



# Ending Rough Sleeping by 2012

## **A Self Assessment Health Check**





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Communities and Local Government  
Eland House  
Bressenden Place  
London  
SW1E 5DU  
Telephone: 020 7944 4400  
Website: [www.communities.gov.uk](http://www.communities.gov.uk)

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## Introduction

The Homelessness Act 2002 changed radically the way that local housing authorities approach homelessness. Effective local strategies with an increased focus on early intervention and prevention have contributed significantly to achievements in meeting challenging targets to reduce the use of temporary accommodation, ending the long term use of bed and breakfast hotels for families with children and in achieving the target of a two thirds reduction in rough sleeping.

**A new challenge has been set, following the launch of the new rough sleeping strategy in November 2008. *No One Left Out: Communities ending rough sleeping* sets out the government's intent to work with partners to end rough sleeping by 2012.**

The strategy builds on the successful work getting people off the streets over the last 10 years. However, it also recognises that despite the effective approaches and services available to people who do sleep rough, there is a constant flow of new people onto the streets.

The self assessment checklist has been designed by the Preventing Repossessions and Homelessness Division in Communities and Local Government (CLG) to help local housing authorities and their partners review their homelessness and other strategies to establish how effective their services are in tackling and preventing rough sleeping. Authorities may find the assessment tool useful in developing plans to meet the Government's intent of ending rough sleeping by 2012.

Local authorities may also find it useful to share this tool with their strategic and delivery partners as part of their homelessness review. In particular it should help local authorities to:

- Assess the quality of the services they provide
- Improve partnership working
- Demonstrate to Members and the local community what has been achieved
- Highlight opportunities for improving services to rough sleepers and those at risk of rough sleeping.

**This document is not statutory guidance and is not linked to any funding decisions by Communities and Local Government.** Local authorities are reminded that when discharging their homelessness functions they must have regard to the *Homelessness Code of Guidance for Local Authorities*, issued under section 182 of the Housing Act 1996. A revised Code of Guidance was issued in July 2006, and formally replaced the previous Code on 4 September 2006.

## Undertaking the self assessment

There is no requirement to complete the self assessment or submit it to CLG. We hope however, that local authorities and their partners will find the exercise useful. There are numerous options:

- The self assessment could be used as the basis to review, with partners, what arrangements, interventions and services are in place and to assess their current capability to prevent and respond to existing levels of rough sleeping, and explore the need for additional interventions or a separate rough sleeping strategy.
- The self assessment could also be used on a sub-regional basis to develop an effective strategic response to ending rough sleeping in a wider area. This self assessment could help inform Multi Area Agreements.
- Depending upon local circumstances, different sections of the self assessment will be of greater relevance than others. A “menu” approach may be taken to using the self assessment, to help focus in on local priorities.

However the assessment is carried out it is likely to be beneficial in helping the local authority to review its homeless strategy and strengthen its prevention work and tackle rough sleeping more effectively.

It might be sensible to develop an action plan at the end of the exercise highlighting short, medium and long term aims. Help in taking actions forward is available from the Preventing Repossessions and Homelessness Division (through the Specialist Adviser on Rough Sleeping).

A list of helpful publications is provided at Appendix 1.

# Section 1

## Strategic approach and partnerships

### Purpose

*This section helps a local authority to assess whether it has in place all the key strategic aspects required to prevent and tackle rough sleeping effectively. It assesses whether there is Member and Chief Officer 'buy in' backed up by adequate resources, and the inclusion of rough sleeping in the Community Plan, Local Area Agreement (LAA) or other relevant strategies targets. It also considers the resources and funding available to deliver the services required.*

*There should be links to a range of key strategies, for example:*

- *Community Plan*
- *Sustainable Communities Strategy and LAA*
- *Homelessness Strategy*
- *Crime and Disorder Reduction Strategy*
- *Supporting People Strategy*
- *DAAT strategy*
- *Health commissioning plans*

### Securing corporate and member commitment

**Q1.** Is there Member commitment to prevent and tackle rough sleeping so that no one is left out, sleeping rough, by 2012?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q2.** Has your authority decided to exercise its power under Section 192 (3), which provides a power to secure that accommodation is available for occupation by an applicant found to be homeless not in priority need and not intentionally homeless?

*(Local authorities can decide whether to exercise the power, for whom an individual or group, and for how long. This does not mean accepting a full housing duty, but could take the form of a commitment to provide accommodation to take rough sleepers off the streets and link them into an accommodation and support pathway that helps them sustain a life away from the streets)*

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q3.** Is there recognition of the contribution services that prevent and tackle rough sleeping make to wider LAA targets? (For example, people supported to live independently, reduced levels of alcohol harm related hospital admissions, perceptions of anti social behaviour, improved street and environmental cleanliness, working age people on out of work benefits, learners achieving qualifications in literacy or numeracy, all-age all cause mortality rates, improved levels of self reported measures of overall health and wellbeing.)

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q4.** Is there evidence of performance on preventing and ending rough sleeping being regularly reported to members at Cabinet or Scrutiny Committee?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q5.** Is work to prevent and tackle rough sleeping included in Chief Officer annual work objectives or high level service plan targets with clear responsibilities linked to named individuals?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q6.** Has the council or corporate management agreed a formal 'invest to save' strategy for preventing and tackling rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q7.** Has the local authority been able to access other forms of funding to prevent and tackle rough sleeping e.g. Drug Action Funds, anti-social behaviour funding, Supporting People, Adult Social Care, PCT?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Joint working and partnerships

### **Purpose**

*This section helps a local authority to assess how effective and inclusive its partnerships are to prevent and tackle rough sleeping. No local authority can hope to achieve its long term aims without developing open and transparent relationships between all partners.*

*Given the important role partners need to play in tackling homelessness, professional relationships and protocols need to be established with sufficient funding, and outcomes agreed through clear, measurable service level agreements or contracts.*

*In some areas, partnerships and joint working across local authority boundaries may be necessary. For example, where Supporting People legacy services are not equally distributed, some people may have to seek emergency accommodation and support outside an area with which they have connections.*

**Q8.** Is there an effective Homelessness Forum that meets regularly operating in the councils area, which has a clear focus on rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q9.** Is the Homelessness Forum (or any sub groups focused upon rough sleeping) fully representative of stakeholders?

(For example, are the following organisations and partnerships represented: Supporting People, LSP/LAA, Police, Probation, Prison Service, Drug and Alcohol Action Team, Adult Social Care, PCT commissioners and GPs, supported housing and hostel providers, voluntary sector groups, Registered Social Landlords, Job Centre Plus, other relevant council departments [housing benefits, regeneration, leisure], CABx?)

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q10.** Does the Homelessness Forum contribute to the development and updating of the homelessness strategy?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q11.** Is the council engaged in sub-regional working with other local authorities to prevent and tackle rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q12.** Is there a multi-area/sub-regional strategy to prevent and tackle rough sleeping?

YES  NO  UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q13.** Are the following key protocols in place to aid joint working in preventing and tackling rough sleeping?

Reconnections Protocol(s) with neighbouring (or other) authorities

YES  NO  UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Protocol with Prison Service and/or Probation for preventing homelessness among offenders due for release

YES  NO  UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Protocols to manage hospital discharge arrangements to ensure no one returns to the streets

YES  NO  UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q14.** Have arrangements been put in place with health, adult social care, police, probation, voluntary sector, Supporting People, and other housing organisations re the following:

a) Named contacts

YES  NO  UNCLEAR

b) How information will be shared

YES  NO  UNCLEAR

c) Referral mechanisms

YES  NO  UNCLEAR

d) Secondment and co-location

YES  NO  UNCLEAR

**Q15.** In the last 12 months how many of the following stakeholders have received training and information on homelessness prevention and the options and services relevant and available for rough sleepers in the authority?

Health services (incl. GPs)	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Adult Social Care	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Job Centre Plus	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Prison Service	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Supporting People	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Voluntary Sector/advice providers	YES <input type="checkbox"/>	NO <input type="checkbox"/>
The homelessness forum	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Police	YES <input type="checkbox"/>	NO <input type="checkbox"/>
Probation service	YES <input type="checkbox"/>	NO <input type="checkbox"/>

Comment \_\_\_\_\_

---

## Action planning to meet the 2012 aim of ending rough sleeping

### Purpose

*Local authorities are required to update their homelessness strategy on a regular basis. The increased profile and emphasis on preventing and tackling rough sleeping, and the development of enhanced housing options services means it is timely to consider these areas in greater detail, and consider the option of having a dedicated strategy and action plan to address rough sleeping.*

**Q16.** Does the authority currently have a rough sleeping strategy?

YES       NO

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q17.** If yes, is it up to date or are there plans to update it?

YES       NO

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q18.** If no, has the authority decided to have a separate rough sleeping strategy?

YES       NO

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q19.** Has the authority included in its main Homelessness Strategy a separate section addressing the specific issue of rough sleeping and the need to deliver on the intent that no one will need to sleep rough by 2012?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q20.** Has the local authority appointed a named officer to take forward initiatives on preventing and tackling rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q21.** Is there an action plan in place for meeting the 2012 aim of no one needing to sleep rough?

YES       NO       UNCLEAR       NO PLAN

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q22.** Do you undertake street counts on a regular basis?

YES       NO       UNCLEAR       NO PLAN

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q23.** Do you gather accurate and up to date information on the backgrounds (reasons for sleeping rough, where people came from, any support networks), and support needs of your street population?

YES       NO       UNCLEAR       NO PLAN

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q24.** Do you regularly review the needs of those at risk of sleeping rough and rough sleepers against the supply of emergency accommodation options, supported housing, private rented accommodation and general needs housing?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q25.** Are key milestones in place with reductions in the numbers of people sleeping rough up to 2012 and measured on a quarterly basis?

YES  NO  UNCLEAR  NO PLAN

Comment \_\_\_\_\_

## Delivering an enhanced housing options service for people at risk of sleeping rough

### **Purpose**

*It is widely accepted that people may be at risk of rough sleeping for a wide range of reasons. There are perhaps three main groups of people who are at heightened risk:*

- *People at key transition points in their lives (e.g. leaving custody or other institutions such as hospital, care, the forces, NASS accommodation)*
- *People at times of crisis (e.g. financial and debt problems, loss of employment, loss of accommodation, relationship breakdown)*
- *People who are exposed to both risk factors (insecure accommodation, loss of employment) and low resilience (e.g. few support networks, using substances, limited self confidence, low income, in debt, low skills)*

*It is important that housing options services are designed to ensure that information, advice, assessment and support are accessible and provided in a timely manner to people in these three broad groups.*

**Q26.** Does your housing options service meet (or is there a robust plan in place to meet) the Audit Commission's excellent service standard as set out in the homelessness Key Lines of Enquiry (KLOE)?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

**Q27.** Are your housing advice and prevention options available to all people at risk of homelessness or rough sleeping and not just to those who may be owed a housing duty?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q28.** Do you have a well publicised and effective out of hours advice and emergency accommodation arrangements in place to ensure the risk of people sleeping rough is minimised?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Section 2

## Early intervention

### Purpose

*This section of the tool kit is intended to help local authorities and their partners think about steps they may take to promote services that build resilience and provide support before people are at the point of becoming homeless or sleeping rough. For example:*

*Many people who experience sleeping rough have identified personal relationship breakdowns, and difficulty managing relationships with others – at home, at work or with neighbours and friends – as contributing to them becoming homeless. Mediation services that are available within the community may assist people in managing these relationships and sustaining support networks and social capital.*

*Many people who sleep rough identify drug or alcohol use as a significant contributory factor in them becoming homeless and ending up on the streets. Accessible services that are aware of the risks their clients may be at of becoming homeless and sleeping rough are important.*

*Financial exclusion, low levels of financial literacy and debt problems have also been identified as factors in people losing their accommodation and impeding their ability to make other arrangements. Enhanced Housing Options services will provide advice and support in these areas to help build people's financial resilience and coping strategies.*

*If people are identified as being at risk of homelessness (and potentially rough sleeping) then proactive floating support – that considers the needs of the whole household – can prevent homelessness and manage risks and behaviours effectively.*

### Information and promotion of advice services

**Q29.** Do you provide surgeries and/or information on housing options and related services (such as debt counselling, mediation, drug and alcohol support or floating support services) in community settings such as GP surgeries, Jobcentre Plus offices, schools/colleges, courts, advice centres, hospitals, or mobile "information buses" (in rural areas) etc?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q30.** Do you actively promote the housing options and related services so that individuals will be aware of them, believe they can get useful help and support and see them as a first rather than a last resort through:

Poster campaigns (e.g. on public transport, local services such as A&E, GP surgeries, advice centres, supermarkets)

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Local TV and radio adverts

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Websites

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Local papers and council newsletters

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Roadshows in partnership with community groups

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q31.** Are the services well signposted and accessible to anyone in the area as well as those returning to the area, e.g. those leaving prison, residential drug treatment services, or supported housing?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q32.** Do you have proactive and effective arrangements in place for the early identification of people threatened with homelessness (e.g. early intervention and referral protocols with social housing or private landlords, mediation services, debt advice agencies, Job Centre Plus staff, drug and alcohol services etc.)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Housing advice and assessment

**Q33.** Are your housing advice and prevention options available to all people at risk of homelessness or rough sleeping and not just to those who may be owed a housing duty?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q34.** Is the provision of advice and information wide ranging and comprehensive, with effective approaches to tackling and reducing cases of repeat homelessness?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q35.** Do you provide a sanctuary scheme or other support to reduce the risk of people at risk of domestic violence becoming homeless and being at increased risk of rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q36.** Do you have a casework approach to ensure that advice and information is followed up with appropriate actions, including referrals to specialist services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q37.** Are there dedicated staff to prevent homelessness amongst single people and those who may be at risk of rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q38.** To support the housing advice, assessment and housing options process are there seconded or co-located staff from:

- Adult Social Care (e.g. mental health support staff)
- Health/DAAT (e.g. drug and alcohol advice workers)
- Job Centre Plus (e.g. employment and benefits advice)
- Voluntary and Community Organisations (e.g. support workers)

**Q39.** Have staff been trained on the criteria and rules covering the local authority's Discretionary Housing Prevention fund and how to apply?

YES       NO

Comment \_\_\_\_\_  
\_\_\_\_\_

## Mediation

**Q40.** Are there community, family and relationship focused mediation services available and effectively promoted?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q41.** Has the local authority a mediation service in place specifically aimed at homelessness prevention?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q42.** Does the authority promote its mediation service positively? (Good practice authorities make their mediation services available before people reach crisis point and accept referrals from a wide range of agencies, as well as self referrals)

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q43.** Is there a formal written agreement covering the service's aims, outcomes, monitoring arrangements and review mechanisms? (Good practice has found that shared objectives between the mediation service and the authority is a critical success factor)

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q44.** Is there a process for distinguishing which cases are appropriate for mediation referral and which are not?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Drug and alcohol support

**Q45.** Are there well publicised and accessible drug and alcohol services available in your area?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q46.** Are the staff providing drug and alcohol support aware of the associated risks of homelessness and rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q47.** Are the staff providing specialist drug and alcohol services aware of housing options, mediation, debt counselling and supported housing services in their area?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q48.** Are there effective arrangements for joint working and referrals between services to minimise the risks of homelessness?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Debt counselling and financial inclusion

**Q49.** Are there well publicised and accessible debt counselling and financial inclusion services available in your area?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q50.** Can the Homelessness Prevention Team access emergency (on the day) appointments with community based money advice services in cases of threatened homelessness?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q51.** Is there an in house money advice/debt counselling service (including negotiations with creditors) in place or provided by on site specialists?

YES  NO

Comment \_\_\_\_\_

\_\_\_\_\_

**Q52.** Are there protocols with Registered Social Landlords and Private Landlords to ensure timely support and prevention action is taken before possession proceedings commence?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q53.** Do home visits routinely explore financial pressures leading to household members being asked to leave (e.g. the impact of non dependant deductions on household incomes, or issues associated with gambling or drug related debts)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q54.** Has the homelessness prevention team access to a dedicated housing Benefit officer based in the team or access to a named benefit officer within the benefits service who is able to provide a same day response?

YES       NO

Comment \_\_\_\_\_

\_\_\_\_\_

**Q55.** Has a protocol been agreed within the council on how Discretionary Housing Payments can be used to help prevent homelessness?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q56.** Do you provide, have co-located, or refer to local services that can provide:

- Job search facilities
- Better off in work calculations
- Ready for work sessions (CV writing, interview skills)
- Volunteering opportunities
- Specialist Information Advice and Guidance services to help people back to work

YES       NO

Comment \_\_\_\_\_

\_\_\_\_\_

## Effective floating support

**Q57.** Are there floating support services available to provide additional support (including lifeskills and behaviour modification and counselling) to people at risk of homelessness and rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q58.** Are there effective protocols and referral arrangements in place between the floating support services and private, social or supported housing landlords to minimise the risk of evictions?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q59.** Are intervention visits regularly used to prevent homelessness where there is a serious risk of eviction?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q60.** Is a support needs assessment carried out for people who present to the local authority as homeless or threatened with homelessness?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q61.** Do the support needs assessments cover the wider needs of the households they are currently part of?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q62.** Are there floating support services available to work with people in their current accommodation to prevent homelessness (rather than only when they have moved out)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q63.** How effective and timely are the referral routes into family and floating support? (Where there is a real risk of homelessness occurring can family or floating support be provided within 48 hours including time required for any assessment)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Section 3

## Prevention and emergency accommodation services

### Purpose

*In order to respond to the homelessness that cannot be prevented by the early interventions described above, it is important for an authority to have access to a range of emergency accommodation and housing related support. This needs to be underpinned by effective housing options advice and casework based support.*

### Housing advice

**Q64.** Do you have well publicised and highly effective out of hours advice and emergency accommodation arrangements in place to ensure the risk of people sleeping rough is minimised?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q65.** Are your housing advice and prevention options available to all people at risk of homelessness or rough sleeping and not just to those who may be owed a housing duty?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q66.** Is the provision of advice and information wide ranging and comprehensive, with effective approaches to tackling and reducing cases of repeat homelessness?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q67.** Do you have a casework approach to ensure that advice and information is followed up with appropriate actions, including referrals to specialist services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q68.** Are there dedicated staff to prevent homelessness amongst single people and those who may be at risk of rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q69.** To support the housing advice, assessment and housing options process are there seconded or co-located staff from:

- Adult Social Care (e.g. mental health support staff)
- Health/DAAT (e.g. drug and alcohol advice workers)
- Job Centre Plus (e.g. employment and benefits advice)
- Voluntary and Community Organisations (e.g. support workers)

**Q70.** Have staff been trained on using the local authority's Discretionary Housing Prevention fund and are they able to use it proactively and innovatively to prevent homelessness and rough sleeping?

YES       NO

Comment \_\_\_\_\_

\_\_\_\_\_

## Bed and breakfast accommodation

**Q71.** Do you have access to appropriate B&B accommodation to meet people's immediate accommodation needs "on the night"? (*Appropriate B&B accommodation for people who may be at risk of rough sleeping will include premises that meet H&S requirements, and which have some trained and vetted staff and service level agreements that cover information sharing and risk management*)

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q72.** Do you provide advice and training for B&B owners and their staff which are used regularly for people who may have support needs?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q73.** Do you have floating support services that work with people placed in B&B and support them to consider and access other longer term housing options?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

## Supported lodgings

**Q74.** Does the authority have access to Supported Lodgings for single homeless people and/or couples who are at risk of rough sleeping/have slept rough?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q75.** Are these offered as an option to prevent homelessness?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q76.** How long can people stay with supported lodgings providers? (Please indicate the usual/intended length of stay)

- 1 – 3 nights (emergency crash pads/night stops)
- 1 – 4 weeks (short stops/assessment beds)
- 1 – 3 months (assessment and resettlement focus)
- 3 – 12 months (supported housing focus)
- 12 months + (long term option)

**Q77.** Are all supported lodgings providers fully police checked and required to complete an enhanced CRB check?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q78.** Are supported lodgings providers offered support and advice throughout the person's stay with them?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q79.** Are supported lodgings providers paid?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

If so:

Payment for	How much (weekly)	Who funds?
Rent		
Board (food, heat and light and hot water)		
Support provision		
Other		

**Q80.** Is there a dedicated worker(s) to manage the service (recruit providers, support providers and people placed in lodgings, manage referrals, report on performance and outcomes)?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q81.** Who funds the infrastructure and support staff?

Comment \_\_\_\_\_

\_\_\_\_\_

## Night shelters, night centres, hostels

**Q82.** Does the authority have emergency accommodation services available that will accept homeless people "on the night"?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

Does this include:

Night Centres: "safe seats" in day centre services with extended opening hours, or in existing hostel services, which provide a safe place to stay for the night, but not a bed.

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

Night Shelters: dedicated services that offer beds (may be in shared rooms) “on the night”. These may accept self referrals or referrals only from street outreach teams.

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

Short Stay/Emergency Hostels: services which provide short stay (usually fewer than three – six months) accommodation for people who are homeless. Rooms may be shared or single. Facilities are shared and may not include self catering options. Access may be by referral agency only. They may be voluntary sector or local authority managed.

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q83.** Do these services accept couples?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q84.** Do these services accept dogs?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q85.** Is there a comprehensive directory of emergency accommodation services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q86.** Do you have access to emergency accommodation that is appropriate for single women and others at risk of domestic violence? (This may include refuges for single women, services that meet different cultural needs or services that are supportive of people who are Lesbian, Gay, Bisexual or Transgender)

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q87.** Are all Homelessness Prevention/Housing Options staff and key partners aware of the services and referral routes?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q88.** Do you track the outcomes of people referred to emergency accommodation?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q89.** Are there clear referral routes on to longer stay supported accommodation options?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Access to the private rented sector

**Q90.** Does the authority offer rent deposit/rent guarantee schemes that are available to single homeless people or homeless couples to whom no statutory housing duty is assessed as being owed?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q91.** What type of rent deposit scheme is in place?

- Rent in advance
- Rent deposit
- Damage Guarantee Bond
- Finder fee
- Financial incentives plus advice and support to tenants
- Financial incentives plus advice and support to landlords
- Financial incentives plus advice and support to both tenants and landlords
- Enhanced incentives and support for tenants with support needs

Comment \_\_\_\_\_

\_\_\_\_\_

**Q92.** Does the local authority have a mechanism in place to ensure that homeless people who have access to the local authority's rent deposit scheme are able to access floating support if required?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q93.** Is the deposit scheme open to all, including people with drug problems, offenders, or other support needs?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q94.** Is there a specific officer responsible for the scheme?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q95.** Does the Local authority seek to negotiate with private landlords fixed term ASTs that are longer than six months?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q96.** Does the local authority seek to negotiate rent levels with private landlords under the scheme?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q97.** Is there a housing benefit package available to support the scheme including pre-tenancy determinations, verification of housing benefit documents, fast tracking of initial payments etc?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Reconnection

### **Purpose**

*If local authorities do not provide a comprehensive housing options service, or do not have (potentially because of relatively low demand/lack of economies of scale) services that meet the emergency accommodation and support needs of individuals, people may have to seek help out of the area. This can further disrupt support networks. Where people have longer term care needs, receiving authorities may be reluctant to fund these.*

*Reconnections protocols will provide a framework in which an individual rough sleeper's needs can be assessed, met and funded even if they need to move temporarily across local authority boundaries.*

**Q98.** Are you aware of people moving outside your area in order to access emergency and/or supported housing or other services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q99.** Are you aware of people moving into your area in order to access emergency accommodation, or services such as day centres and advice?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q100.** If you have rough sleepers in your area, have you adequate information on their needs and backgrounds – including any areas with which they have local connections or support networks – to support their reconnection where appropriate?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q101.** Have you developed a reconnection protocol with authorities from where rough sleepers in your area have moved?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q102.** Have you developed a reconnection protocol with authorities who have identified rough sleepers who have local connections and support networks with your area?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q103.** Does your reconnection protocol follow CLG guidance, and ensure that:

- There is a named person in your authority to co-ordinate reconnections
- It is safe for people to return (e.g. they are not at risk of violence, relapsing into drug use or re-offending)
- There are appropriate accommodation and support options available and accessible for people in the areas from which they have come
- Contact is made with relevant statutory and voluntary sector services to ensure rough sleepers being reconnected are supported on their return
- People out of area have access to emergency accommodation and support pending reconnection
- The costs of reconnection are funded for the rough sleeper

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Section 4

## Contact, assessment and outreach

### **Purpose**

*This section will be of particular relevance for local authorities who have identified people sleeping rough in their area.*

*The specific types of service and interventions required will depend upon the scale of need and the make up of the street population. As a minimum, local authorities should ensure they understand the needs of people sleeping rough in their area, and that they take a proactive approach to assessing their needs and action planning to help them move off the streets.*

### Street counts and street needs audits

**Q104.** Does your authority undertake regular street counts to monitor the numbers of people sleeping rough?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q105.** Do you use information and intelligence from a range of relevant parties (for example, the police, voluntary sector, general public, parks wardens, street cleaners) to inform your count areas?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q106.** Does your authority supplement the street counts with up to date information on the needs and backgrounds of your street population? *(As part of the rough sleeping strategy, CLG will be issuing guidance on a new Street Needs Audit during 2010)*

YES  NO  UNCLEAR

Comment \_\_\_\_\_

---

**Q107.** Do you use information from your street counts, and the data on the needs and backgrounds of people sleeping rough to inform relevant strategies and commissioning decisions? *(For example, Homelessness and Supporting People Strategies, the development of reconnections protocols)*

YES  NO  UNCLEAR

Comment \_\_\_\_\_

---

**Q108.** Do you have effective arrangements in place to share information and ensure a joined up consistent approach:

- Between agencies working with rough sleepers in your area

YES  NO  UNCLEAR

Comment \_\_\_\_\_

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- Between agencies in other authorities, where people are mobile and move across administrative boundaries

YES  NO  UNCLEAR

Comment \_\_\_\_\_

---

## Outreach services

**Q109.** Do you commission outreach services that fit within an effective local system and which provide clear and responsive pathways off the streets for rough sleepers?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q110.** Do your outreach teams offer flexible shift patterns, which will include:

- Early morning shifts
- Late night shifts
- Shifts that fit with the opening times of day centres and advice services *(to help sign-post rough sleepers to these building based services)*

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q111.** Do your outreach teams have the resources to get to know the rough sleepers in the area they cover, and build effective relationships?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q112.** Do your outreach services take a “team” approach to ensure workers can share ideas and try different approaches using their mix of skills and experience?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q113.** Do your outreach teams employ former rough sleepers, to help engagement and enrich teams' experience?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q114.** Do you provide outreach staff with delegated budgets, so they can take on the role of lead professionals for specific (entrenched) rough sleepers and facilitate flexible and innovative responses to helping people off the streets?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q115.** Do your outreach teams work to an assertive model, which may include waking people to make contact to ensure they are aware of the services and support available?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q116.** Do your outreach teams work closely with the police to ensure safety and promote sharing information?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q117.** Do your outreach teams operate within a clear policy framework with regards to the effective and targeted use of enforcement activities to improve people's engagement with services?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q118.** Do your outreach services have a clear policy regarding incentives for engagement (e.g. food, clothes) which ensures people are not sustained on the streets? Are incentives conditional upon people agreeing to do things that lead towards resettlement?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q119.** Do your outreach teams have clear referral rights (and priority access) to hostels and other emergency accommodation?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Street rescue

**Q120.** Do your outreach services provide a "Street Rescue" or "Reach Out" service, where mobile workers can contact rough sleepers in response to information from others such as the general public, police, ambulance service? *(These models can be effective in both large urban areas and rural areas)*

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q121.** Have suitable funding, commissioning, partnership and referral arrangements been put in place (e.g. referrals into accommodation) to mitigate the challenges of working across large geographical areas and local authority boundaries?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Day centres and building based service models

**Q122.** Do your outreach services work to a “building based services” model to encourage rough sleepers to attend indoor services rather than remain on the streets to access advice and support?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q123.** Do your day centre services have a clear policy regarding incentives for engagement (e.g. food, clothes) which ensures people are not sustained on the streets? Are incentives conditional upon people agreeing to do things that lead towards resettlement?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Assessment and action planning

**Q124.** Do your outreach services work in effective partnerships with others, and hold regular multi-agency meetings with an assertive case management approach? *(These will bring together relevant agencies to share information and agree consistent approaches and specific actions and interventions for individual rough sleepers).*

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q125.** Do you undertake needs assessments and action planning for rough sleepers?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q126.** Do outreach teams have access to specialists – such as doctors, Community Psychiatric Nurses, drug and alcohol workers – to undertake comprehensive assessments of needs?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q127.** Are there assessment beds available, so that people can have their needs identified and understood in a safe environment, rather than on the streets?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Effective enforcement partnerships

### **Purpose**

*Rough sleeping is associated with negative outcomes, especially where people become entrenched in a street lifestyle. These outcomes include poor physical and mental health, substance dependency, isolation and can even lead to early mortality. There are times when even assertive outreach does not engage rough sleepers, and enforcement, linked to the offer of appropriate accommodation and support, may be essential to create new circumstances for people to take up the services available.*

*There are also situations when enforcement is necessary to address anti social behaviour, which may include littering and creating an environment where people do not feel safe.*

**Q128.** Are there information sharing protocols between outreach services, the police, relevant local voluntary services and the local authority housing options team?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q129.** Do you have a clear policy on enforcement – which is understood by key stakeholders (the outreach teams, accommodation providers, the police and local authority) and which can be clearly communicated to rough sleepers and the general public?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q130.** Do you undertake enforcement activity (e.g. cleaning sleeping areas, agreeing Acceptable Behaviour Contracts or using ASBOs) with rough sleepers and/or other street users?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q131.** Is the enforcement activity intended primarily to encourage rough sleepers to engage with services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

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**Q132.** Is the enforcement activity intended to disrupt patterns of rough sleeping rough, by making it a less attractive option?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q133.** Do you target enforcement activity towards “hot spots” and groups who may be engaged in street activity that impacts upon others in the area?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q134.** Do you target groups and leaders within groups where the dynamics are leading to entrenched rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q135.** Is any enforcement activity time limited, to avoid it becoming less focused and effective?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q136.** Are you confident that, when undertaking enforcement activity, there are appropriate accommodation and support options immediately available to rough sleepers?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Section 5

# Accommodation and support pathways to independence

### **Purpose**

*It is important to ensure optimal use is made of available resources, so that people do not remain in costly supported options longer than required, and services are not silted up and not available to those in greatest need. It is important for local authorities to be clear about the resources in their local area including access and referral routes, and accommodation and support off the streets.*

*It is also important that services provided are “places of change” where people can develop the self confidence and self esteem to develop personal and practical lifeskills to help them make changes in their lives and leave the streets.*

*Services should be commissioned to offer an effective range of interventions and support, from engagement activities through to full employment and support with social enterprise.*

## Accommodation and support pathways to independence

**Q137.** Does the authority have a comprehensive resource directory of accommodation and housing related support services for rough sleepers, single homeless people and homeless couples in its area?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q138.** Are there clear access routes, and common assessment processes (or gateways) to ensure resources are appropriately targeted and to minimise exclusions?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q139.** Is there a pathway through services which includes:

- Assessment beds
- Progression services
- Specialist supported accommodation
- Move on to the private rented and social housing options

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q140.** Does the authority have a good understanding of any gaps in provision?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q141.** Does the authority have plans to address any identified gaps in service provision?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

---

**Q142.** Are steps being taken to develop a pathway through:

- Ensuring the need for any new/remodelled services is prioritised in relevant commissioning strategies and plans
- Negotiating with providers to review exclusion criteria
- Negotiating referral rights and arrangements to maximise access for people at risk of rough sleeping
- Reconfiguring other supported housing services (in conjunction with Supporting People/other partners)
- Commissioning new services (including in partnership with other stakeholders)
- Utilising the private rented sector through the provision of support and rent deposit schemes.

**Q143.** Are all Homelessness Prevention staff and other key partners aware of the services and referral routes?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q144.** Do supported housing services used deliver high quality outcomes (e.g. minimising the number of people leaving in an unplanned manner/returning to the streets; maximising positive and planned moves and increasing people in paid work)?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q145.** Is a strategy in place to monitor and take action where there is evidence of hostels or supported housing 'silting up'?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q146.** Is there any monitoring of the outcomes of hostel residents when they leave hostels and supported housing?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q147.** Are general needs landlords (in the private rented sector and RSLs) willing to make lettings to people moving on from hostels and supported housing?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q148.** Is floating support available for former rough sleepers in all unsupported accommodation (including the private rented sector and social housing)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q149.** In the last twelve months has a specific meeting been held with each of the main RSLs to discuss nominations, exclusions, and ways of helping the local authority to prevent and tackle rough sleeping?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Eviction protocols/practice to minimise eviction

**Q150.** Do you include evictions and exclusions from supported accommodation based services and hostels as part of your contract monitoring?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q151.** Do you benchmark evictions, exclusions and abandonment rates between different hostels and supported accommodation services to identify both good and poor practice?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q152.** Have you considered the need to remodel services to help reduce evictions (e.g. review exclusion criteria and rules, increase staffing levels, improve training and staff skills and approaches, redesign some of the building layout to remove points of conflict)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q153.** Have you developed an evictions protocol with supported accommodation providers to ensure case conferences are called before someone is evicted, and to ensure no one has to sleep rough?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Places of change: design and training, lifeskills and motivation

**Q154.** Do you provide or commission accommodation services that are effective “places of change” and support people to gain motivation and develop skills for independence?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q155.** Are the accommodation services welcoming, designed to reduce points of conflict and provide a good standard of accommodation (i.e. comparable to a budget hotel in which you would be willing to stay)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q156.** Do they provide a range of facilities such as training rooms, access to computers, arts materials and appropriate spaces for group work and one to one counselling?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q157.** Do they provide a range of activities to engage people and help them develop skills? (e.g. arts classes, creative writing, ICT courses, basic skills, CV and interview skills, job search and referrals to specialist services)

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q158.** Do the staff in the services you provide or commission have the right skills and aptitudes to support and motivate people to make positive changes in their lives?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q159.** Do you provide training for staff in the services you manage or commission (e.g. in support planning, goal setting, motivational interviewing, effective listening, how people learn and how people change)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q160.** If you do not provide such training for commissioned services, are you confident that the contract price paid is adequate for them to recruit and train staff in the required skills?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Tackling worklessness

**Q161.** Does your enhanced housing options services provide advice and information on training and work opportunities to people at risk of homelessness and rough sleeping?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q162.** Is a 'better off in work' calculation provided for applicants at housing options interviews, including the rules relating to part time work and access to benefits, including in work benefits such as tax credits?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q163.** Do accommodation based and other support services offer the flexibility to enable people to work or attend college (i.e. meal times are not fixed to prevent people from arriving or leaving work on time; staff are available to offer support in the evenings and at weekends)?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q164.** Do accommodation based providers encourage people to gain skills and employment?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q165.** Do homelessness organisations offer employment opportunities for current and/or former service users?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q166.** Are there named staff within housing benefits to support people and accommodation providers with managing claims and rent payments if working hours fluctuate, or people need to take short term contracts in order to build experience?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q167.** Has the local authority homelessness service formally worked with Jobcentre Plus to target help for those homeless acceptances who are neither in work nor engaged in training or education?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q168.** Have Jobcentre Plus and Connexions staff been trained on housing options and prevention?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Social enterprise

**Q169.** Do you promote links between homelessness and voluntary sector organisations and social enterprises within your authority (this may be led by your regeneration or employment services)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Service user involvement

**Q170.** Do the services you provide and commission promote opportunities for service users to influence and change the services they use?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q171.** Are you confident that services are person centred and able to meet individual needs?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q172.** Do the services you provide or commission provide opportunities for current and former service users to provide peer support or advocacy?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Section 6

## Specialist interventions

### Complex needs and individual budgets/personalised services

**Q173.** Are there well developed links with local primary care, mental health and substance misuse services to allow effective signposting of rough sleepers found to have complex/multiple health concerns which need addressing and referral?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q174.** Are there structures and procedures in place for multidisciplinary assessment of a rough sleeper with complex and multiple needs (such as mental health difficulties)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q175.** Are there arrangements in place for rough sleepers with complex needs, including entrenched rough sleepers, to have personalised service packages funded?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q176.** Are there lead professionals who can co-ordinate and broker access to different services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q177.** Do lead professionals have delegated budgets to enable them to facilitate tailored packages and interventions?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q178.** Are there services that will work with people with dual diagnoses/complex and multiple needs, including two or more of the following in combination?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

If so, please indicate:

- Substance misuse (drugs, alcohol and other substances)
- Mental health (including emotional health and developmental needs, and other diagnoses)
- Learning difficulties (including autistic spectrum disorders, dyslexia, dyspraxia)
- Physical health needs (including sensory impairments)
- Offending and anti social behaviours (including arson)
- Challenging behaviours

Comment \_\_\_\_\_

\_\_\_\_\_

**Q179.** Are supported housing providers aware of good practice in working with people with complex needs?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Drug and alcohol

**Q180.** Is there funding in the Drug Action Team (DAT) treatment plan for homeless people?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q181.** Are there specific outreach services or drop in times/surgeries targeted at rough sleepers with drug and alcohol needs?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q182.** Is drugs and alcohol awareness and harm minimisation training provided for all supported housing staff, and staff in any B&B hotels or hostels used by the local authority?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q183.** Are there "wet" hostels where people can drink safely without losing their accommodation?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q184.** Do accommodation providers allow the use of personal sharps bins? (i.e. services support and do not exclude people who use drugs; provide an environment where harm can be minimised and people put in touch with specialist services)

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q185.** Are there services where there is a zero tolerance approach; where former rough sleepers who wish to be drug free are unlikely to be inadvertently put into contact with others who are misusing substances?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

## Physical health – including TB management

**Q186.** Can rough sleepers register with a GP?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q187.** If they are unable to register with a GP, are there specialist services that provide GP services, including 24/7 call outs to hostels, night centres or day centres?

YES  NO  UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q188.** Are there health services which provide proactive health checks and screening (including access to dentists and podiatry) for rough sleepers?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q189.** Is there an effective TB screening programme in place for people who have slept rough?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q190.** Are there effective treatment management and compliance arrangements in place?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q191.** Do all accommodation providers offer advice on healthy eating (and – where food is provided in emergency accommodation services – does this provide a healthy balanced diet)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q192.** Are people provided with support and assistance to maintain their physical health, including access to sports and leisure services (which offer exercise and relaxation opportunities)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

## Mental health support

**Q193.** Are rough sleepers able to access appropriate mental health services?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Section 7

## A8s, A2s and others without recourse to public funds

### Advice and information

**Q194.** Do you know the current composition of the street population in your local area?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q195.** Do you know the extent and major causes of homelessness and rough sleeping within the different populations?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q196.** Are you able to provide culturally and linguistically sensitive support to ethnic minority homeless households (including an effective interpreting and translation strategy)?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

## Employment support

**Q197.** Are there accessible services provided for people from A10 accession countries and others without recourse to public funds, to help them find employment, and comply with any visa restrictions?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

Are these offered by:

- Community groups
- Jobcentre plus
- Recruitment agencies
- Enhanced Housing Options services
- Voluntary sector organisations
- Other

## Reconnections services

**Q198.** If you have rough sleepers from the A10 accession countries in your area, have you undertaken a Needs Audit to ascertain any local connections or support networks in their home country?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q199.** Have you identified a reconnection fund to help people return home?

YES       NO       UNCLEAR

Comment \_\_\_\_\_  
\_\_\_\_\_

**Q200.** Have you developed any any contacts with community groups who can support people to return home?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

**Q201.** Does your reconnection protocol follow CLG guidance?

YES       NO       UNCLEAR

Comment \_\_\_\_\_

\_\_\_\_\_

# Appendix 1

## Good practice/guidance publications

The following may be useful to refer to when developing any actions plans after completion of the self assessment.

### Department for Communities and Local Government

#### [www.communities.gov.uk/housing/homelessness/](http://www.communities.gov.uk/housing/homelessness/)

- No One Left Out: Communities ending rough sleeping (2008)
- Policy Briefing 20: Homelessness statistics September 2007 and Rough Sleeping – 10 years on from the Target (2007)
- Guidance on evaluating the extent of rough sleeping (revised) (2007)
- Review of hostels for rough sleepers in London (Randall, G and Brown, S) (2007)
- Getting Connected: Guidelines for operating reconnections policies for rough sleepers – outline framework (2006)
- Homelessness prevention: a guide to good practice (2006)
- Achieving Positive Outcomes on Homelessness – A Homelessness Directorate Advice Note to Local Authorities (2003)
- Homelessness Strategies: A Good Practice Handbook (2002)
- More than a roof: a report into tackling homelessness (2002)

#### Homelessness and Housing Support Directorate Policy Briefings

- Briefing 12: Hostels Capital Improvement Programme (HCIP) (September 2005)
- Briefing 10: Delivering on the Positive Outcomes (December 2004)
- Briefing 9: Homelessness Strategies: Moving Forward (November 2004)
- Briefing 8: Improving the Quality of Hostels and Other Forms of Temporary Accommodation (June 2004)
- Briefing 4: Prevention of Homelessness Policy (June 2003)

#### Supporting People publications

[www.spkweb.org.uk](http://www.spkweb.org.uk)

- Supporting People: Guide to Accommodation and Support Options for Homeless Households (2003)
- Supporting People: The Support Needs of Homeless Households (2003)

## Non-Government publications

### Homeless Link

[www.homeless.org.uk](http://www.homeless.org.uk)

- Good practice in tackling rough sleeping through street outreach services (2008)
- Survey of needs provision: services for homeless single people and couples in England (2008)

### Groundswell

<http://handbooks.homeless.org.uk/streetoutreach>

- Streets Ahead – Good practice in tackling rough sleeping, the client’s perspective (2007)

### Westminster City Council

[www.westminster.gov.uk](http://www.westminster.gov.uk)

- Evaluation of building based services and other rough sleeping programmes in Westminster (Randall, G and Brown, S) (2006)

### Crisis

[www.crisis.org.uk](http://www.crisis.org.uk)

- Steps off the streets (Randall, G and Brown, S) (2006)

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