

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

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## INTRODUCTION

Since 2016, the Mayor has coordinated efforts through his 'No Nights Sleeping Rough' (NNSR) taskforce to identify, implement, lobby for, and monitor the effectiveness of interventions to tackle rough sleeping. In his *London Housing Strategy*, the Mayor set out his aim that there should be a sustainable route off the streets for every rough sleeper in London. In June 2018, he published his *Plan of Action* which outlines the steps that need to be taken by City Hall, the Government, and others to achieve this.

Since taking office, the Mayor has been expanding the pan-London rough sleeping services the GLA funds and commissions. These services collectively form his 'Life off the Streets' programme. They are services for rough sleepers, 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 £8.45m a year for rough sleeping services, through a combination of the above and other increases in spending, this year the total GLA budget for rough sleeping services will have more than doubled in 2019/20 – to over £18m.

Last year the Mayor expanded several of his existing services, including No Second Night Out (NSNO), London Street Rescue (LSR) and Routes Home. Throughout 2019 the Mayor is continuing to launch new and innovative services and grant-funded projects, such as a programme of 'floating' assessment hubs, a pan-London Rapid Response outreach team, a new prevention-focussed service *Somewhere Safe to Stay*, 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.

## 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 rough sleepers, and providing a consistent response across London to find people as quickly as possible when they need support. From October 2019, the Thames Reach service will cover twenty-four London boroughs, whilst the Mayor is funding nine councils to meet the same principles behind the service through existing local outreach team. 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 rough sleepers: new rough sleepers will be found and moved away from the street more quickly; fewer rough sleepers 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 longer term rough sleepers.

**Who provides it:** [Thames Reach](#)

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

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### **London Street Rescue (LSR)**

**What it does:** [LSR](#) is an outreach service helping people sleeping on the streets in London boroughs that do not commission their own outreach service. The team also works at Heathrow Airport. Outreach workers in the team typically go out overnight alongside volunteers to make contact with people sleeping rough, and they carryout 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 history and entitlement. During 2018/19, the service directly supported 927 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 specific and 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 (GLA funding)

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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:** £200,000 each year (GLA funding)

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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 – focussing 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 (GLA funding)

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## 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 will usually mean the Mayor's Rapid Response outreach team who 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, and alongside the Mayor's new Rapid Response Outreach service, the consistency and speed at which people are helped will this year be better than ever before.

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

**How much we invest in it:** £350,000 each year (£0.05m GLA funding and £0.3m Government grant)

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## **Women's Hidden Homeless Project (WHHP)**

**What it does:** The WHHP works with 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 16 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 during 2019/20 (GLA funding)

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## **Rough Sleeping Innovation Fund**

### **Missing People Project**

A 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 enables outreach workers to signpost clients to Missing People for specialist support and advice.

## 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 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 2018/19, 247 people accessed the Mayor's additional pan-London SWEP shelters, and through the expert work of staff 73 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. In summer 2019, the Mayor is also looking to increase support for rough sleepers in extreme high temperatures, and in June wrote 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)

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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 2018/19, NSNO worked with over 1,600 people who were sleeping rough of which 79% were not seen rough sleeping again in that year.

In 2019/20, two new staging posts are being provided for people in NSNO assessment hubs and floating hubs (see below) 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 hubs, helping ensure that the hubs have capacity available for people who are found sleeping rough.

**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:** £3.68m each year (GLA funding) and £0.9m (Government grant) for additional Staging Posts in 2019/20

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## 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:** £710,000 during 2019/20 (Government grant)

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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-UK nationals with complex immigration issues. Last year (2018/19) that meant supporting 324 clients, including providing advice to help 131 people to voluntarily reconnect with support networks in their home country, direct support for 98 people with high levels of support needs to reconnect to their home country, and helping to resolve the immigration status of 12 people who were able to access accommodation and services in the UK. Through additional funds secured by the Mayor from the MHCLG's Controlling Migration Fund, Routes Home will deliver an additional 13 bed spaces for medium and complex support needs clients this year, and personalised budgets to provide additional support. This year will also see the expansion of the 'Metro' model, which aims to ensure there are effective services in someone's home country before they are connected, into a minimum of one country.

In 2019/20, 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.

**Why it's important:** Half of those seen sleeping rough in London in 2018/19 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 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:** £1.225m each year (£0.6m GLA funding and £0.625m Government grant) and £0.22m (Government grant) for enhanced provision in 2019/20.

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## Safe Connections

**What it does:** Safe Connections helps rough sleepers who do not have a local connection to the area in which they are sleeping and therefore have very limited options available to them. 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 and social capital.

**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 (Government grant)

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## Somewhere Safe to Stay (SStS)

**What it does:** Somewhere Safe to Stay works to prevent instances of rough sleeping amongst people who are at immediate risk and do not have other accommodation options available to them. It provides immediate safe shelter (in the hub), rapid assessment, intensive support and advocacy, to help someone find a longer-term housing option and end their homelessness. The service supports councils which refer into the hubs to deliver on their responsibilities under the Homelessness Reduction Act. It does so by providing an interim accommodation option where this cannot be provided by the council and case management to help execute the Personal Housing Plan. There is currently one Somewhere Safe to Stay hub in London commissioned by the GLA and a second hub is planned to open in 2020.

**Why it's important:** Last year (2018/19), there were 5,529 people who slept rough in London for the first time, and over a 1,246 people returned to rough sleeping having been away from the streets for at least a year. The primary objective of Somewhere Safe to Stay is to prevent people from sleeping rough by intervening before this occurs. Through doing so, it means fewer people experience the trauma and danger of sleeping on the streets.

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

**How much we invest in it:** £1.63m over two years for the first hub (£0.71m GLA funding and 0.92m Government grant)

## Winter Programme Fund

**What it does:** The Mayor is making available up to £2.2 million of grant funding to London local authorities and rough sleeping service providers to deliver enhanced service offers for people sleeping rough during winter 2020. This will be delivered primarily via the Winter Programme Fund Prospectus 2019-2020. This year the Mayor is committed to building on the success of improvements to winter provision in the capital over the last few years through his 'Life off the Streets' Winter Programme Fund. This, in, combination with the many existing year-round services, aims to ensure the offer of a route off the streets for anyone sleeping rough during winter 2020.

The grant funding will give services more opportunities to help rough sleepers find a long-term solution. To help achieve this, the GLA's commissioned shelters will be open continuously this winter from after the Christmas period until at least the end of February. Other GLA services will be increased throughout winter too.

**Why it's important:** The Winter Programme Fund has been set up to boost other organisations' services this winter, by helping them open their shelters continuously in line with the extended opening of the Mayor's shelters. With the additional resources available through this fund, it is expected that the numbers of people being successfully supported in winter 2020 will be more than ever before.

**Who provides it:** [TBC](#)

**How much we invest in it:** £2.2m in 2019/20 (GLA funding)

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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:** £300,000 during 2019/20 (Government grant)

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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 in 2019/20 (GLA funding)

### **Stonewall Housing and the Outside Project - LGBT+ Shelter and Community Centre**

**What it does:** 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. The project provides a social enterprise community centre, offering safe daytime refuge, services, and pop up businesses. Overnight shelter accommodation is provided within the centre for those in crisis.

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### **Praxis Hospital Immigration Support Service**

This project runs 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. The project provides 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.

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### **St Mungo's: Couples Recovery**

This project supports couples who have no route of the street via direct intervention, training and a toolkit for homelessness professionals. The project provides 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.

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### **Housing Justice: More than Shelters**

This project delivers a strengths-based practice programme for church and community night shelter projects in London. Housing Justice uses its network to facilitate training and support.

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### **Hackney Doorways: The Manse Hackney Women's Shelter**

This project will operate a women-only night shelter in Hackney, providing a safe place for up to 60 vulnerable women over one year, with access to gender informed care and support.

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## LONGER TERM ACCOMMODATION SOLUTIONS

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 40 housing associations and many rough sleeping services. Jointly they provide 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 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. The service has also recently been expanded to offer a similar, but tailored, service for women and families moving on from refuges.

**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.

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

**How much we invest in it:** £210,000 each year (GLA funding)

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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 2019/20, 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 don't have 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:** £2.4m each year (GLA funding)

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### 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 or one of London's outreach teams. People are also provided with additional support

around moving into their new home, through its pre-tenancy training programme and assistance with any 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 have the skills needed to live independently, and reduce the length of time taken to house someone in the Private Rented Sector after they've been sleeping rough.

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

**How much we invest in it:** £340,000 during 2019/20 (Government grant)

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## 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 in to their new home, along with any other areas of their life in which they feel they need additional support. It aims to make the Private Rented Sector a suitable and accessible option for a greater number of people with a history homelessness and 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:** £970,000 during 19/20 (Government grant)

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## Move-on accommodation

**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 and from refuges for survivors of domestic abuse. In the first phase of this, new homes are being delivered for people leaving homeless hostels, refuges and Clearing House properties. Referrals to the Move-On Programme homes are administered by Clearing House and once people are housed, the incoming tenants will receive tenancy sustainment support appropriate to their circumstances and needs. Those moving on from homeless hostels will receive support from a new Tenancy Sustainment Team and survivors of domestic abuse leaving refuges will be supported by an organisation from the London VAWG consortium.

**Why it's important:** This will make a key contribution to meeting the Mayor's aims for a route off the street for every rough sleeper in the capital, and for 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:** [St Mungo's](#), [Solace Women's Aid](#) and the London VAWG Consortium, and [One Housing](#)

**How much we invest in it:** In addition to capital investment, up to £760,000 in revenue funding to March 2021 (Government grant)

### **Ashford Place: 'Boost Up' for Young Homeless Londoners**

This project will support a group of 20 young Londoners to avoid rough sleeping, through financial backing in the form of a top-up to their Housing Benefit. This project will ensure all clients are engaged with employment support and will lead to sustainable work and financial independence in the long term.

## SUPPORT TO REBUILD LIVES

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

### **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. The 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.

At the two year point of the contract, over 200 clients of the service had 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 many people employed:** 12

**How much we invest in it:** The SIB runs from Oct 2017 to July 2021 and has a total budget of £3m (£1m GLA funding and £2m Government grant)

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### **Rough Sleeping and Mental Health Programme (RAMHP)**

**What it does:** This grant funding will boost mental health provision in four NHS Mental Health Trust areas, to assist people with mental health support needs who are sleeping rough. The two-year project will test how new collaborative ways of working can provide targeted support and help people leave the streets for good. Dedicated teams of mental health practitioners will work closely in partnership with outreach teams in the local areas, including undertaking joint shifts on the streets. They will provide people sleeping rough with flexible, accessible mental health support, which better understands their needs and ensures they receive the appropriate assessment and treatment.

The local initiatives in each region has been co-designed by statutory mental health services, homeless outreach teams and London boroughs, to ensure it meets the needs of the local area. The programme has a strong focus on cross-sector collaboration and learning and on evaluating the impact of the new provision to better understand what works and how services can be further improved in the future.

**Why it's important:** Last year, half of all people sleeping rough in London were recorded as

having a mental health support need, making it the most common support need among rough sleepers. However, many do not have access to the specialist support and treatment they need, as only a small number of London boroughs currently have a dedicated homeless mental health team operating in them. There is a strong correlation between mental health needs and the length of time which people spend sleeping rough, therefore, it's crucial to not only deliver additional support and care to this group but also learn how provision can be best improved in the future.

**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

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

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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 2019/20 (Government grant)

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## **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:** £135,000 across three years (GLA funding)

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## Rough Sleeping Innovation Fund

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### **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, and through the employment of a full-time caseworker, 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 with a further five sites planned for 2019.

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### **Anemo Online Rough Sleeper Mental Health Staff Training**

This project has been providing web-based training and support for frontline staff working with rough sleepers since April 2019. The project focusses on those working with mental health issues and trauma. It employs 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.

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### **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 policy changes.

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### **Evolve Housing + Support: Entrepreneurship and Accreditation Programme**

This project aims to support, engage and motivate 60 people who have experienced homelessness, including rough sleeping, to enhance their employability. This project will achieve this through an entrepreneurship programme aimed at developing the skills needed for people to set up their own businesses.

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### **Look Ahead Care and Support: Rough Sleeper Domiciliary Care Service**

This project will deliver a domiciliary care service in four London boroughs helping a minimum of 38 clients. This project will aim to engage with people who do not meet adult social care requirements, yet still need support to achieve positive personal appearance and living standards, following a long history of entrenched rough sleeping. Local boroughs will provide on-site care workers, allowing the flexibility, choice and control to support the cohort to develop their capacity to address their care needs. This will promote enhanced living environment standards, improve self-care for the clients, and positively impact on recovery and engagement in areas of physical and mental wellbeing.