BRIEFING ON THE MAYOR’S ROUGH SLEEPING SERVICES
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INTRODUCTION

The Mayor provides a range of services to help rough sleepers come off the streets and rebuild their lives. These complement those provided by London’s councils. He spends around £9 million a year on these services, and has also - with the help of his ‘No Nights Sleeping Rough’ taskforce – recently secured an additional c£12 million from the Government.

During 2018 the Mayor expanded several of his existing services, including No Second Night Out (NSNO), London Street Rescue (LSR) and Routes Home. He also launched new services and grant-funded projects, such as a programme of ‘floating’ assessment hubs, the London Cross-Borough Accommodation Network (London CAN) 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 Pan-London Rough Sleeping Commissioning Framework:

Overarching priorities

To work with boroughs and partners:

- to minimise the flow of new rough sleepers on to the streets
- to ensure that no-one new to the streets sleeps rough for a second night
- to ensure that no-one lives on the streets of London
- to ensure that no-one returns to the streets of London.

Cross-cutting priorities

To work with boroughs and partners:

- to tackle rough sleeping by non-UK nationals
to improve partnership working around enforcement
- to tackle hidden or mobile rough sleeping
- to meet the physical and mental health needs of rough sleepers
- to help ensure the availability of appropriate accommodation, including emergency accommodation
- to enhance the service offer from faith and community-based organisations
- to maintain and improve the collection of data about rough sleeping. To work with boroughs and partners
- to promote employment, training and volunteering among rough sleepers.
CORE PROGRAMME OF SERVICES

Below are details of the Mayor’s core programme of commissioned rough sleeping services.

**London Street Rescue (LSR)**

**What it does:** LSR is an outreach service helping people sleeping on the streets in the London boroughs that do not commission their own outreach. The team also works at Heathrow Airport. They typically go out overnight alongside volunteers, conducting at least 28 shifts across London every week. They also respond to referrals made through StreetLink. Once they have made contact with someone who is sleeping rough, LSR will assess the best options available, and make them an offer off the streets. This offer will differ according to each person’s housing history and entitlement. During 2017/18, the service provided support off the streets to 728 people.

**Why it’s important:** In some London boroughs, outreach services are provided by the council, but other areas do not have dedicated outreach teams. As outreach teams are a key first link with people sleeping rough, the Mayor commissions LSR so that there is a route off the street no matter where in London people may be homeless.

**Who provides it:** Thames Reach

**How much we invest in it:** £640,000 each year

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**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 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:** £150,000 (GLA) & £50,000 (TfL) each year

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**No Second Night Out (NSNO)**

**What it does:** NSNO is an assessment and reconnection service. People who find themselves sleeping rough or the first time are supported to access the service by outreach teams, and once at an NSNO assessment hub they spend time with specialist staff who will establish their current situation and the best options available to them. The NSNO team then make clients a
service offer based on their specific circumstances and needs, and support clients to take up that offer.

NSNO comprises three ‘assessment hubs’ where people spend a short period of time in a safe, warm place, and ‘staging posts’ which provide accommodation for people who have an identified route out of the hubs and are waiting for that route to become available. During 2017/18, NSNO worked with over 1,500 people who were sleeping rough of which 86% were not seen rough sleeping again in that year.

**Why it’s important**: Rough sleeping is harmful and dangerous. We want to ensure that a rapid ‘emergency’ response is available for people who find themselves sleeping rough for the first time, to ensure they do not become entrenched on the streets. Given the numbers of people who are new to the streets every year in London, this is best done using the hub model, which ensures that there is a safe temporary space available so that no one has to spend a second night out.

**Who provides it**: St Mungo’s

**How much we invest in it**: £3,680,000 each year

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**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-EU nationals with complex immigration issues, last year (2017/18) that meant supporting 254 clients, including providing advice to help 101 people to reconnect with support networks in their home country, direct support for 93 people with high levels of support needs to reconnect to their home country, and 22 people to secure employment and accommodation in the UK.

**Why it’s important**: Almost half of those seen sleeping rough in London in 2017/18 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 means that the Routes Home team can forge partnerships with support organisations in other countries, 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 each year

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**Clearing House**

**What it does**: Clearing House acts as a point of coordination and liaison for a partnership of 45 housing associations and rough sleeping services. Jointly they provide access for people with a history of rough sleeping to over 3,500 one-bed flats at social rent levels specifically earmarked for former rough sleepers. These come with floating support, provided by the Tenancy Sustainment Teams (see below). Clearing House accept referrals from all the major hostels and outreach teams, and work with their housing association contacts to match people on their waiting list with appropriate homes and support.

**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 people sleeping rough.

**Who provides it:** St Mungo’s  
**How much we invest in it:** £210,000 each year

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**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 from within the team who they can contact for support with any issues which arise, and who will arrange fortnightly visits to check how things are going and 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 2017/18 89 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 don’t have to 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:** £2,405,000 each year

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**Severe Weather Emergency Provision (SWEP)**

**What it does:** When the weather is forecast to fall to zero degrees Celsius, 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 provision available so that no one has to sleep out in the cold. 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 2017/18, 192 people accessed the Mayor’s additional pan-London SWEP shelters, and through the expert work of staff over 80 per cent did not return to rough sleeping.

**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 depending on need

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**Combined Homelessness and Information Network (CHAIN)**

**What it does:** CHAIN is a database that holds information about rough sleepers, provided by rough sleeping services across London. 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 commissioning of services. Reports and statistics can be found on London Datastore.

**Why it’s important:** CHAIN is multi-faceted. It helps us to know how many rough sleepers in London are seen by outreach teams and other services, enabling us to better understand the rough capital’s rough sleeping population. It also enables all the organisations working with someone to create a continuous record, rather than working independently. It also helps to identify gaps in service provision or emerging needs and respond quickly – focusing services where they are most needed at a local, and regional level.

**Who provides it:** St Mungo’s

**How much we invest in it:** £215,000 each year

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**Social Impact Bond (SIB) for Entrenched Rough Sleepers**

**What it does:** The SIB will run for four years as a 100 per cent payment by results service that aims to help 350 of London’s most entrenched rough sleepers off the streets. It does this by providing tailored and personalised support to help them rebuild their lives. Given the size and geographical spread of the cohort, it is split between the two providers, St Mungo’s and Thames Reach. Both focus on supporting people into accommodation and to link in with better healthcare and the access to skills, work and training opportunities that will help them successfully sustain a home and a better quality of life. They SIB is focused on the following outcomes:

- entering and sustaining accommodation
- improving health and wellbeing
- engaging and sustaining in formal treatment for those who have substance misuse
- securing educational and employment opportunities, including volunteering.

In its first year, 127 clients of the service sustained accommodation for at least three months.

**Why it’s important:** The number of long-term rough sleepers is increasing. This group typically have highly chaotic and disrupted lifestyles, and require a range of substance misuse and health services. Recent estimates indicate that homeless people utilise around four times more acute hospital services than the general population, costing at least £85m nationally per year. Each SIB provider is focused on named people within their cohort, providing a tailored support offer for this group.

**Who provides it:** Thames Reach (North/West London) and St Mungo’s (South/East London)

**How much we invest in it:** The SIB runs from Oct 2017 to July 2021 and has a total budget of £3m, of which £2m is from the Government and £1m is from the GLA.

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**Safe Connections**

**What it does:** Safe Connections helps rough sleepers who are relatively new to the streets and have a local connection in the UK. The team comprises expert caseworkers with specific skills in working with local authorities and housing providers to rapidly secure access to suitable housing and support in an area where rough sleepers have, or can build, support networks.

**Why it’s important:** Given how damaging rough sleeping can be, it is important to provide people who are relatively new to the streets with a safe route to an area where they have support and are able to maintain their lives away from the streets. This can often be a complicated process, and so specialist caseworkers are important to make sure that this
happens as quickly and smoothly as possible in a personalised way for each person.

**Who provides it:** Thames Reach

**How much we invest in it:** £700,000 each year

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**London Cross-Borough Accommodation Network (London CAN)**

**What it does:** London CAN is a partnership between borough councils in London, which is being developed and coordinated through funding from the Mayor. The purpose of the network is to facilitate a greater number of inter-borough moves for people who have been (or are at risk of) sleeping rough and are seeking a place in a hostel or supported housing service, or, for those who are already living in supported accommodation but are now ready to live more independently.

London CAN aims to expedite routes out of rough sleeping, prevent people becoming homeless and increase move-on rates from supported accommodation. The network also seeks to ensure that hostel and supported housing provision for homeless people in London is being used as efficiently as possible, by eliminating the small number of beds vacant due to a lack of suitable referral and ensuring that specialist provision can always be used for its intended client group.

The system is based on participating councils making specific units of accommodation available to referrals from other boroughs. The network increases the accommodation options available to participating councils, assisting their residents in instances where they are unable to access suitable accommodation through the avenues available in their borough. The network is currently in the pilot phase, with a full roll-out planned next year if successful.

**Who provides it:** Provided in-house by the [GLA rough sleeping team during the pilot phase](#).

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ROUGH SLEEPING INITIATIVE

During 2018, the Mayor secured an additional £3.3m from the Government to establish new services and enhance some of those that we already know work well.

**NSNO Floating Hubs**

**What it does:** The Floating Hub moves around London, providing assessment and intensive support 24/7 to rough sleepers 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.

*Who provides it: St Mungo’s*

*How much we invest in it: £644,939 during 2018/19*

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**Additional NSNO Staging Posts**

**What it does:** Provides additional staging post beds for people in No Second Night Out (NSNO) assessment hubs who have an identified route out of the NSNO service but are waiting for this to become available. This additional accommodation means that more people can move on quickly from the assessment hubs, helping ensure that the hubs have capacity available for new people who are found sleeping rough.

*Who provides it: St Mungo’s*

*How much we invest in it: £891,292 during 2018/19*

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**Additional London Street Rescue capacity**

**What it does:** Carrying out the same functions as the existing LSR outreach service (above), this additional resource has been made available to expand the size of the service, meaning that it is able to get to more people, more quickly, and provide enhanced support. The enhanced LSR service provides a total of 50 outreach shifts every week across London, responding to Street Link referrals from members of the public and people sleeping rough.

*Who provides it: Thames Reach*

*How much we invest in it: £950,000 during 2018/19*
An enhanced Routes Home service

**What it does:** Carrying out the same functions as the existing service (above), this additional resource has been made available to expand the size of the team, meaning that they are able to support more people to resolve their rough sleeping through connecting to places where they have strong connections, and resolving complex immigration issues. The enhanced service includes several additional posts, and increased access to specialist immigration advice.

**Who provides it:** St Mungo’s

**How much we invest in it:** £127,000 during 2018/19

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Equipping Shelters Project (ESP)

**What it does:** The ESP aims to support faith and community-based groups which provide winter night shelters in London. Winter night shelters play an important role in tackling rough sleeping, and are predominantly staffed and led by volunteers. 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 both existing and new shelter projects.

**Who provides it:** Housing Justice

**How much we invest in it:** £450,000 during 2018/19

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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 which they need.

The people EASL work with are referred by homelessness services, typically outreach teams or assessment hubs, in different parts of London. The team also help the homelessness services to improve the support they can provide to the person experiencing mental health issues, through advice, training and complex case discussions. 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 are less likely to reach crisis point.

**Who provides it:** EASL

**How much we invest in it:** £198,587 during 2018/19
GRANT FUNDED PROJECTS

In addition to his commissioned services, the Mayor also grant funds a number of other projects.

StreetLink

What it does: StreetLink enables members of the public to tell specialist outreach teams about rough sleepers, ensuring that people are linked in with the most appropriate local 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 you tell StreetLink about someone you believe to be sleeping rough, they will pass the information on to the most appropriate support team in the area. In London, this means an outreach team can meet the person, offer them support and link them into the right services. It is also possible for people sleeping rough to make a self-referral.

Why it’s important: Outreach services can’t be everywhere all the time, but the Mayor is committed to making sure that there’s a way off the street for every single person sleeping rough. Londoners can play a vital role by letting services know of someone who might need their 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 that happens.

Who provides it: St Mungo’s and Homeless Link

How much we invest in it: £50,000 (GLA) and £300,000 (DCLG) each year

Homeless Health 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 current rough sleepers 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 rough sleeper who might find public transport difficult to negotiate, attending a GP appointment with a rough sleeper 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 poor past experiences and 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 each year

Women’s Hidden Homeless Project (WHHP)

What it does: The WHHP works with a group of 25 women rough sleepers who have traditionally not engaged with standard services. They tend to be over 40 years old, display
symptoms of chronic mental health difficulties, wander between boroughs and keep themselves hidden or are unwilling to engage. By focussing on engaging this group of people in new and innovative ways, and without being constrained by borough boundaries, the WHHP workers assess and support WHHP clients to access services, while building a better understanding of the group as a whole. As well as improving the outcomes for individual clients, it is hoped that the project will result in a better understanding of needs and barriers that can inform future service delivery.

**Why it’s important:** CHAIN figures show women account for around 11 per cent of rough sleepers. However, research from homelessness services show this is likely to be an underestimate due to their ‘hidden’ status in response to the heightened dangers for women sleeping on the streets, such as sexual assault and violence. This means they are also significantly less likely to access the help and support they need. Fleeing domestic violence, a major cause of homelessness for women, is also associated with high rates of vulnerability to mental and physical disorders.

Making available the resources to support these women away from the streets, and to better understand their stories, is a step towards improving provision for female rough sleepers across London.

**Who provides it:** Central and North West London NHS Trust

**How much we invest in it:** £21,000 grant (GLA)

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**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 ‘Welfare to Wellbeing’ model also delivers a range of other support dependent on the person’s needs. This could include help to purchase basic essentials, such as food and toiletries, or supporting them to address addictions through access to detox and rehab.

**Who provides it:** Veteran’s Aid

**How much we invest in it:** £60,767 during 2018/19
**ENCOURAGING INNOVATION**

The Mayor also contributes towards other rough sleeping services, projects and initiatives, through his Rough Sleeping Innovation Fund (RSIF). He has set aside up to £1 million for this Fund until March 2020, which provides grants of between £10,000 to £80,000, with the aim of supporting the development of innovative new ideas and approaches.

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**Rough Sleeping Innovation Fund Round 1**

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**Homeless Women’s Health Project**

Groundswell’s Homeless Women’s Health Project supports women at risk of rough sleeping to overcome barriers they face to improve their mental and physical health and help them to exit homelessness. The project has a female peer-led team to overcome barriers, to support clients to attend health and other related appointments, and to help resolve both their homelessness and health-related needs.

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**Missing People Project**

A new web-based tool, this crosschecks key details from Missing People’s database with those on the CHAIN database. Staff in homelessness services across London will be alerted by an automated flag appearing on the CHAIN database record of clients who have been reported missing. This will enable outreach workers to signpost clients to Missing People for specialist support and advice.

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**Homelessness and Acquired Brain Injury Project**

A project from St Mungo’s to address the issue of brain injury amongst rough sleepers, including raising awareness of the issue in the sector, increasing skills when working with clients, and create long-term partnerships with specialist community organisations.

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**Supporting Women Towards Change**

A Thames Reach project focusing on women with multiple needs (domestic violence, substance misuse, offending) across four south London boroughs. This aims to enable women to move off and stay off the streets, to build up their skills and confidence to make positive choices about relationships, substance misuse and their personal safety.

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**Beam**

An IT platform to develop an innovative approach to charitable giving to help former rough sleepers into training, skills support and into work. Beam’s project takes referrals of former rough sleepers who are close to the labour market, co-creating employment action plans and personalised budget, it then sets up a webpage on the Beam’s web-site and crowd funds for the person’s training and provides an element of support whilst the training is taking place. This project is targeted at people living in Clearing House properties and those in temporary accommodation in boroughs.
Saving Lives

This project from Pathway builds on work that has been carried out since 2013 after recommendations from a Serious Case Review that followed the death of a man on the streets who had been known to mental health services. Part of this funding includes developing a new mental health and capacity guidance and deliver training to front line staff.

Housing First Richmond and Wandsworth

This service, provided by Spear, gives a stable home with intensive personalised support and case management to rough sleepers with multiple and complex needs in Richmond and Wandsworth.

Rough Sleeping Innovation Fund Round 2

Change Please

This project takes a job first approach to homelessness by providing training and jobs. The project will open two new Change Please cafes on TfL sites, and provide former rough sleepers with training and employment, as well as support with mental wellbeing, financial support and accommodation. The first café opened in Clapham Common in November 2018.

Aneemo Online Rough Sleeper Mental Health Staff Training

This project will develop web-based training and support for frontline staff working with rough sleepers. The project will be focus on working with mental health issues and trauma. It will employ art learning management system technology to enable all pan-London professionals from different sectors to access high quality training and advice on understanding and working with the complex mental health difficulties experienced by homeless people.

TAP London Contactless Giving Ecosystem

To pilot contactless alternative giving through the development and installation of 30 contactless donation points, enabling Londoners to donate to homelessness charities more quickly and easily. These will be placed in outlets such as cafes, pubs and shops.

Connection at St Martin’s (CSTM): Improving Services for Homeless Migrants

This project aims to assist the preventative and supportive role of non-commissioned services, including faith/community groups, by deploying an immigration caseworker with a deep understanding of homelessness. This project will produce a report outlining the new data and information collected on migrant homelessness, reviewing the post-Brexit homelessness environment in London and making recommendations for new projects and possible policy changes.
Stonewall Housing and Outside Project Community Centre and Shelter

This project aims to develop a safe shelter accommodation for vulnerable homeless lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) people, to prevent rough sleeping. This project will provide a social enterprise community centre, offering safe daytime refuge, services, and pop up businesses. Overnight shelter accommodation will be provided within the centre for those in crisis.

Praxis Hospital Immigration Support Service

This project will run an immigration advice project based at Guy’s and St Thomas’ Hospital, Royal London and University College Hospital working with non-European Economic Area homeless migrants to identify pathways out of destitution. This project will provide support to migrants who have no recourse to public funds and who enter the health system having required emergency care, and become stuck in the system due to their inability to access publicly funded housing or support services.

St Mungo’s: Couples Recovery

This project will support couples who have no route of the street via direct intervention, training and a toolkit for homelessness professionals. The project will provide the evidence needed to focus future service development on the needs of couples sleeping on the streets, and open up existing provision to couples with complex needs.

Housing Justice: More than Shelters

This project will deliver a strengths-based practice programme for church and community night shelter projects in London. Housing Justice will use its network to facilitate training and support to roll this out over the 2018/19 winter season.