

Rough Sleepers - COVID-19 Response Update Report

Hayley Brooks
Head of Housing & Health

Homelessness and rough sleeping

The causes of homelessness and rough sleeping

The causes of rough sleeping are typically described as either structural or individual factors. These can be interrelated and reinforced by one another.

Structural factors include:

- poverty
- inequality
- housing supply and affordability
- unemployment or insecure employment
- access to social security

Individual factors include:

- poor physical health
- mental health problems
- experience of violence, abuse and neglect
- drug and alcohol problems
- relationship breakdown
- experience of care or prison
- bereavement
- refugees



Health inequalities - High Risk group

Average age of death



People who **sleep rough over a long period of time face a higher likelihood of dying prematurely** and dying from injury, poisoning and suicide, compared to the general population

Average age at death of people who experience homelessness was:

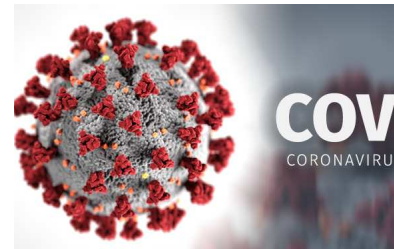


In comparison, in the **general population** the average age at death was:



‘Everyone In’ Initiative

- 26 March - Dame Louise Casey announcement
- COVID-19 public health emergency
- Rough sleepers - high risk of spreading coronavirus
- Everybody inside and safe by this weekend
- Everyone offered somewhere safe to self-isolate
- Priority - all across the country - offer to come inside (incl. non-eligible homelessness)
- Longer term move-on housing and support



This Council's response

- Emergency triage and assessment process
- Identify clinically high risk individuals
- Work with partners to find and engage rough sleepers
- HAO's contacted 11 existing RS known to service
- Sourcing of hotel accommodation
- Working with WKHA on shared TA - identification of high risk tenants
- Partnership with support organisations (food banks, CGL, KCC)
- Emergency packs developed by HERO - essential household and hygiene items

Key Data (as at 29 Sept 2020)

COVID- 19 Approaches	Number
Number of Rough Sleeper approaches	57
No. of other approaches	8
TOTAL NUMBER OF APPROACHES (RS + other)	65
Total number placed in TA placements	45
Total number <u>currently</u> in TA placements	22
Number of COVID-19 referrals for HERO Support	236

Breakdown - Reasons for approach

Sleeping in car/van	17
Asked to leave existing home (sofa surfing, accomm. was with job, considered risk to shielding/ high risk in household)	16
Sleeping in tent/caravan/empty building	11
Rough sleeping	8
Released from prison	6
Discharged from hospital	4
In existing TA (extended for COVID19)	2
Asked to leave caravan park	1

Breakdown - Reasons for leaving TA

Of 45 placed, 22 still in TA, of ones that have left:

Re-housed in private sector (continue to receive support for complex needs)	3
Re-housed in social housing (continue to receive support for complex needs)	6
Left and have made their own arrangements	2
Abandoned TA, no contact	6
Helped into supported housing	1
Left District to reconnect to friends/family	2
Asked to leave TA due to behaviour/crime	3

COVID-19 Related HERO Support

HERO ADVICE SERVICE	TOTAL
No. of new COVID-19 related Referrals	236
No. of customers supported with benefits advice	343
No. of customers supported with debt advice	265
No. of customers supported with employment advice	91
No. of customers supported with food & other support	183
No. of bank mortgage holidays secured (for 3 months)	14
No. of emergency packs delivered	97

Key achievements

- 15 supported onto Housing Register, with 6 close to an offer
- 3 supported into employment or training
- 6 engaging with addiction and other support services
- 5 being supported by an outreach nurse for health related issues
- 4 being supported to claim the single room LHA rate for Benefits
- 3 supported to apply for 'Settled Status' to obtain Benefits
- 1 into residential rehab
- 1 helped into specialist supported housing

All supported to claim the correct Benefits

Key Challenges

- Initially identifying hotel accommodation - most hotels closed
- Challenging behaviour and addiction issues
- Self-isolation not adhered to - lack of funds and food
- Lack of outreach support services - complex needs
- Commissioned services - fit for purpose for this client group?
- Access to primary care and GP health service
- Substantial cost of nightly paid and hotel accommodation

Key Financial Data

Total Amount Spent of TA to date	£203,676
Housing Benefit Reclaims (Income)	£67,502
Total Amount Spend on Transport and Other	£12,053
Average TA cost per night	£44.83
TOTAL AMOUNT SPENT TO DATE	£148,226

Funding Contributions to date

MHCLG allocation for 'Everyone In' Initiative (allocated based on an annual RS count of 4)	£1,650
Next Steps Accommodation Programme (NSAP) - Revenue funding (accommodation costs, personalised budgets, specialist support for complex needs, tenancy sustainment, employment)	£168,120
Awaiting outcome of NSAP Capital funding bid	TBC

What People Say...

The Council's Housing Pathway Co-ordinator says:

‘Building trust with people who have been entrenched rough sleepers has not been easy, many have literally been in hiding before this.

Our main achievement is that we are engaging in a meaningful way with a large number of people who were socially excluded and, in some cases, were completely unknown to us.

There is a new and exciting sense of optimism about the future for many of them, which was absent before we started this work.’

Comments from rough sleepers being supported:



I'm overwhelmed with happiness, for me it's a miracle happening. I'm really happy with how you have dealt with me, you have been so comforting and reassuring. I hope other people are as fortunate as me. Most of my life I haven't had a front door; I can't remember when I last had a settled home and this is like a miracle cure! I now have the uplifting feeling of normality, whereas before I didn't know what I would face each day."

I was going through a really bad time, but being in the hotel with the food and all the support has been brilliant. All the people helping me, brilliant. I know I am going to get somewhere in the end."

Thank you for all you have done, wow it has been beyond words what has happened for me. Thank you superhero, your family must be so proud of you."

I would like to thank you for all your help and assistance. I feel very lucky to have you on my side."

THANK YOU

Any Questions?