

Report for Resolution

Report to Cabinet
8 December 2010
Report of Director of Regeneration and Development
Subject Greater Norwich Rough Sleeper Strategy 2010-13

9

Purpose

To approve and adopt the Greater Norwich Rough Sleeper Strategy 2010-13.

Recommendations

To adopt the Greater Norwich Rough Sleeper Strategy 2010-13.

Financial Consequences

There are no financial consequences as a result of the strategy being approved and adopted.

Strategic Priority and Outcome/Service Priorities

The report helps to meet the strategic priorities:

“Safe and healthy neighbourhoods – working in partnership with residents to create neighbourhoods where people feel secure, where the streets are clean and well maintained, where there is good quality housing and local amenities and where there are active local communities”

“Opportunities for all – communities to be able to access the wide range of services in the city provided by the Council”

“Strong and prosperous city – working to improve quality of life for residents, visitors and those who work in the city now and in the future”

Executive Member: Councillor Arthur – Deputy Leader and Housing

Ward: All Ward Members

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Background documents

Greater Norwich Supported Housing Voice Workshop 04/12/09

Ending Rough Sleeping, A self-assessment health check

Homeless Link, Introduction to PrOMPT

Greater Norwich Rough Sleeper Strategy responses to consultation

Rough Sleeping Services in Greater Norwich

Report

Greater Norwich Rough Sleeper Strategy 2010-13

1. Rough sleeping is a very visual indicator of social exclusion to the city's wider population and is regularly reported in the local media. This strategy will show the responses and commitment that the Greater Norwich Housing Partnership has to end this problem.
2. Work started on the formation of a rough sleeper strategy (see appendix A) in February 2009. It was identified due to the relative high numbers of rough sleepers in Greater Norwich that a strategic response was required to address the issue.
3. As of May 2009 Norwich had the second highest recorded number of rough sleepers in the Eastern Region with eight people found sleeping on the street. During the financial year 2008/9 there was 173 recorded separate incidents of rough sleeping in Norwich. The strategy will aim to reduce the number of people sleeping rough to as close to zero as possible.
4. In September 2010, the Communities and Local Government Department issued new guidance on evaluating the extent of rough sleeping, the definition is:

People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes").

The new guidance allows local authorities to choose whether the evaluation is carried out by a street count or an estimate. After consulting our partners a decision was made to carry out a count. The street count took place in the early hours of the morning of 4th November 2010. The participants came from a wide range of statutory and voluntary organisations including, Norwich City Council, YMCA Norfolk, St Martins Housing Trust, City Reach NHS, Norfolk Street Pastors and Kings Care. At the end of the count, four people were found bedded down. This figure does need to be approached with caution as it only provides a snapshot of the extent of rough sleeping.

5. The reduction in numbers of people found sleeping on the streets of Norwich shows the commitment and value of the work carried out by the Greater Norwich Rough Sleeper Coordinator and members of the Greater Norwich Housing Partnership.
6. A steering group including members of the Greater Norwich Housing Partnership is responsible for the delivery of the strategy. Its membership comprises of the following organisations:

St Martins Housing Trust
Broadland District Council
Norwich City Council
South Norfolk District Council
Norfolk Supporting People (Norfolk County Council)
NHS City Reach
Norfolk and Waveney Mental Health NHS Foundation Trust, Homeless with
Mental Health Problems Team
NORCAS
Salvation Army
Big Issue
Norfolk Police

7. The strategy has eight strategic themes that are underpinned by 26 actions in the action plan (see appendix B). The strategic themes of the strategy are:

5.1 Joint working and partnerships

In order to tackle rough sleeping we need to ensure that we have all the key strategic aspects required to prevent and tackle rough sleeping effectively. Key to this approach is developing relationships that are open and transparent so that we can deliver the aims of this strategy.

5.2 Early intervention

Early intervention plays an important part in preventing rough sleeping. We need to promote our services so that those at risk or are rough sleeping find help and support before they reach crisis point. We need to understand the triggers that lead to a person rough sleeping, and provide advice and services that fulfil those needs.

5.3 Prevention and emergency accommodation services

We need to map the agencies that give housing advice to people who are threatened with homelessness and help promote these services.

5.4 Reconnection

Reconnection is a useful tool in reducing the numbers of people rough sleeping on the street. We will work to support the reconnection of people to their home areas where it is deemed safe to do so and where they have formal and informal support networks.

5.5 Contact, assessment and outreach

In order to build a clearer picture of who is on our streets we will put actions in place that leads to us understanding the needs of the street population. With this knowledge we will be better placed to provide services and interventions to help them off the streets. We will continue to develop innovative approaches to helping people off the streets.

5.6 Accommodation and support pathways to independence

We need to make sure that we make the best use of available resources and services available to those in greatest need. When people are in supported accommodation we will look at interventions that help prevent exclusions and evictions and people returning to the streets.

5.7 Specialist interventions

We will put in place provisions for those who find themselves homeless in periods of severe cold weather. We will keep this provision under constant review so that we provide the best possible service.

5.8 Economic migrants

People rough sleeping without recourse to public funds can need help to access specialist services. We will explore what advice services are available so that people are able to access them to help them return safely home or find employment support.

8. The strategy has completed a 12 week consultation period with stakeholders and comments from stakeholders have been incorporated in the strategy.
9. An Equality Impact Assessment has been carried out on the strategy and the actions identified will be monitored by the Greater Norwich Rough Sleeper Strategy Steering Group.

10. Risks

The key driver for this strategy is the work of the Greater Norwich Rough Sleeper Coordinator who is responsible for the delivery for the majority of the actions in this strategy. The role involves working in partnership with local authorities and support providers to maximise the likelihood of all rough sleepers and single homeless people making planned moves into accommodation. The post has been in place since April 2010 and is currently funded until May 2011. Further funding is currently being explored to extend for a further year. Without this post it is likely that there will be an increased likelihood of more rough sleepers becoming entrenched on the streets of Greater Norwich.

11. The post has already been responsible for a number of positive outcomes that include reducing the numbers of rough sleepers in Norwich by half, with 8 in 2009, to 4 in 2010. The discontinuation of the post would result in the loss of the strategic and operational focus that this role brings, with actions being allocated across steering group members.

GNHP Logo

Greater Norwich Rough Sleeping Strategy

2010 – 2013

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CONTENTS

	Page
Foreword by the Greater Norwich Housing Partnership Chair	3
Strategic themes of the strategy	4
Introduction and methodology	6
Strategic framework for this strategy	13
Background and supporting information	16
Strategic theme 1 Joint working and partnerships	22
Strategic theme 2 Early intervention	24
Strategic theme 3 Prevention and emergency accommodation services	26
Strategic theme 4 Reconnection	27
Strategic theme 5 Contact, assessment and outreach	29
Strategic theme 6 Accommodation and support pathways to independence	31
Strategic theme 7 Specialist interventions	33
Strategic theme 8 Economic migrants	34
Taking the Rough Sleeping Strategy Forward	35
Appendices	
A – Rough sleeping services in Greater Norwich	
B – Greater Norwich Rough Sleeper Strategy Action Plan	
C – Focus workshop, Greater Norwich Supported Housing Voice	
D – Ending Rough Sleeping 2012 – A self assessment check	
E – Prompt toolkit	
F – Responses to consultation	

Foreword

Welcome to the Greater Norwich Rough Sleeper Strategy. This strategy has been produced with the help of the voluntary and statutory agencies that deliver key services to rough sleepers in Greater Norwich. I would like to thank all those who both contributed to this work and provide such valuable support for rough sleepers.

This strategy recognises and builds on the excellent work that the voluntary and statutory sector is already doing to prevent and tackle rough sleeping. We recognise that there are still too many people living on the streets of Greater Norwich as there is a constant flow of people finding themselves homeless and on the streets. This document is a response to these issues and provides a co-ordinated approach to tackling and preventing rough sleeping in Greater Norwich.

Sleeping rough on the streets is a dangerous experience and can damage people's lives permanently. We know from research undertaken by Crisis that "Rough sleepers have an average life expectancy of just 42 yrs, compared with the national average of 77 for men and 79 for women. People who sleep rough are 35 times more likely to commit suicide than the general population." With these figures in mind, prevention of rough sleeping is paramount to ensure that people who do not choose to live on the streets do not become entrenched and that the associated risks are minimised as much as possible.

We support the coalition government's drive to reduce the numbers of rough sleepers to zero and will continue to work with our voluntary and statutory sector partners in the Greater Norwich Housing Partnership to bring about effective change. This strategy aims to ensure that some of the most socially excluded people in Greater Norwich receive effective help and support when they need it the most.

Councillor Brenda Arthur

Greater Norwich Housing Partnership Chair

STRATEGIC THEMES OF THE STRATEGY

1. Joint working and partnerships

In order to tackle rough sleeping we need to ensure that we have all the key strategic aspects required to prevent and tackle rough sleeping effectively. Key to this approach is developing relationships that are open and transparent so that we can deliver the aims of this strategy.

2. Early intervention

Early intervention plays an important part in preventing rough sleeping. We need to promote our services so that those at risk or are rough sleeping find help and support before they reach crisis point. We need to understand the triggers that lead to a person rough sleeping, and provide advice and services that fulfil those needs.

3. Prevention and emergency accommodation services

We need to map the agencies that give housing advice to people who are threatened with homelessness and help promote these services.

4. Reconnection

Reconnection is a useful tool in reducing the numbers of people rough sleeping on the street. We will work to support the reconnection of people to their home areas where it is deemed safe to do so and where they have formal and informal support networks.

5. Contact, assessment and outreach

In order to build a clearer picture of who is on our streets we will put actions in place that leads to us understanding the needs of the street population. With this knowledge we will be better placed to provide services and interventions to help them off the streets. We will continue to develop innovative approaches to helping people off the streets.

6. Accommodation and support pathways to independence

We need to make sure that we make the best use of available resources and services available to those in greatest need. When people are in supported accommodation we will look at interventions that help prevent exclusions and evictions and people returning to the streets.

7. Specialist interventions

We will put in place provisions for those who find themselves homeless in periods of severe cold weather. We will keep this provision under constant review so that we provide the best possible service.

8. Economic migrants

People rough sleeping without recourse to public funds can need help to access specialist services. We will explore what advice services are available so that people are able to access them to help them return safely home or find employment support.

The strategic themes were chosen following the completion of the Communities and Local Government's (CLG) *Ending Rough Sleeping by 2012: A Self Assessment Health Check*¹ with the members from the Greater Norwich Rough Sleeper Strategy Steering Group. The sections contained within the assessment tool provided a useful strategic framework for this strategy. The assessment tool highlighted opportunities for improving services for rough sleepers and those at risk of rough sleeping.

The actions that underpin the strategic themes of this strategy are explored further in section two of this document and in the accompanying action plan (in Appendix B).

¹ See Appendix D for completed assessment.

MAP OF NORFOLK SHOWING THE AREA COVERED BY GNHP

INTRODUCTION

The Rough Sleeper Strategy

Local context

1.

We recognise and support the coalition government's commitment to reducing the numbers of rough sleepers. This strategy will recognise the already strong partnerships we have with the voluntary and statutory sector in the Greater Norwich Housing Partnership and will look at practical steps we can take to help some of the most vulnerable people in our sub region. This strategy will be a sub-regional document that acknowledges that people will look for housing across our boundaries. There are differences across our region that represent challenges with the contrast of rural and urban areas in measuring the level of the problem. By using the existing strength of the partnership created by the Greater Norwich Housing Partnership in 2005 this will help form a strong foundation for this strategy that delivers its objectives.

Methodology

1.1

This strategy was created by a team of people from the three local authorities and the Greater Norwich Housing Partnership. In order to build a picture of the needs and experiences of those sleeping rough in Greater Norwich, a number of research projects were carried out to inform this strategy. Throughout the research there was a strong emphasis on using the expertise of the voluntary sector and rough sleepers who have first hand experience of the services provided in the sub-region:

- Focus group workshops with clients and front line staff from voluntary and statutory sectors

- Prompt research pilot (questionnaires carried out with rough sleepers)
- Ending Rough Sleeping by 2012: A Self Assessment Health Check.

The following section outlines the main findings from the methods of research that were used.

Focus group workshops

1.2

The workshops were attended by clients and front line service providers. In the first workshop service providers were asked the following questions:

- **What resources for tackling rough sleeping exist locally?**

The group identified the following available resources as the most significant:

- Pottergate Advice and Refreshment Centre (ARC): showers, food, in-reach services NORCAS, Mental health services, Stonham, St Martins Housing Trust's Contact Assessment Prevention Service (CAPS), legal advice drop-in, signposting to CAPS and help with Choice Based Lettings bidding
- CAPS: outreach am and pm everyday and at lunchtimes with beggars, c/o address for post, torches, sleeping bags and charging phones
- Mental health services: regular outreach and receive referrals from other agencies
- Cityreach: outreach nurses
- Bishopbridge House: direct access hostel
- Trust Alcohol Drug Service (TADS): works closely with Cityreach and Bishop Bridge House with scripts for clients
- Kings Centre: open Sundays providing food and showers
- YMCA: direct access hostel
- NORCAS outreach workers
- Housing advice services: Norwich City Council, Broadland and South Norfolk District councils

- Mancroft Advice Project (MAP): drop-in service, advice and info, emergency packs, mediation, prevention work and connexions advisers
- All Saints Green: food for thought scheme
- Norfolk Constabulary
- St Martins Housing Trust dual diagnosis worker

The service provider workshop was then asked the following questions:

- **What gaps exist in local service provision for rough sleepers?**
- **Of the gaps identified which are the most significant in tackling rough sleeping?**

The workshop identified the following most significant gaps in provision:

- Weekend services- lack of medical cover (GPs), food services e.g. Pottergate ARC breakfasts
- Lack of direct access hostel provision at the YMCA and Bishopbridge House
- One stop shop required for Rough Sleepers with the following services under one roof: housing advice, GP offering scripts service, Community Psychiatric Nurse (CPN), Outreach workers and washing facilities
- Legal advice drop-in provided at Pottergate ARC but not elsewhere. To give advice on following areas of relationship breakdown, housing and employment law
- Dry houses²- long term accommodation
- Provision of services for people who have physical medical needs and a substance misuse problem
- Counselling services for those 25 years and older (MAP provide service for 11-25 year olds)
- Lack of buy-in from all providers of accommodation
- Suggestion that BBH could be a hostel that only provides accommodation for 28 days which would help put an impetus to move people through the system

² Dry houses represent the largest type of residential care for alcohol misusers although this term is less in use today with services simply describing themselves as 'residential'.

- Safe area for homeless persons belongings
- Joined-up working is weak between drug, alcohol and mental health services
- Lack of temporary accommodation for South Norfolk and Broadland District Council
- Lack of prevention work in schools
- Need for re-active drug and alcohol services as there are long timescales in referral process
- Need for intensive support for tenants at risk of losing accommodation
- Severe weather provision for rough sleepers.

Greater Norwich Supported Housing Voice Focus Group

1.3

At the Greater Norwich Supported Housing Voice Forum clients who attended the meeting were asked to feedback on the mapping exercise carried out at the first workshop and were asked the following questions:

- **Are there any services that have been missed by the mapping exercise?**
- **On a scale of one to five (five being the most important) which services are most important in tackling rough sleeping? If clients were not aware of a service they were asked to score the service 0.**

The services that were rated as the most significant were:

- St Martins Housing Trust, Bishopbridge direct access hostel and CAPS outreach team
- City Reach Health Services
- Kings Centre church
- Street Pastors.

1.4

None of the clients present were aware of the All Saints Centre and two were not aware of the services provided by Pottergate ARC and The Basement at St Edmund's Society respectively. Clients scored the Soup Run an average of 3.7, (provided by volunteers and the Salvation Army). Comments regarding the soup run included that it was an opportunity for friends to meet, however

the majority of clients felt that the service draws unwelcome attention from members of the public who target homeless people. It was also stated that they thought the service was too late and was at a time when rough sleeping they would be 'bedding down' for the night. It was also noted that they often see accommodated people using the service.

1.5

A significant minority of clients at the workshop who had been Norwich City Council tenants felt that there was insufficient support for them as tenants which contributed to them losing their homes. One client in particular was unhappy with the level of support they received given that they were an alcoholic.³

Prompt research pilot

1.6

Norwich City Council was approached by Homeless Link in July 2009 to be one of the first local authorities to pilot the new toolkit. The purpose of the toolkit is to learn from the views and experiences of service users/providers in the area to provide interventions that meet their needs. The toolkit aimed to show the following stages that a person sleeping rough finds themselves:

- Settled accommodation – the last place a client felt settled before they slept rough for the first time
- Settled home to sleeping rough – the time from when a client left their settled home to the time when they first slept rough
- Rough sleeping – the first time a client slept rough to the last (even if this included periods of accommodation in between)
- The move away from rough sleeping – clients were asked what helped them stop sleeping rough and where they are now

1.7

The results of the pilot were then used to help inform the strategic aims of this strategy and the accompanying action plan. Other aims of the toolkit also included:

- To bring statutory and voluntary services together to develop a response to rough sleeping locally
- To help partners increase their understanding of local routes into rough sleeping
- To help partners identify opportunities for early interventions

³ Further information on the workshop can be found in Appendix D.

- To increase awareness of effective interventions.

1.8

The toolkit involved interviewing 24 clients who had used the rough sleeping services in Norwich and who were at different stages of their routes out of rough sleeping⁴. Five of the people interviewed were still sleeping rough with the rest of those interviewed coming either from temporary or permanent accommodation. Other information regarding the clients interviewed included:

- All clients were White British
- The majority of clients (19) interviewed were male; two were female (three did not self identify)
- Clients interviewed came from a wide range of age groups: one in 18-25, five in 26-35, six in 36-45 and six in 46-55 age range respectively (six gave no response to question)
- Over 50 per cent of clients had come from outside of the local area coming from as far away as Spain, Dudley, North Norfolk, Peterborough and Cambridge
- For the majority of clients (58 per cent) the main reason for leaving their last settled accommodation was relationship breakdown
- Over half of the clients interviewed had not sought any housing advice before sleeping rough
- Clients were found to have been on the streets for significant periods of time, 29 per cent had been on the streets for over a year, 21 per cent had been on the streets from three to six months and 45 per cent had been on the streets for less than three months

Ending Rough Sleeping by 2012: A Self Assessment Health Check

1.9

The self-assessment checklist has been designed by the Homelessness, Overcrowding and Worklessness Division in Communities and Local Government with its purpose to help local authorities establish how effective its rough sleeping services are in tackling and preventing rough sleeping. The checklist has seven sections that cover the following areas:

- Strategic Approach and Partnerships
- Early Intervention
- Prevention and Emergency Accommodation services
- Contact, Assessment and Outreach

⁴ The interviews were carried out on a one to one basis and were conducted by service providers and in some cases by former rough sleepers.

- Accommodation and Support Pathways
- Specialist Interventions
- A8s, A2 nationals and others without recourse to public funds.⁵

1.10

The aim of the toolkit is that it is shared with its strategic and delivery partners. The toolkit was completed by all three local authority strategic and homelessness teams in the Greater Norwich area including a representative from St Martins Housing Trust.

What did it tell us?

1.11

The toolkit was a good way of exploring the responses we had to rough sleeping in Greater Norwich and particularly the areas we needed to improve. The fully completed assessment was presented to the Greater Norwich Rough Sleeper Strategy Steering Group and the priorities were decided and fed into the action plan that accompanies this strategy. Section two of this strategy explores the actions further that were identified following the completion of the toolkit.

⁵“ People from the A8 and A2 countries who become members of the EU in 2004 and 2006 respectively have restricted rights under the Treaty signed when their countries acceded to the EU. They are entitled to freedom of movement and have the right to enter Britain and reside for an initial period of three months. Thereafter they should be exercising their Treaty rights by working under the WRS, self employed or able to be self sufficient and support themselves”(quoted from http://www.homeless.org.uk/sites/default/files/A8_A2_roughsleepers_goodpractice.pdf).

Strategic framework for this strategy

2.

This sub-regional strategy will be the first street homelessness strategy to have been developed for Greater Norwich. The strategy and its aims will support and complement the following strategies.

Greater Norwich Housing Strategy, 2011-14

2.1

This strategy sets out the key challenges and priorities for the sub-region and subsequent strategies that flow from it. The strategic aims are:

- Moving towards a balanced housing market
- Building towards sustainable and thriving communities
- Maximising opportunities for delivering more affordable housing
- Achieving decent, healthy and environmentally sustainable homes across all tenures
- Providing choice and fair access to services
- Delivering outcomes through effective partnership working

Greater Norwich Homelessness Strategy, 2011-14

2.2

The aims of the strategy are to:

- Deliver early intervention to prevent homelessness
- Placing the customer at the centre of service delivery
- Maximising resources and effective partnership working
- Provide a wide range of sustainable housing solutions to people at risk of being homeless.

Greater Norwich Hostel Strategy, 2007-09

2.3

The aim of the hostel strategy is to sustain, develop and improve the hostel accommodation within Greater Norwich so that access to high quality accommodation is available to all those with appropriate need, throughout the

period of need.⁶ This strategy was developed from the work carried out by the review of Hostels and Supported Housing in the Greater Norwich Housing Sub Region which was published in August 2006. This strategy is currently being refreshed and will be published during 2011.

Norfolk Supporting People Strategy 2008-13

2.4

The strategy sets out the vision and key priorities for housing related support for vulnerable people and people with a disability in Norfolk, assisting them to live independently and improving the range and quality of services for them.⁷

Norfolk Housing and Support Strategy for Offenders 2010-13

2.5

This strategy builds on the research undertaken in the initial Norfolk Housing and Support Strategy for Offenders and accompanying Action Plan developed and published by Norfolk Offenders Accommodation Forum (NOAF) in 2006. The strategy takes into account developments in national and local priorities, strategies and guidance, considers recent research findings and sets out the work being done across the county by a wide range of agencies and partnerships to secure appropriate housing and support for offenders, often one of the most challenging and unpopular client groups.

The Strategy also looks at what has been achieved by NOAF since the 2006 Strategy was launched, and the Action Plan looks to the future, setting new targets to meet the aims and objectives of the group up to 2011. The targets are based on the recommendations made in the 2009 Joint Strategic Review of Offender Housing & Housing Support undertaken by NOAF and the Norfolk Supporting People Team, and on relevant actions contained in other key strategic documents.

Local Strategic Partnerships

2.6

There are three Local Strategic Partnerships in the sub region each with their own respective strategy:

City of Norwich Partnership – Sustainable Community Strategy 2008-20

Broadland Community Partnership – Community Plan 08-11

South Norfolk Alliance – Sustainable Community Strategy 2008-18

National and local indicators

⁶ http://www.norwich.gov.uk/intranet_docs/A-Z/Housing/Strategies/Greater_Norwich_Hostel_Strategy_2007_9.pdf

⁷ http://www.norfolk.gov.uk/consumption/idcplg?IdcService=SS_GET_PAGE&ssDocName=NCC039220&ssSourceNodeld=&ssTargetNodeld=191

2.7

There are no national performance indicators that are aimed specifically at homelessness and rough sleeping, however there are national indicators relating to Supporting People funded services, temporary accommodation and decent homes within which homelessness issues are inextricably linked. In Norfolk's Local Area Agreement, *Norfolk Action*, the main targeted indicator (within the 35 designated) that links to rough sleeping is:

- NI 141 – Percentage of vulnerable people achieving independent living

The other indicators linked to rough sleeping that are reported locally within *Norfolk Action* are:

- NI 142- Number of vulnerable people who are supported to maintain independent living
- Indicator 3.5 – Homelessness measure – Joint assessments (percentage of joint assessments undertaken in respect of a vulnerable household who is homeless or threatened with homelessness.)

The above targets are delivered by the following agencies either directly or indirectly:

Norfolk County Council's Supporting People, Children Services and Adult Social Services teams, Greater Norwich district councils, service providers funded by the Supporting people programme, Probation, Drug Alcohol Action Team (DAAT), Primary Care Trusts and Youth Offending Teams.

Background and Supporting Information

3.

The way in which the sub-region's local authority housing options teams work has changed dramatically in the last decade with prevention of homelessness through early intervention, advice and assistance being made available to those at risk of homelessness. The teams use a range of interventions that include:

- Debt advice
- Mediation
- Help with housing benefit problems
- Homeless prevention fund payments
- Hostel or supported accommodation
- Private sector tenancies
- Social housing tenancies

3.1

Whilst the above responses are good ways of either preventing or relieving homelessness, research carried out with rough sleepers in Greater Norwich, showed that over 50 percent of those interviewed had not accessed any form of help prior to them rough sleeping. This strategy will attempt to promote the homelessness services available so that fewer people find the need to sleep rough in Greater Norwich.

3.2

In Greater Norwich people sleeping rough are contacted by St Martins Housing Trust's Contact Assessment and Prevention Service (CAPS). They conduct street outreach sessions at least once a week to cover all geographical areas in the city and when required in the Broadland and South Norfolk districts.

3.3

Predominantly rough sleeping occurs in the central areas of Norwich because people are more noticeable and are attracted into Norwich city centre by the range of services that are available. One of the difficulties in assessing if rough sleeping occurs in other areas in the sub region is that persons sleeping rough do not always make themselves easily identifiable for a number of reasons, for example because of fear of violence. This makes identifying the scale of the problem more difficult to assess. Further work needs to be carried out to see if a rural rough sleeping problem exists outside of the central area of Norwich.

Rough sleeping services in Greater Norwich

3.4

Greater Norwich has a strong voluntary and statutory sector providing a number of key services to those in need and/or vulnerable. A list of the services is provided in appendix A of this strategy. The list is not exhaustive,

but it does give an indication of the kind of agencies involved in providing preventive and reactive services to single homeless people in Greater Norwich.

Profile of rough sleepers in Greater Norwich

3.5

There currently is no robust information about the needs and backgrounds of people sleeping rough in Greater Norwich. Capturing a profile of who sleeps rough is essential to informing policy and practical responses to rough sleeping. Data from the Combined Homelessness and Information Network (CHAIN)⁸ identified the following information about the rough sleeping population in London:

- Gender ratio (for first time rough sleepers) remained consistent throughout the observation period with between 86 and 89 per cent being male
- 74 per cent of all rough sleepers logged on CHAIN between 2001/02 and 2007/08 had one or more support needs relating to drugs, alcohol or mental health
- 26 per cent of first-time rough sleepers in the period 2001/02 to 2007/08 had no support needs
- The proportion of first-time rough sleepers who have spent time in prison had reduced from 41 per cent in 2001/02 to 26 per cent in 2007/08
- The research found that those rough sleepers with a prison or care background were more likely to return to the streets highlighting the need for more preventative work in prisons.⁹

3.6

This evidence identifies the diverse needs of people sleeping rough in London and it is likely that these needs are replicated in the rough sleeping population in Greater Norwich. This highlights the need for more robust profiling and is included as one of the actions for this strategy.

Why do people sleep rough?

3.7

The above information of the needs of people sleeping rough in London gives an indication of why people sleep rough in the first place. Of the rough sleepers interviewed for this strategy it was found that relationship breakdown was the most common trigger for people sleeping rough. This trigger does sometimes mask the reasons for why these relationships broke down in the first place. The following reasons give an indication as to why people find themselves on the street and are often not in isolation:

⁸ <http://www.broadwaylondon.org/ResearchInformation/Research/ProfilingLondonsRoughSleepers>

⁹ Ibid

- Poverty, debt and unemployment can bring stress and cause family breakdown;
- Health issues can be the root cause with people having physical or mental health or addictions and sometimes a combination of them all;
- Leaving care, prison and hospital can be trigger points;
- Young people leaving home following arguments with friends and family.¹⁰

The above factors are not an complete list of why people sleep rough, but it does show the sometimes complex reasons why people sleep rough in the first place.

Street Counts

3.8

Since 1996 the government has used street counts as a means of identifying the numbers who are found sleeping on the streets. The government definition of rough sleeping is:"

*People sleeping, or bedded down, in the open air (such as on the streets, or in doorways, parks or bus shelters); people in buildings or other places not designed for habitation (such as barns, sheds, car parks, cars, derelict boats, stations, or "bashes"). The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes, squatters, travellers, people who were there earlier or who were known to sleep rough on other occasions, but who were not there at the time of the count, people wandering around and sleeping sites without occupants."*¹¹

3.9

On the 7 May 2009 Norwich City Council, overseen by the CLG and in conjunction with St Martins Housing Trust, carried out a count in Norwich. Eight people were found bedded down on the night. The length of time that these people had spent on the streets of Norwich ranged from one night to nine years. The count clearly showed the extent of rough sleeping in Norwich and the work needed to prevent people becoming entrenched into street life.

3.10

Norwich City Council is rated as having the joint 15th highest (with London Borough of Hammersmith and Fulham) recorded rough sleeper figures in England in 2009 as the table below demonstrates¹²:

¹⁰ No One Left Out – communities ending rough sleeping, p-14

¹¹ Guidance on evaluating the extent of rough sleeping, 2007 Revision, CLG.

¹² <http://www.communities.gov.uk/publications/corporate/statistics/roughsleeping2009>

**TOTAL OF STREET COUNTS IN ENGLAND -
2009¹**

LOCAL AUTHORITY		REGION	STREET COUNT	
			DATE (ddmmyyyy)	NUMBER
England Total				464
1	Westminster	L	26/03/2009	110
2	City of London	L	20/03/2009	38
3	Tower Hamlets	L	01/05/2009	17
4	Southwark	L	03/04/2009	15
5	Kensington & Chelsea	L	25/11/2008	13
6	Lambeth	L	26/03/2009	13
7	Haringey	L	27/11/2008	10
8	Bath	SW	03/04/2009	10
9	Bedford	E	23/05/2008	10
10	Hackney	L	20/03/2009	10
11	Hillingdon	L	19/11/2008	10
12	Chester	NW	27/03/2008	9
13	Liverpool	NW	21/04/2009	9
14	Manchester	NW	28/11/2008	9
15	Hammersmith & Fulham	L	25/11/2008	8
16	Norwich	E	07/05/2009	8
17	Herefordshire	WM	24/09/2008	7
18	Hull	Y&H	19/05/2009	7
19	Worthing	SE	21/11/2008	7
20	Bournemouth	SW	28/10/2008	6

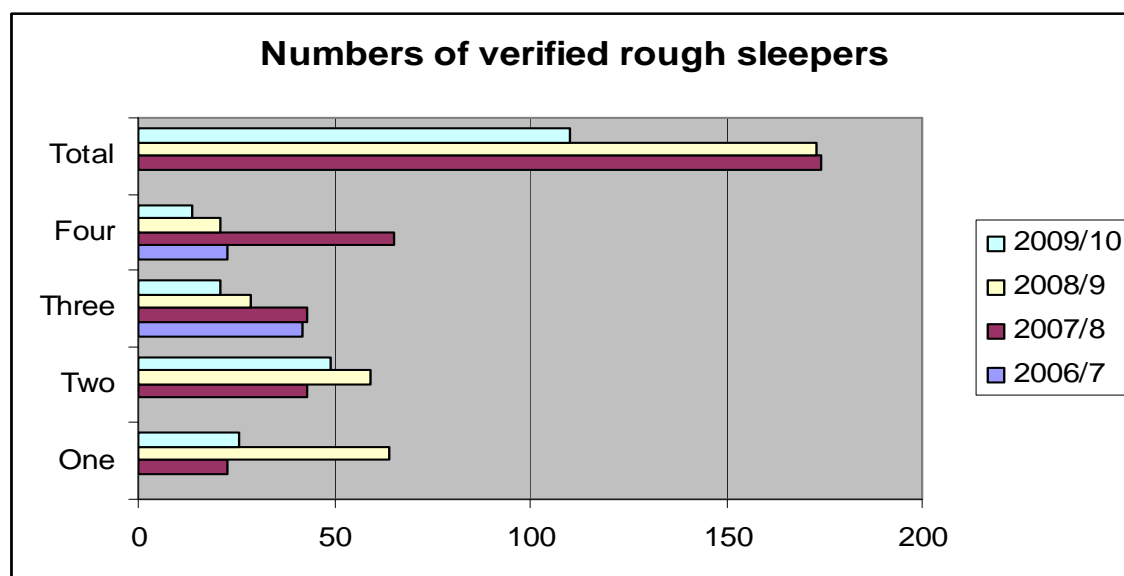
3.11

The above table does need to be approached with caution as the counts can only show those who are found bedded down on the night. The number of people rough sleeping is likely to be higher as the count does not include the flow of people who will spend some time on the streets through the year and will spend time in temporary accommodation or sofa surfing at friends. However, the counts do provide a snapshot of the extent of rough sleeping in a particular time period. The recorded figures also show that (along with Bedford) Norwich has one of the highest numbers of recorded rough sleepers in the eastern region and we are on a par with areas such as the London Borough of Hammersmith & Fulham.

3.12

Using the same criteria for counting, the chart on page 21 illustrates the number of individual cases of rough sleeping verified by CAPS in Norwich since the 3rd quarter of 2006. The figures show that numbers fluctuate considerably from quarter to quarter, year on year (with the exception of quarter two for the past three years). Significantly, the actual numbers of cases verified rough sleeping reduced in the last quarter of 2009/10 due in part because of the sustained cold weather and the severe weather provision for rough sleepers provided by the voluntary and statutory sector in the sub-

region. The purpose of the provision is to bring rough sleepers off the streets during exceptionally cold weather.¹³ During the coldest nights of the 2009/10 winter the provision at Bishopbridge House¹⁴ accommodated 34 people.



Quarter/Year	2006/7	2007/8	2008/9	2009/10
One		23	64	26
Two		43	59	49
Three	42	43	29	21
Four	23	65	21	14
Total		174	173	110

3.13

Significantly, within these statistics there is a small core of individuals who are entrenched on the streets in Norwich who find it difficult to access accommodation due to their high support needs. Anecdotally this number varies between 3-5 individuals who either are constantly on the streets or revolving-door clients moving in and out of services.

3.14

During the first quarter of 2010/11 there were 30 verified rough sleepers. The rise in numbers from the previous quarter shows that there is a constant flow of people on the streets and we have to ensure that they are reconnected off the street as quickly as possible to prevent entrenchment.

Review of Hostels and Supported Housing in the Greater Norwich Sub Region - 2006

¹³ Due to a requirement from Communities and Local Government, all councils must make available provision to rough sleepers during periods of severe weather. Usually practice dictates that the trigger for severe weather provision will be a weather forecast predicting three consecutive nights, or more, of a minimum temperature of zero degrees Celsius or lower. This includes anyone sleeping rough including those who a local authority would not usually have a duty to accommodate and those who do not have recourse to public funds.

¹⁴ Bishopbridge House is a direct access hostel managed by St Martins Housing Trust.

3.15

The Greater Norwich Housing Partnership and Norfolk Supporting People in August 2006 undertook a strategic hostels review with one of its primary purposes to help tackle rough sleeping in Norwich.¹⁵ Two elements in particular were found to contribute to rough sleeping: bed blocking and clients excluded from supported accommodation because of substance misuse problems.¹⁶

Bed blocking

3.16

The review highlighted the need for move on accommodation to be made available to prevent silting up of hostels so that the people on the street or insecurely housed can access hostel accommodation.

Clients with substance misuse problems

3.17

The review showed that people with substance misuse problems found it the most difficult to access hostel accommodation because of their substance misuse.

3.18

A further recommendation from the review was that a Single Homeless Hostel Strategy was developed. In response the Greater Norwich Hostel Strategy 2007-09 was developed with a number of recommendations for improving hostel provision in the Greater Norwich area. This strategy is currently being refreshed.

¹⁵ The review can be found at http://www.norfolk.gov.uk/consumption/groups/public/documents/general_resources/ncc047553.pdf

¹⁶ Further recommendations from the review can be found in Section 10, Conclusion: Findings and recommendations,p-34.

STRATEGIC THEME 1

Joint working and partnerships

In order to tackle rough sleeping we need to ensure that we have all the key strategic aspects required to prevent and tackle rough sleeping effectively. Key to this approach is developing relationships that are open and transparent so that we can deliver the aims of this strategy.

Action Points <i>We will:</i>	
1A	Secure member commitment from across the sub-region
1B	Explore and consider the structure of multi-agency meetings aimed at tackling and preventing rough sleeping and clearly evidence outcomes of these meetings
1C	Ensure key protocols are in place to aid joint working in preventing and tackling rough sleeping
1D	Ensure arrangements have been put in place with health, adult social care, police, probation, voluntary sector, Supporting People for named contacts or post holders and share this information appropriately.
1E	To support the housing advice, assessment and housing options process consider joint training opportunities, shadowing, secondments and co-location of staff from the following organisations: Criminal Justice agencies Adult Social Care Health/DAAT/TADS Matthew Project Voluntary and Community Organisations
1F	Ensure wide range of stakeholders receive training and/or information on homelessness prevention and the options and services relevant and available for rough sleepers

Context

4.

There is a need to regularly report progress on tackling rough sleeping as it is currently not discussed at a strategic level. This information will be reported to the Greater Norwich Housing Partnership (GNHP) Policy Group (and other relevant homeless forums) on a quarterly basis by the Rough Sleeper Co-ordinator who will also give progress updates on the action plan for this strategy. This will ensure that senior officers and members will have 'buy in' and that tackling rough sleeping is firmly on the agenda.

4.1

There is currently a Multi-agency Rough Sleeping (MARS) meeting that is attended by key agencies that tackle and prevent rough sleeping and meets on a monthly basis. Research needs to be carried out to find out the best structure and responses needed to tackle rough sleeping in Greater Norwich. Any new meeting structure would be led by the Rough Sleeper Co-ordinator. Measures could include holding meetings that are preventive (rather than reactive) to stop rough sleeping happening in the first instance.

4.2

There is a need to review and map what protocols exist to help prevent rough sleeping in Greater Norwich. Work is required to help reduce instances of clients finding themselves on the streets after leaving institutions including healthcare and prison service. Frontline services need a greater understanding of what protocols there are in place to help prevent rough sleeping.

4.3

In order to provide the best possible service to those sleeping rough service providers in the voluntary and statutory sector require a facility where named contacts or post holders within each organisation are recorded. Front line workers can experience delays in getting to the right person in an organisation when clients need a timely response. Work is required in Norwich to ensure that agencies that come into contact with rough sleepers have the right information to give to those who are, or at risk of rough sleeping.

4.4

Joint organisational training opportunities are recognised as good practice, and has already proved very successful in the Norwich Accommodation Offender Forum (NOAF) training days as means of sharing best practice, knowledge and understanding of services provided by statutory and voluntary organisations.

4.5

This is needed on a regular basis to ensure that front line services that come into contact with clients sleeping rough have a good understanding of what services are available. Research carried out for this strategy has found that rough sleepers go to a variety of agencies for help and advice. We need to recognise that rough sleepers do this, and ensure that agencies have appropriate knowledge of services available.

STRATEGIC THEME 2

Early intervention

Early intervention plays an important part in preventing rough sleeping. We need to promote our services so that those at risk or are rough sleeping find help and support before they reach crisis point. We need to understand the triggers that lead to a person rough sleeping, and provide advice and services that fulfil those needs.

Action Points <i>We will:</i>	
2A	Actively promote housing options and related services to increase awareness of them and encourage people to see them as a first rather than last resort
2B	Provide housing options/advice service at a variety of locations
2C	Ensure we have effective and proactive arrangements for the early identification of people threatened with homelessness (e.g. early intervention with criminal justice agencies, social housing or private landlords, mediation services, debt advice agencies, Job Centre Plus staff, drug and alcohol services etc.)
2D	Ensure there are well publicised and accessible debt counselling and financial inclusion services available

Context

5.

Using the client research based Prompt toolkit we found that of those interviewed over 50 per cent had not sought any advice before sleeping rough. 30 per cent of those interviewed stated they wanted advice at the point of rough sleeping and were either not aware or able to access appropriate advice regarding their housing options. In order to prevent rough sleeping we need to ensure that resources we have are used effectively and people are aware of what services are on offer. We need to recognise that people at risk of rough sleeping will look for help in a variety of places.

Using the information from the Prompt toolkit research the following responses were given to the following questions:

What different services did you go to for support and advice before you left settled accommodation?

"None – nothing there!"

"None, not aware of any at the time."

"Did not know of any agencies."

"Didn't get advice."

"Job Centre, Local Authority."

What kind of support or advice did you want or need but didn't access (before you left your last settled accommodation)?

"Help and support with gas, water, council tax bills and finding work and getting sorted."

"None, it was sudden and rapid breakdown in our relationship."

"Bereavement counselling for loss of parents."

"Citizens Advice Bureau and list of landlords that accept people on housing benefits."

"Didn't want advice."

"Housing and benefits advice."

"Housing and financial advice."

"Housing, employment etc..would of liked help to make it less stressful."

5.1

Further work needs to be carried out with landlords to recognise the triggers that indicate when their tenants are at risk of losing their home and flag when this happens to support providers and statutory agencies. Good practice examples of preventive measures include holding case conferences with appropriate support agencies and landlords to prevent the tenant losing their home. This work could be co-ordinated by the Rough Sleeper Co-ordinator.

5.2

There is a need for front line service providers in the voluntary and statutory sector to be aware of the debt counselling and financial inclusion services available in the Greater Norwich area. Financial awareness training will be made available from Norwich City Council's Financial Inclusion Manager.

STRATEGIC THEME 3

Prevention and emergency accommodation services

We need to map the agencies that give housing advice to people who are threatened with homelessness and help promote these services.

Action Points	
<i>We will:</i>	
3A	Map provision of telephone services giving housing advice to persons who are threatened with homelessness

Context

6.

Persons who are at risk of rough sleeping need help and advice when they most need it so that rough sleeping is minimised. A mapping exercise is required to identify telephone services that are available so that awareness of these services is increased.

STRATEGIC THEME 4

Reconnection

Reconnection is a useful tool in reducing the numbers of people rough sleeping on the street. We will work to support the reconnection of people to their home areas where it is deemed safe to do so and where they have formal and informal support networks.

Action Points We will:	
4A	Reduce the flow of new rough sleepers onto the streets of Norwich
4B	Explore the provision of reconnection beds in Norwich to help clients move in a planned way back to support networks

Context

7.

The findings of the Prompt toolkit showed that a significant number (50 per cent of those interviewed) of people come from outside the Greater Norwich area to access accommodation in Norwich. Since 2006, the CLG has encouraged local authorities to establish reconnection protocols. One of the outcomes of a successful reconnection protocol should see a reduction in the numbers of rough sleepers.¹⁷ In the past two years in Greater Norwich the numbers of rough sleepers reported has remained static. A review of our current reconnections policy is required to ensure its effectiveness whilst ensuring that clients are supported to return to a local authority area they have a connection with.

7.1

We will also explore the use of reconnection beds. This technique has been used successfully in other local authority areas as a means of helping return former rough sleepers to their home areas in a timely and supportive environment. This technique has been used for example in a variety of areas including London, Bournemouth and Cambridge. The purpose of these services is to help provide respite from the streets contingent that people are reconnected to their home areas and support networks

Using the information from the Prompt toolkit research the following responses were given to the following questions:

Before you ever slept rough, where was the last place you saw as your settled home?

“Rented council house in Cambridgeshire.”

¹⁷ ‘Getting Connected’, CLG, 2006, p-32

“Rented flat in Northampton.”

“Family home in North Norfolk.”

“Private rented in Slough, Berkshire.”

“Spain, family accommodation.”

“Rented privately in Dudley.”

STRATEGIC THEME 5

Contact, assessment and outreach

In order to build a clearer picture of who is on our streets we will put actions in place that leads to us understanding the needs of the street population. With this knowledge we will be better placed to provide services and interventions to help them off the streets. We will continue to develop innovative approaches to helping people off the streets.

Action Points <i>We will:</i>	
5A	Gather accurate and up to date information on the backgrounds (reasons for sleeping rough, where people came from, and any support networks), and support needs of the street population
5B	Explore the benefits of a database (similar to CHAIN) for homeless and report back findings to relevant groups
5C	Record for what purposes the £6k personal budget for rough sleepers is used for
5D	Consider operating policy regarding incentives for engagement which ensures people are not sustained on the streets
5E	Explore who use the soup run in the city centre and the needs of those using the service
5F	Map provision of drop-in meal services for rough sleepers at weekends

Context

8.

In order to gather an accurate picture of the needs of the street population we require accurate and robust data. This information is required as it is essential that we have a better understanding of the profile of people sleeping rough in Greater Norwich to help inform policy and practical responses to rough sleeping.

8.1

There are a considerable number of homelessness databases in use around the country by homelessness teams. One particular database that is used is the Contact, Help, Advice and Information Network (CHAIN) database. The recognised benefits of the CHAIN database used in London are: “

- finding background information about their clients
- view information to help with support planning

- access information to help with linking clients in with available services
- view the history of a client's engagement with services such as outreach teams. Hostels, day centres and resettlement teams.”¹⁸

Further exploration needs to be made to see if a database would be relevant to help meet the needs of rough sleepers in Greater Norwich. It is clear that a recording mechanism is required that can help provide accurate and robust data for service planning and commissioning of services for rough sleepers.

8.2

Greater Norwich received a small budget of £6000 (as part of the rough sleeper co-ordinator post funding) to help with entrenched rough sleepers. Personalised budgets for rough sleepers are a relatively new measure in helping entrenched rough sleepers. We need to record the success of this budget so that we can inform any future funding decisions. We will look at other local authorities that have embraced the Personalised budgets agenda and look at the lessons learned.

8.3

This type of engagement with rough sleepers can be effective with those people who are entrenched on the streets. Research has found that after initial engagement, the client receives incentives (such as food) based on them agreeing, or doing something that may lead to their resettlement. Consideration needs to be made whether this policy works could work in tandem with the small personalised budget fund that is available.

8.4

The soup run in Norwich is provided by the Salvation Army (with the help of volunteers from across the county of Norfolk) and provides food and comfort to rough sleepers and vulnerably housed people. Work needs to be carried out in partnership with the Salvation Army to identify who is using the service and to identify their needs.

8.5

One of the gaps identified at the focus group workshops carried out to help research this strategy identified that there is a lack of weekend meal provision for those sleeping rough in Greater Norwich. Initial research has found where there is provision this is limited and time constrained. Further mapping is required to identify these valuable services and to publicise these to clients. One such scheme that operates at weekends is the All Saints Centre Food for Thought Scheme that enables the public to buy food vouchers in £1 denominations that can be given to those rough sleeping and can then be exchanged for food and drinks at the All Saints Centre¹⁹

¹⁸ Ibid

¹⁹ <http://www.allsaintsnorwich.org.uk/fft.htm>

STRATEGIC THEME 6

Accommodation and support pathways to independence

We need to make sure that we make the best use of available resources and services available to those in greatest need. When people are in supported accommodation we will look at interventions that help prevent exclusions and evictions and people returning to the streets.

Action Points We will:	
6A	Ensure there are clear access routes, and that resources are appropriately targeted to minimise exclusions from supported accommodation
6B	Consider developing an evictions protocol with accommodation providers (temporary and social landlord) to ensure case conferences are called before someone is evicted
6C	Contribute to the delivery of the Greater Norwich Hostel Strategy Action Plan

Context

9.

Work has recently been carried out to review the Greater Norwich Hostel Move-on agreement. The review of this agreement has helped re-enforce clear access routes to temporary accommodation. To some extent this action is currently covered by the actions contained within the Greater Norwich Hostel Strategy 2007-09 which is currently undergoing a refresh. One of the Greater Norwich Rough Sleeper Co-ordinator's activities will be to minimise evictions and exclusions from temporary accommodation. Where clients are evicted they will work with providers and the outreach team to find pathways for these clients back into accommodation.

9.1

A responsibility of the rough sleeper co-ordinator will be to prevent exclusions and evictions in temporary accommodation. Good practice in this area includes "case conferences that include hostel managers can play a role in reducing evictions...there is a 'reciprocal breathing space' arrangement where pre-emptive transfers between hostels can be arranged where specific difficulties within a hostel might lead to an eviction."²⁰

9.2

Eviction protocols are a useful tool in preventing evictions from temporary and social landlord accommodation. In social rented accommodation an evictions protocol should bring together social landlords and support agencies together to try and ensure vulnerable people are supported in their tenancies and are

²⁰ 'Streets Ahead', Homeless Link, 2008, p15

not set up to fail. As previously mentioned in the last paragraph case conferences are a useful prevention tool and can be used in the temporary and social rented housing sector.

9.3

As the Review of Hostels and Supported Housing in the Greater Norwich Housing Sub Region identified there is a direct link between rough sleeping and the provision of supported accommodation in the sub-region. It is crucial that the members of the steering group involved in this strategy contribute to the delivery of the Greater Norwich Hostel Strategy.

STRATEGIC THEME 7

Specialist interventions

We will put in place provisions for those who find themselves homeless in periods of severe cold weather. We will keep this provision under constant review so that we provide the best possible service.

Action Points	
<i>We will:</i>	
7A	Publicise plans with partner organisations for severe weather provision for rough sleepers

Context

10.

Due to a requirement from Communities and Local Government, all councils must make available provision to rough sleepers during periods of severe weather. For a severe weather provision protocol to be successful partner organisations need to be aware of the severe weather provision protocol that is now in place in Greater Norwich. Work needs to be carried out to ensure the protocol is effectively managed and that clients benefit the most when severe weather takes place.

STRATEGIC THEME 8

Economic migrants

People rough sleeping without recourse to public funds can need help to access specialist services. We will explore what advice services are available so that people are able to access them to help them return safely home or find employment support.

Action Points We will:	
8A	Develop a clear sub-regional homelessness “offer” for economic migrants who are sleeping rough in Greater Norwich.
8B	Carry out a analysis of help available for economic migrants in the sub region and disseminate to statutory, voluntary and faith groups
8C	Work with partners/ community/ faith groups to help find solutions for economic migrant rough sleepers

Context

11.

Migrant workers housing needs differ from other people who are vulnerable and sleeping on the streets. Our experience in Greater Norwich tells us that they tend to be more hidden and can live in overcrowded private rented houses interspersed with periods of sleeping rough. The recent economic downturn has meant that their working opportunities are more infrequent that can lead to periods of destitution because of their limited access (or none) to welfare benefits.

11.1

“Many of these people are also the least skilled and resilient, and have lost casual work as a result of the economic downturn. They are often alcohol dependent and their physical health is very poor because of living rough. This means they are very unlikely to be able to find work from their current position. Many are being sustained by local faith groups or community organisations such as day centres on whom they are reliant for basic food.”²¹

11.2

In order to provide appropriate responses to this increasing need we are required to explore best practice techniques used in other parts of the country. Because of their specific needs front line staff need to be made aware of the interventions available to either help them return safely home, or find access to specialist housing and employment advice.

²¹ Good Practice Notes: Developing a strategic response and offer for people from the A8 and A2 countries who are sleeping rough in England, CLG

11. Taking the Rough Sleeper Strategy forward

11.1 Monitoring

This strategy and its action plan will be monitored by the Greater Norwich Rough Sleeper Strategy Steering Group. The sub-regional GNHP Strategic Co-ordinator will have a key monitoring role as well as updating elected members and partners on the progress of the strategy.

The above group and individuals will report back on the progress to a variety of fora that fall under the umbrella of the GNHP, most notably the Greater Norwich Homelessness Prevention Strategy Group and the GNHP Directors Group which meets on a quarterly basis throughout the year.

By effectively monitoring this strategy and action plan we will be best placed to adapt and respond to any challenges that take during the life of the strategy.

11.2 Equality and Diversity

An Equality Impact Assessment has been carried out on this strategy to evaluate whether it has any adverse impact on any group of people within the six equality strands: age, disability, gender, racial group, religion or belief and sexual orientation.

11.3 Scrutiny and Accountability

The GNHP Policy Group will be ultimately responsible for the work that is carried out by this strategy and its action plan.

11.4 Endorsement

This strategy has been endorsed by the following groups and organisations:

GNHP Policy Group
Broadland District Council
Norwich City Council
South Norfolk Council

The Greater Norwich Housing Partnership

Who We Are

The Greater Norwich Housing Partnership (GNHP) formed in order to both recognise and formalise the close working arrangement between Broadland District Council, Norwich City Council, South Norfolk District Council and the supporting agencies that carry out essential work within their boundaries.

The Councils who make up the GNHP provide a number of frameworks against which partners can develop initiatives, this helps to provide a consistent service across the three authorities.

The willingness to work collaboratively has been essential to the success of the Partnership. Our supporting organisations include:

- Anchor Trust
- Broadland District Council
- Broadland Housing Group
- Circle Anglia Housing Group
- Cotman Housing Association
- Eastern Landlords Association
- Emmaus
- Flagship Housing Group
- The Guinness Trust
- Habinteg Housing Association
- Hanover Housing Group
- Haste Housing Association
- Home Group
- Julian Housing
- Lovell Homes
- Move On East
- Norfolk Housing Alliance
- Norfolk Offender Accommodation Forum
- Norwich City Council
- Shelter
- Solo Housing
- South Norfolk Council
- SPACE EAST
- Springboard East Anglia
- St. Martins Housing Trust
- Street Voice
- Norfolk Probation Service
- Norfolk Supporting People
- Norfolk YMCA
- Norfolk Youth Offending Team
- Orbit Housing Group
- Orwell Housing Association
- Places For People Group
- Saffron Housing Trust
- Salvation Army
- Wherry Housing Association

- Stonham Homestay
- Victory Housing Trust

Appendix B

Greater Norwich Rough Sleeper Strategy Action Plan

This action plan will be monitored and updated regularly by the Greater Norwich Rough Sleeper Strategy Steering Group to ensure its relevance.

Strategic Aim: Joint Working and Partnerships

No	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
1A	Secure member commitment from across the sub-region	a. Rough Sleeper Co-ordinator to produce quarterly reports to GNHP Policy Group and other relevant homelessness forums	When GNHP Policy Group and other forums meet	Housing Strategy Team and RS Co-ordinator		Senior officers have 'buy in' and tackling rough sleeping is firmly on the agenda
1B	Explore and consider the structure of multi-agency meetings aimed at tackling and preventing rough sleeping and clearly evidence outcomes of these meetings	a. invite required agencies to meetings (including organisers of soup run) and review membership quarterly b. Review current structure of meetings aimed at preventing rough sleeping	Jan 11-Jan14 Jan 12-Mar 13 ongoing	RS Co-ordinator/NC C Housing Options team RS Co-ordinator and Housing Strategy Team RS Co-		Ensure that there is a multi-agency approach to help reduce rough sleeping

		c. produce regular minutes from meetings with clear action plans for individuals		ordinator/NC C Housing Options team		
1C	Ensure key protocols are in place to aid joint working in preventing and tackling rough sleeping	<p>a. Carry out review of Norwich Reconnections policy and how this works with neighbouring authorities</p> <p>b. map protocols in place to help prevent rough sleeping in client groups (e.g. offenders) and share with partners</p> <p>c. create a Homeless Patients Protocol with Accident and Emergency, Psychiatric and mainstream care hospitals and review bi-annually</p>	<p>July-Aug 11</p> <p>Oct-Dec 11</p> <p>Jan-Feb 11</p>	<p>Housing Strategy Team and RS Co-ordinator</p> <p>Housing Strategy Team and RS Co-ordinator</p> <p>Housing Strategy Team/RS Co-ordinator/Kevin Hanner and steering group members</p>		Prevention of rough sleeping through effective and inclusive partnerships between agencies

1D	Ensure arrangements have been put in place with health, adult social care, police, probation, voluntary sector, Supporting People for named contacts or post holders and share this information appropriately	<p>a. create map of named contacts or role within each organisation</p> <p>b. map information sharing protocol and referral mechanisms and share with partners</p>	<p>Jan 11</p> <p>Mar-June 11</p>	<p>RS Co-ordinator</p> <p>RS Co-ordinator</p>		Prevention of rough sleeping through effective and inclusive partnerships between agencies
1E	To support the housing advice, assessment and housing options process consider joint training opportunities, secondments and co-location of staff from the following organisations: Adult Social Care Health/DAAT/TADS Matthew Project Voluntary and Community Organisations	<p>a. Organise training seminars where host delivers sessions on their area of expertise</p> <p>b. Develop mentoring and job-shadowing opportunities i.e. add to induction programmes for new staff</p> <p>c. continue co-location of CAPS in home options</p>	<p>Ongoing</p> <p>Oct-Dec 11</p> <p>Ongoing and Jan-June 11</p>	<p>Steering group</p> <p>Steering group</p> <p>Steering group</p>		Prevention of rough sleeping through effective and inclusive partnerships between agencies

		team (NCC) and consider widening to other teams				
1F	Ensure wide range of stakeholders receive training and/or information on homelessness prevention and the options and services relevant and available for rough sleepers	a. create pack/leaflet for stakeholders giving information on services for prevention of homelessness	Mar-Apr 11	RS Co-ordinator	This leaflet could be used by Big Issue sellers as they are often contacted for advice by street homeless	Prevention of rough sleeping through effective and inclusive partnerships between agencies. These agencies could include: GPs, Street Pastors, Salvation Army Soup Run, Big Issue and Police.
Strategic Aim: Early Intervention						
No	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
2A	Actively promote housing options and related services to increase awareness of them and encourage people to see them as a first rather than last resort	a. identify funding for promotional work b. identify means of promoting services (public transport, local services such as	Ongoing Apr-July 12	Steering group Steering group	This will be a standing item on the steering group agenda	Prevention of rough sleeping with those at risk getting advice when they need it

		<p>A&E, GP surgeries, advice centres, supermarkets)</p> <p>b. consider promoting services on local radio adverts/shows</p>	Apr-July 12	Steering Group		
2B	Provide mobile housing options/advice service at a variety of locations	<p>a. subject to resources explore housing options/CAPS holding advice sessions at : CAB, Matthew Project, MAP, Kiln House, Soup Run, Pottergate ARC and MATRIX van</p>	Jan-Apr 12	RS Co-ordinator/CAPS and Housing Options Teams		Prevention of rough sleeping with those at risk getting advice when they need it
2C	Ensure we have effective and proactive arrangements for the early identification of people threatened with homelessness (e.g. early intervention with social housing or private landlords, mediation services, debt advice agencies, Job Centre Plus staff, drug and alcohol services etc.)	<p>a. create a gap analysis of agencies we do not have these arrangements with</p> <p>b. ensure all agencies link in with housing options teams and that referral mechanisms are in place</p>	<p>July-Oct 11</p> <p>Oct 11-Apr 12</p>	<p>RS Co-ordinator</p> <p>RS Co-ordinator</p>		Prevention of rough sleeping with those at risk getting advice when they need it

2D	Ensure there are well publicised and accessible debt counselling and financial inclusion services available	a. roll out financial awareness training (Boyd Taylor) to voluntary and statutory organisations	Oct-Dec 11	RS Co-ordinator	Norwich City Council has a financial inclusion strategy- need to check other authorities. There is no mention of specific actions aimed at rough sleepers in financial inclusion strategy.	Prevention of rough sleeping with those at risk getting advice when they need it
Strategic Aim: Prevention and Emergency Accommodation Services						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
3A	Map provision of telephone services giving housing advice to persons who are threatened with homelessness	a. map what services are currently provided in the sub-region b. publicise services available	Jan-Apr 11	RS Co-ordinator		Reduces the risk of people finding themselves on the streets
Strategic Aim: Reconnection						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
4A	Reduce the flow of new rough sleepers onto the streets of Norwich	a. review effectiveness of reconnections policy by recording	July-Aug 11	RS Co-ordinator and Housing Strategy Team		Shows effectiveness of policy and that it is in line with CLG issued guidance

		statistics from agencies involved in the reconnection of rough sleepers and/or those at risk of rough sleeping				
4B	Explore the provision of reconnection beds in Norwich to help clients move in a planned way back to support networks	a. explore best practice where this has been used	Jan-Apr 13	RS Co-ordinator and Housing Strategy Team	Report findings back to Rough Sleeper Strategy Steering Group	Helps clients reconnect to their home area support network in a planned way
Strategic Aim: Contact, Assessment and Outreach						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
5A	Gather accurate and up to date information on the backgrounds (reasons for sleeping rough, where people came from, and any support networks), and support needs of the street population	<p>a. develop further information provided by partners to NCC</p> <p>b. use data from street counts on the needs and backgrounds of clients to inform relevant strategies and commissioning decisions</p>	<p>Jan-July 11</p> <p>Jan 12 and onwards</p>	<p>CAPS/RS Co-ordinator</p> <p>Steering group</p>		Evidence based data helps inform commissioning decisions for services that meet the needs of rough sleepers

		c. carry out a street needs audit after street counts d. carry out investigations to see whether rough sleeping exists outside of the centre of Norwich	Jan-July 11	RS Co-ordinator/CAPS		
5B	Explore the benefits of a database (similar to CHAIN) for homeless and report back findings to relevant groups	a. explore benefits of database and report back to steering group	Jan-July 11	RS Co-ordinator		Evidence based data helps inform commissioning decisions for services that meet the needs of rough sleepers
5C	Record for what purposes the £6k personal budget for rough sleepers is used for.	a. record the success of the budget to help inform future funding decisions	Ongoing	RS Co-ordinator		Provide an evidence base for future funding decisions
5D	Consider operating policy regarding incentives for engagement which ensures people are not sustained on the streets.	a. consider incentives being conditional upon clients agreeing to doing things that lead to their resettlement.	Jan11-Jan12	CAPS/RS Co-ordinator		Reduces the time rough sleepers spend on the streets and prevents entrenchment
5E	Explore who use the soup run in the city centre and the needs of those using the service	a. identify needs and who uses the service and make recommendations to key agencies	Jan-July 11	CAPS/RS Co-ordinator	This action links to action 5A	Clients are signposted to appropriate support and accommodation agencies so that they do not return to the street

5F	Map provision of drop-in meal services for rough sleepers at weekends	a. map provision of weekend meals services and publicise	March-May 11	RS Co-ordinator		Help raise awareness of services for rough sleepers
Strategic Aim: Accommodation and Support Pathways to Independence						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
6A	Ensure there are clear access routes, and that resources are appropriately targeted to minimise exclusions from supported accommodation	a. consider convening a supported accommodation providers meeting	Jan 11	RS Co-ordinator and MARS group members	A supported accommodation providers meeting has been recognised by the Hostel move-on agreement review	Ensure that there is a multi-agency approach to help reduce rough sleeping
6B	Consider developing an evictions protocol with supported accommodation providers to ensure case conferences are called before someone is evicted	a. consider best practice available and disseminate to members of accommodation providers meeting	Jan-Sep 11	RS Co-ordinator and accommodation provider group members	This could be a function carried out by the accommodation providers meeting.	Ensure that there is a multi-agency approach to help reduce rough sleeping
6C	Contribute to the delivery of the Greater Norwich Hostel Strategy Action Plan	a. Work in partnership to take a strategic and integrated approach towards hostel accommodation provision.	Ongoing	Steering group members		

		b. Implement the agreed actions. c.Ensure delivery is fair and equitable.				
Strategic Aim: Specialist Interventions						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
7A	Publicise plans with partner organisations for severe weather provision for rough sleepers	a. review current severe weather provision b. publicise plans with partner organisations through various forums	Sept each year Oct each year	RS Co-ordinator		Minimises the risk of deaths on the streets
Strategic Aim: Economic Migrants						
No.	Action	Milestone	Timescale	Person (s) Responsible	Comment	Outcomes
8A	Develop a clear sub-regional homelessness “offer” for economic migrants who are sleeping rough in Greater Norwich.	a. Develop an ‘offer’ for economic migrants b. Implement ‘offer’	Mar 11-Mar 12 Apr 12	Steering group members		Economic migrants are able to access services and help that they need.
8B	Carry out a analysis of help available for economic migrants in the sub region and disseminate to statutory, voluntary and faith groups	a. Carry out mapping exercise b. Publicise results with partners	Jan 11 Feb-Mar 11	Rough Sleeper Co-ordinator		Economic migrants are able to access services and help that they need.

8C	Work with partners/ community/ faith groups to help find solutions for economic migrant rough sleepers	a. identify groups b. engage groups in forums that already exist and develop strong links	May-Oct 11 Oct 11 onwards	Rough Sleeper Co- ordinator		Helps develop community cohesion.
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Diversity impact assessment (DIA) screening and initial assessment pro forma**Title of policy, function or project:**

Greater Norwich Rough Sleeper Strategy 2010-13

What are the aims and objectives?

This strategy recognises and builds on the work that the voluntary and statutory sector is already doing to prevent and tackle rough sleeping. We recognise there is a constant flow of people finding themselves on the streets of Greater Norwich and we want to put actions in place that will help reach some of the most socially excluded people in our society. Because there has not been any previous rough sleeper strategies for Greater Norwich, this strategy will provide a sound base for any future policies or strategies concerning rough sleepers.

Rough sleepers generally are more at risk of violence than the general public. There have been recent instances in central Norwich where rough sleepers have been targeted by the general public. Research carried out by Crisis, *Living in Fear: Violence and Victimisation in the Lives of Single Homeless People* (2004), showed that compared to the general public homeless people are 13 times more likely to have experienced violence and 47 times more likely to be victims of theft.

The strategy will be a living document that will be monitored quarterly by the Greater Norwich Rough Sleeper Strategy Steering Group and reviewed annually to ensure the strategy is still relevant.

Who are the key stakeholders?

Rough Sleepers (street homeless)

Members of the Greater Norwich Housing Partnership whose membership includes:

Anchor Trust

Broadland District Council

Broadland Housing Group

Circle Anglia Housing Group

Cotman Housing Association

Eastern Landlords Association

Emmaus

Flagship Housing Group

The Guinness Trust

Habinteg Housing Association

Hanover Housing Group

Haste Housing Association

Home Group

Julian Housing

Lovell Homes

Move On East

Norwich City Council

Norfolk Housing Alliance

Norfolk Offender Accommodation Forum

Shelter

SPACE EAST

Solo Housing

South Norfolk District Council

Springboard Housing Association

St Martins Housing Trust

Street Voice

Stonham Homestay

What evidence has been used for this initial screening? (e.g. complaints/place survey results)

In order to build a picture of the needs and experiences of those sleeping rough in Greater Norwich, a number of research projects were carried out to inform this strategy. Throughout the research there was a strong emphasis on using the expertise of the voluntary sector and rough sleepers who have first hand experience of the services provided in the sub-region:

- Focus group workshops with clients and front line staff from voluntary and statutory sectors
- Prompt research pilot (questionnaires carried out with rough sleepers)
- Ending Rough Sleeping by 2012: A Self Assessment Health Check.

A full explanation of what was involved in the above research projects is outlined in the strategy itself.

With the lack of robust data on rough sleepers in Greater Norwich the following information has been used from nationwide research conducted by the National Centre for Research on behalf of Broadway who manages the CHAIN database (Combined Homelessness and Information Network). CHAIN contains records of 13,000 individuals who have been seen rough sleeping in London since the late 1990s. Information has also been used to inform this assessment from the research carried out by Crisis in 2006, *Homeless women, still being failed yet striving to survive* to give an indication of the particular needs that women rough sleepers face.

Do different groups have different needs in relation to this policy?

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please elaborate:

Yes

Age

Research carried out for the strategy found that of those 24 clients interviewed they came from a wide range of age groups:

one in 18-25 yrs

five in 26-35 yrs

six in 36-45 yrs

six in 46-55 yrs (with six clients giving no response to the question)

Research carried out by profiling rough sleepers in London between 2001 to 2008 found that there has been a decline in younger rough sleepers that could be a reflection in the extension of statutory priority need categories, which provide young people who are 16 or 17, or are under 21 with a care background, access to assistance out of homelessness. Within Greater Norwich there are providers that specialise in accommodating younger people with the YMCA being the predominant provider. Anecdotally, there have been instances where we have had rough sleepers in Norwich over 70 yrs of age which has led to specialist services being engaged to help the client. One of the actions of the strategy is to review the membership of our multi-agency meetings that tackle rough sleeping to ensure we have the best representation from across client groups.

Disability

The research carried out on London's first time rough sleepers found that in the last three years (2005-08), around three in 10 had mental health problems and the same proportion had physical health problems. The links between poor physical and mental health are well documented in nationwide research projects. Anecdotally in Greater Norwich, there have been instances of clients having dual, sometimes triple diagnoses where they have a mental health, drug and alcohol problem and a physical disability. Further work will be carried out by this strategy to see the extent of the problem in Greater Norwich. In Norwich St Martins Housing Trust has a dual diagnosis worker who specialises in assisting rough sleepers with mental health and drug and alcohol problems. Further work will be carried out to assess the needs of rough sleepers in Greater Norwich. This will provide a basis where we are delivering services that are sensitive to clients who have these needs.

Gender

As part of the research carried out for this strategy of the 24 clients interviewed who had slept rough in Norwich, 19 were male, 2 female and three did not respond. This figure is consistent with research carried out in London of first time sleepers where 86 to 89 per cent of rough sleepers were male.

There has been little research nationally and locally carried out on the effect of homelessness for women. However, research carried out by Crisis, Homeless Women: still being failed yet striving to survive(2006) showed that there are high levels of vulnerability evident within the homeless population – mental ill-health, drug and alcohol dependencies, childhoods spent in the care of the local authority, experiences of physical and sexual abuse and other traumatic life experiences were commonplace. Women in particular are more at risk of assault and sexual attacks. Once we have 12 months data of the make up of our street population we will then be able to develop strategies for this need.

Racial group

Migrant workers housing needs differ from other people who are vulnerable and sleeping on the streets. Our experience in Greater Norwich tells us that they tend to be more hidden and can live in overcrowded private rented houses interspersed with periods of sleeping rough. The recent economic downturn has meant that their working opportunities are more infrequent that can lead to periods of destitution because of their limited access (or none) to welfare benefits in comparison to other rough sleepers who can have access to the welfare system. To help redress this, we have

identified actions within the strategy that will clearly identify responses to the needs of economic migrant workers who face hardship on the streets of Greater Norwich.

No

Not known (is this due to a lack of data?)

We do not currently have sufficient and robust data on the make up of our street population in Greater Norwich. For example, people who sleep rough on the street can be vulnerable due to some or all (to some extent) of the six equality strands that can have an effect on the extent of a person's vulnerability. Action 5A of the strategy looks at the following priority:

Gather accurate and up to date information on the backgrounds, and support needs of the street population.

This data will be used to help inform future funding decisions for services aimed at helping rough sleepers and informing future strategies.

Is there an opportunity to promote equality of opportunity or good relations amongst different groups?

	Yes	No	Not known
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Racial group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please elaborate:

Yes

The Greater Norwich Rough Sleeper Co-ordinator regularly attends 'Street Voice' which is a community group led by service users who are vulnerable adults who have either been sleeping rough or live in temporary and/or supported accommodation. The vision of the group is to enable service users to contribute positively to the Greater Norwich community using their experience, skills, creativity, knowledge and wisdom. The group provides a good representation of the groups listed above and is regularly attended by other local authorities and statutory and voluntary agencies.

Age, Disability and Gender

Currently there is a multi-agency group that meets to discuss individual cases of rough sleepers. The purpose of the group is to provide a forum for a variety of agencies that specialise in specific client groups, for example:

Young people - YMCA and Mancroft Advice Project (specialise in giving counselling advice to 11-25 yr olds)

Julian Housing - Mental health

MATRIX and Magdelene Project - Sex workers

Stonham Homestay - supports vulnerable clients in the social rented and supported accommodation sector.

The group works towards finding solutions for individuals and provides a representative for a variety

of client groups. One of the actions in the strategy is to review the membership of the group to ensure that we are including as many representative groups as possible to ensure its continuing relevance.

Racial groups

It has been identified in the strategy of the need to reach out to the various statutory, voluntary and faith groups who help economic migrants who are rough sleeping and share with them the help that is available. We have also identified that we need to work with the various community leaders from these communities to help find solutions for economic migrants.

No

Not known (is this due to a lack of data?)

There is currently not enough data or evidence to provide a conclusion that this strategy could either help to promote good relations or equality of opportunity within these groups.

Have any concerns been highlighted by stakeholders (e.g. complaints or consultations)?

	Yes	No	Not known
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please elaborate:

Yes

The strategy itself was subject to a twelve week consultation period with stakeholders. The feedback from stakeholders is recorded as an appendix to the strategy. Some of the feedback has been used to help revise the final version of the strategy.

The main concern voiced by stakeholders regarding the strategy was the absence of any actions regarding economic migrant rough sleepers. This issue has been emerging since the consultation period with increased numbers finding themselves on the street. The revised strategy now has specific actions regarding economic migrants.

Prompt research pilot

Norwich City Council was approached by Homeless Link in July 2009 to be one of the first local authorities to pilot the new toolkit. The purpose of the toolkit using questionnaires and interviewing service users was to learn from the views and experiences of (or lack of) service providers in the area to provide interventions that meet their needs.

The toolkit involved interviewing 24 clients who had used the rough sleeping services in Greater Norwich and who were at different stages of their routes out of rough sleeping. Five of the people interviewed were still sleeping rough with the rest of those interviewed coming either from temporary or permanent accommodation. Other information regarding the clients interviewed included:

- All clients were White British

- The majority of clients (19) interviewed were male; two were female (three did not self identify)
- Clients interviewed came from a wide range of age groups: one in 18-25, five in 26-35, six in 36-45 and six in 46-55 age range respectively (six gave no response to question)
- Over 50 per cent of clients had come from outside of the local area coming from as far away as Spain, Dudley, North Norfolk, Peterborough and Cambridge
- For the majority of clients (58 per cent) the main reason for leaving their last settled accommodation was relationship breakdown
- Over half of the clients interviewed had not sought any housing advice before sleeping rough
- Clients were found to have been on the streets for significant periods of time, 29 per cent had been on the streets for over a year, 21 per cent had been on the streets from three to six months and 45 per cent had been on the streets for less than three months.

Service users were also consulted during the creation of the strategy using workshops as a means of finding out their experiences of rough sleeper services in Greater Norwich. For example, at one workshop, service users were asked about their awareness of services that provide services to people who either sleep rough or are insecurely housed. Specific actions were created as a result, for example, they explained that the soup run made them feel unsafe and that the service was available at the wrong time because they were already bedding down for the night when the service began. As a result we have identified in the action plan to review the soup run and look at other ways we can help those who use the service.

No

Not known (is this due to a lack of data?)

Is there any evidence that different groups could potentially be or are affected adversely by the policy?

	Yes	No	Not known
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Racial group	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Please elaborate:

Yes

No

The strategy itself is designed to help some of the most socially excluded people in our society. The post of the Greater Norwich Rough Sleeper Co-ordinator is responsible for delivering the majority of actions in the action plan. This post is subject to limited funding up until June 2011. Currently work is underway to identify further funding opportunities to enable the post to continue and deliver this strategy.

The current funding climate is likely to mean that services in the voluntary and statutory sector will be affected by cuts to funding that will have an impact on service users directly. The strategy itself will

be constantly monitored and updated during its life to reflect wider economic issues and respond to the changing needs of service users.

Not known (is this due to a lack of data?)

Please outline any action points committed to in the future:

	Action	Review date
Data collection	Gather accurate and up to date information on the backgrounds (reasons for sleeping rough, where people came from, and any support networks), and support needs of the street population	Dec 11
Consultation		
Age	Explore and consider the structure of multi-agency meetings aimed at tackling and preventing rough sleeping and clearly evidence outcomes of these meetings. This will ensure that we have representative groups for all age groups.	Dec 11
Disability	Explore and consider the structure of multi-agency meetings aimed at tackling and preventing rough sleeping and clearly evidence outcomes of these meetings. This will ensure that we have representative groups for people who have disabilities.	Dec 11
Gender	Carry out further investigation into the needs of women rough sleepers in Greater Norwich once we have one years data of rough sleepers in Greater Norwich.	Dec 11
Racial group	Develop a clear sub-regional homelessness “offer” for economic migrants who are sleeping rough in Greater Norwich. Carry out a analysis of help available for economic migrants in the sub region and disseminate to statutory, voluntary and faith groups. Work with partners/ community/ faith groups to help find solutions for economic migrant rough sleepers	Dec 11

Religion or belief

Sexual orientation

Any other comments on the policy and/or screening exercise:

On the basis of this assessment should there be a full impact assessment carried out?

Yes ☐ **No** ☒

Please elaborate:

Lead review manager name: Chris Hancock

Job title: Housing Strategy Officer