent standard in the Private Rented Sector (PRS). The service sources properties from landlords within London to provide housing to people who are being supported by No Second Night Out, London-based outreach teams, and those in GLA pan-London hotel accommodation. People are also offered additional support around moving into their new home, through its pre-tenancy training, and assistance with other tasks which need to be completed to make the move a success.

The service aims to increase the number of people who are supported into suitable PRS accommodation and who have the skills needed to live independently, and to reduce the length of time taken to house someone in the Private Rented Sector.

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

How much we invest in it: £259,230 in 2021/22 (Government grant)

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 [St Mungo's](#) (TST North, Clearing House)

How much we invest in it: £956,000 in 2021/22 (Government grant)

Mayor's Move On Programme

What it does: The Mayor has set aside up to £50m of funding for a Move-On Programme to deliver new homes for people moving on from homelessness services (since 2020 this has included COVID-19 emergency hotels), and for survivors of domestic abuse moving on from refuges. New homes have been and continue to be delivered for people leaving homeless hostels, refuges and Clearing House properties. Many referrals to the Move-On Programme homes are administered by Clearing House who work closely with homeless hostels and services across London to find former rough sleepers who would best benefit from the programme. Once people are housed, incoming tenants will receive tenancy sustainment support 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, and

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 will not only help 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. The Clearing House is in the best position to coordinate and broker relationships between referral organisations, the landlords of the Move On Programme properties, and the TSTs.

Who provides it: A number of organisations and services have been successfully funded through the Mayor's Move-On Programme so far, 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, up to £4.685m in revenue funding until March 2021 (Government grant)

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 October 2021, more than 250 former rough sleepers had been supported into sustainable accommodation through this programme.

Who provides it: Housing associations and local authorities. A list of the organisations allocated funding in 20/21 can be found [here](#). The Clearing House service is provided by St Mungo's (see above).

How much we invest in it: £76.5m in 2020/21 allocated (Government grant). For RSAP 2021-2024, £66.4m has been made available by Government.

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. It is a two-year pilot (services funded March 2020-March 2022) covering four NHS trusts and 16 London boroughs. The programme has established dedicated multi-disciplinary mental health teams for people sleeping rough in the Central and North West London Trust, East London Foundation Trust, North East London Foundation Trust, and West London NHS Trust regions.

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. There is correlation between mental health support needs and the length of time someone spends on the streets, with two-thirds of people sleeping rough long-term assessed as having mental ill health. 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. Over three quarters of outreach services in London believed that accessing mental health support for people sleeping rough in their area had become more difficult. The result of the inconsistent and often inadequate provision for was that people did not receive the help they need, with 54% of people with mental health issues sleeping rough not receiving the right treatment and support.

Who provides it: East London NHS Foundation Trust, North East London NHS Foundation trust, Central and North West London Foundation NHS Trust, and West London NHS Trust Imperial College Health Partners are the Programme Coordinators. An independent evaluation is being undertaken by UCL Partners

How much we invest in it: £2.35m over two years from 2020-2022 (£1.25m GLA funding and £1.1m Government grant)

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: £190,000 in 2021/22 (Government grant)

Homeless Heath Peer Advocacy Service (HHPA)

What it does: The HHPA supports people who are sleeping rough and experiencing physical or mental health issues. Former and current rough sleepers provide peer advocacy and support to help people currently sleeping rough to attend health appointments and treatment. This may involve calling or texting people to remind them of a health appointment such as an x-ray, travelling to an appointment with a person sleeping rough who might find public transport difficult to negotiate, attending a GP appointment with a person sleeping rough and supporting them to provide and understand information, or meeting with someone after a health appointment to discuss the outcome.

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.

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, chaotic lifestyle, 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 2021/22 (GLA funding)

Immigration Advice for Rough Sleepers Fund

The Immigration Advice for Rough Sleepers Fund, managed by Homeless Link on behalf of the GLA, has provided £557,000 for projects which aim to reach migrants sleeping rough to reduce their vulnerability to rough sleeping again or becoming entrenched, as well as reducing their risk of falling victim to exploitation and crime, such as modern slavery. Several projects were launched between April and June 2021 for a minimum of 12 months. Grants were awarded to:

- **Depaul UK** – Depaul UK is partnering with New Horizon Youth Centre and Cardinal Hume Centre to provide wraparound immigration support to young migrant guests in the Youth Accommodation Hub, an emergency hotel for young people- to ensure they move on

positively from the Hub. Support includes solicitor-led commitment to continue cases through to their conclusion. ETE support is also provided to reduce risk of exploitation.

- **Lewisham Refugee and Migrant Network (LRMN)** – LRMN is partnering with Bench Outreach to offer immigration, welfare and housing support to non-UK homeless people, mainly in the boroughs of Lewisham and Greenwich but to extend into Bexley, Bromley, Hackney and Southwark. Referrals come from Bench and a range of partner organisations across the boroughs.
- **Micro Rainbow** – Micro Rainbow is enabling specialist legal advice to LGBTIQ+ rough sleeping migrants Pan-London. Micro Rainbow Outreach Officers find housing options for clients, make ECFs applications, refer to law firms and support clients to meet any additional needs. Micro Rainbow's main legal partner is Wesley Gryk Solicitors, but they also work in partnership with several legal aid law firms.
- **NEWway Project** – NEWway Project is partnering with Caritas Anchor House and Renewal Project to increase professional and free immigration advice to homeless people, mainly in the London Borough of Newham, and unlocking the potential for people sleeping rough to move-on. This project funds an OISC level 3 Immigration Adviser from Renewal Project to be based at NEWway Project day centre. It will also allow for NEWway Project to gain immigration advice capacity with an internal member of staff and the organisation becoming OISC registered by the end of the project.
- **South London Refugee Association (SLRA)** – SLRA are increasing their capacity to provide immigration advice and develop their partnership working with homelessness support services in Croydon, Lambeth, Merton, Southwark and Wandsworth to improve accessibility to immigration advice and holistic support. This includes providing Immigration advice sessions within specialist homelessness services and community settings.
- **St Mungo's** – St Mungo's is partnering with immigration advice providers to support the Street Legal service, providing expert legal advice for non-UK nationals sleeping rough in London, in order to clarify their immigration status. An assessment worker conducts remote and face-to-face meetings with non-UK nationals sleeping rough in outreach services, COVID-19 emergency hotels and triage centres; screens referrals; facilitates consultations with immigration advisers; and supports subcontracted immigration advice service providers to carry out comprehensive assessments. Immigration Advisors conduct consultations with clients, provide initial advice and casework.
- **Thames Reach** – Thames Reach's new Immigration Navigator assesses clients' immigration advice needs and provides EUSS advice as well as facilitating external referrals when needed. This project also funds immigration advice and casework by law centres for complex cases. This project accepts referrals from Thames Reach services and partner agencies pan-London.

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: £53,445 for 18 months during 2021/22-2023/24 (Government grant)
