



NORWICH City Council

Committee name: Cabinet

Committee date: 15/11/2023

Report title: Rough Sleeping Strategy: Prevention, Intervention & Recovery 2023-2028

Portfolio: Councillor Jones, Deputy leader and cabinet member for housing and community safety

Report from: Interim executive director of housing and community safety

Wards: All wards

OPEN PUBLIC ITEM

Purpose

The purpose of this report is to seek approval for the adoption of the Rough Sleeping Strategy 2023-2028.

The Homelessness Act 2002 and the Homeless Reduction Act 2017 granted provisions and powers for local authorities' work on relieving homelessness and prevention. The Act also carried a duty that local authorities had to periodically publish a strategy. As required by the Act a homelessness review will be carried out during the life of the strategy to make sure it remains relevant and informed.

Our strategy has also been influenced by the Government's Rough Sleeping Strategy. The Rough Sleeping Strategy sets out the Government's strategy for halving rough sleeping by 2022 and ending it by 2027. It was published on 13 August 2018.

Recommendation:

It is recommended that Cabinet approve the Rough Sleeping Strategy 2023-2028.

Policy framework

This report helps to meet the 'People live independently and well in a diverse and safe city' and 'Norwich has the infrastructure and housing it needs to be a successful city' corporate priorities.

Report details

1. The Homelessness Act 2002 requires Local Authorities to produce a homelessness strategy that applies to everyone at risk of homelessness, not just people who may fall within a priority need group for the purposes of the Part 7 of the Housing Act 1996. There is also a specific requirement within the Ministry of Housing's Homelessness Code of Guidance to ensure that all homelessness strategies are compliant and refreshed to ensure compliance with the Homelessness Reduction Act 2017.
2. The Homelessness Reduction Act 2017 (HRA) places additional duties on Local Housing Authorities (LHAs) that are designed to ensure all households at risk of homelessness receive earlier and more effective interventions. Introduced in April 2018, the act requires authorities to:
 - a. Provide advice and guidance for all households approaching the LA and for the guidance to meet the needs of certain listed groups including those leaving prison, hospital or care and those with mental health issues.
 - b. To prevent those threatened with homelessness from becoming homeless
 - c. To relieve homelessness for those who are homelessBoth the Prevention and Relief duties last for 56 days.
3. Preparatory work began in 2022 as services were beginning to return to normal after the COVID pandemic. Initial discussions with our partners in the Pathways consortium, including St Martin's as the lead agency, established that 'business as usual' had dramatically changed since the pandemic. Work was undertaken to review the key priorities from the Rough Sleeping Strategy 2017-2022 and establish what targets had been achieved. We also worked closely with the Norfolk Co-Production Alliance to ensure that we captured the voice of those with lived experience in the strategy.
4. We have produced a separate Rough Sleeping Strategy to our Homelessness Strategy since 2009. These are intended to complement each other. Rough sleeping is a significant issue while only being one facet of homelessness and the separate strategies make this distinction clear. In this strategy we wanted to look at the key challenges for our work with those rough sleeping going forwards. These include:
 - a. The COVID-19 pandemic (and its impact on homelessness)
 - b. The cost-of-living crisis
 - c. People with no recourse to public funds (NRPF)
 - d. Long-term and multiple disadvantage
5. In August 2018 the Government released their Rough Sleeping Strategy, followed in September 2022 by the 'Ending Rough Sleeping for Good' strategy. The first of these set out the Government's strategy for halving rough sleeping by 2022 and ending it by 2027. We have chosen to structure our strategy with the same four key priority areas: Prevention, Intervention, Recovery and Systems:

- a. Prevention – Understanding the issues that lead to rough sleeping and working to address them before people are forced to sleep on the street.
 - b. Intervention – Helping those already sleeping rough with swift support tailored to their individual circumstances.
 - c. Recovery – Supporting people in finding a new home and rebuilding their lives.
 - d. Systems – Look at blockages in the referral system and how we better connect the system to provide effective solutions faster.
6. The spread of COVID across the world brought unprecedented challenges and everyone was called upon to play their part to reduce its spread and save lives by responding to the coronavirus outbreak and support the most vulnerable. During lockdown, presentations of people sleeping on the streets kept happening.
 7. Between 2020-2022 this meant that services had to work flexibly around processes whilst working from home and home schooling. Front line outreach services in Norwich faced limited resources (such as bespoke accommodation or drug rehabilitation programmes), lack of face-to-face appointments, and many other obstacles that we had to overcome in one way or another. Other challenges during these times meant that the local authority, hotels and hostels have accommodated people who would normally and otherwise be ineligible for support (due to, for example, behaviour or risk to others) making judgements based on risk to life.
 8. The pandemic also brought an unprecedented number of ‘new-to-the-streets’ presentations for a variety of reasons outlined in the strategy.
 9. To inform the strategy, we looked at data gathered as part of the national annual streetcount, as well as data gathered by the Pathways service. We also worked closely with our partners in the supported accommodation sector and other stakeholders in the Pathways operational meeting and other multi-agency meetings. For example, while numbers seen on the annual streetcount have dropped, this is as a result of increased ‘direct access’ provision (such as the Somewhere Safe to Stay Hub funded by Norwich City Council through government grant-funding) and shows that Norwich is a ‘flow city’, receiving high amounts of new rough sleepers. This helped inform our Prevention priority.

Consultation

10. Initial work with the Norwich Co-production Alliance (a group of people with lived experience of rough sleeping) helped to influence our strategy, and they were also invited to consult on the final document.
11. The Rough Sleeping Strategy went to the Portfolio Holder and Interim Executive Director of Housing and Community Safety before going out for external consultation and was amended with their changes. The Strategy went out for external consultation, including on the Council’s website, between Monday 11th September and Friday 20th October. The strategy was also presented to the Tenant Involvement Panel on Thursday 28th September to positive feedback.

Organisation	Suggestions	Changes made to Rough Sleeping Strategy	Reason
St Martins Housing Trust	<ul style="list-style-type: none"> • Availability of Move-On Accommodation • Mental Health support 	None	<p>Good work already goes on operationally around Move-On with the Norwich Accommodation Meeting, and the focus on long-term and revolving door cases will address blockages in the hostel system.</p> <p>As above, much existing work surrounds improving access to Mental Health support, particularly through the links to NSFT with the Pathways service. Again, the focus on long-term cases will include work around Mental Health support.</p>
YourOwnPlace	<ul style="list-style-type: none"> • Social housing tenants not knowing how to access support – publicization can be improved • NRPF clients struggle to access anything besides the precarious private rented market 	None	<p>While some prevention work will cross over with work with social housing tenants, the focus of this strategy must remain rough sleeping. The ‘no wrong door’ approach encapsulated by the Pathways service ensures that rough sleepers can access the appropriate services, and the outreach team can publicise services to rough sleepers.</p> <p>NRPF clients are an existing focus of this strategy.</p>
MAP	<ul style="list-style-type: none"> • The barriers faced by refugees exiting Home Office accommodation who do have 	None	Operational work is already ongoing to work with this cohort, but this remains more of an issue for wider homelessness services than for rough

	recourse to public funds.		sleeping services specifically. Many of the barriers faced are already addressed by intensive support from existing rough sleeping services when refugees are found rough sleeping.
Adult Safeguarding Board	<ul style="list-style-type: none"> • Highlighting the risk and harm that rough sleeping exposes a person to. 	Yes	Changes made to slide 10 of the strategy to make the wording directly reference safeguarding.
Magdalene Group	<ul style="list-style-type: none"> • Pathways for 'hidden homeless' people • Provision of gendered services 	None	<p>Pathways for the 'hidden homeless' are not the focus of this strategy, which focuses on rough sleepers. Work has been done operationally to ensure that services (including Pathways) are not missing the most vulnerable hidden homeless and are able to work with them.</p> <p>Gendered services exist in Norwich.</p>

Implications

Financial and resources

12. All proposals within this report will be met with existing resources.

Legal

13. We are required to meet our statutory obligation to produce a Homelessness and Rough Sleeping strategy.

Statutory considerations

Consideration	Details of any implications and proposed measures to address:
Equality and diversity	As per the Equality Impact Assessment, equality and diversity implications will be positive for rough sleepers (see appendix B)

Consideration	Details of any implications and proposed measures to address:
Health, social and economic impact	Rough sleeping is known to have a serious negative effect on the health of individuals, as shown by previous Health Needs audits. Rough sleeping is also known to create a significant cost to other statutory and voluntary agencies. By addressing Rough Sleeping the strategy will address these considerations.
Crime and disorder	We will continue to work with our partners in the Norfolk County Community Safety Partnership, particularly through the new Safer Norwich Board. A key focus of the Rough Sleeping Strategy is to work in partnership with multiple agencies, voluntary groups, and services to ensure we can support the most long-term disadvantaged individuals to address their multiple needs.
Children and adults safeguarding	Rough sleepers are disproportionately likely to be victims of harm or abuse, and by improving our interventions we can better safeguard them.
Environmental impact	N/A

Risk management

Risk	Consequence	Controls required
Operational –	As we commission the outreach service and direct access accommodation, it would leave the sector without a clear direction from Norwich City Council.	By adopting the strategy these risks are mitigated.
Legal –	We have a statutory duty to respond to homelessness and as such we could risk not meeting this duty by not responding to rough sleeping.	
Reputational -	If the council failed to follow a clear strategic direction it is likely that rough sleeping would increase. This would be clearly against the council's corporate and strategic priorities.	

Other options considered

14. There are no other reasonable viable options.

Reasons for the decision/recommendation

15. Cabinet is being recommended to adopt the Rough Sleeping Strategy 2023-2028 to mitigate the above risks and provide a framework for best practice and a clear strategic direction to tackle rough sleeping in Norwich.

Background papers: None

Appendices:

Appendix A: Rough Sleeping Strategy: Prevention, Intervention & Recovery 2023-2028

Appendix B: Equality Impact Assessment

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Rough Sleeping Strategy: Prevention, Intervention & Recovery 2023-2028

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NORWICH
City Council

Introduction

This Rough Sleeping Strategy aims to provide a high-level overview of the work Norwich City Council is doing in partnership with a broad range of national and local agencies to support people who are sleeping rough on our streets.

Our Rough Sleeping Strategy for 2023-28 was developed following the careful review of our previous strategy and the success and challenges we experienced through the pursuit of our previous targets.

Our priorities for the next 5 years are:

- **Prevention** – Understanding the issues that lead to rough sleeping and working to address them before people are forced to sleep on the street.
- **Intervention** – Helping those already sleeping rough with swift support tailored to their individual circumstances.
- **Recovery** – Supporting people in finding a new home and rebuilding their lives.
- **Systems** – Look at blockages in the referral system and how we better connect the system to provide effective solutions faster.

Despite the substantial progress we have made around the issue of rough sleeping in Norwich, a lot has changed since the publication of our previous strategy. The key challenges posed by the Covid-19 pandemic and the cost-of-living crisis, coupled with the continuation of the challenges faced by those with no recourse to public funds and individuals experiencing multiple disadvantage, mean we have had to re-evaluate our approach.

Our new Rough Sleeping Strategy for 2023-28 outlines the actions we will take to promote the prevention, early intervention and recovery of residents sleeping rough and how we will work with external partners to improve and better connect the systems we all use, to facilitate improved access to services for this particularly vulnerable group of people within Norwich.

What is rough sleeping?

Rough sleeping is the most visible and personally damaging form of homelessness. It is an unfortunate reality within Norwich that simply cannot be ignored. We believe that, with the right support, it is possible for everyone sleeping rough to turn their lives around, even when they face multiple and deep-rooted problems, such as mental illness or addiction.

The damaging and long-lasting impacts of sleeping rough are well known. The longer someone sleeps rough on our streets, the more harmful and dangerous their situation becomes for them. Our understanding of the negative consequences of prolonged rough sleeping have led Norwich City Council to concentrate our efforts to prevent entrenched rough sleeping and where possible support individuals to avoid sleeping rough in the first place by assisting them to resolve the problems that can lead to destitution.

People often underestimate the risks and dangers of sleeping on the streets. Examples of such negative impacts include:

- Sleeping on the street is dangerous and severely impacts people's mental and physical health.
- People sleeping out are at significant risk of becoming victims of violence, anti-social behaviour and other crimes.
- The longer people spend without appropriate shelter, the longer it is likely to take them to recover from that situation.

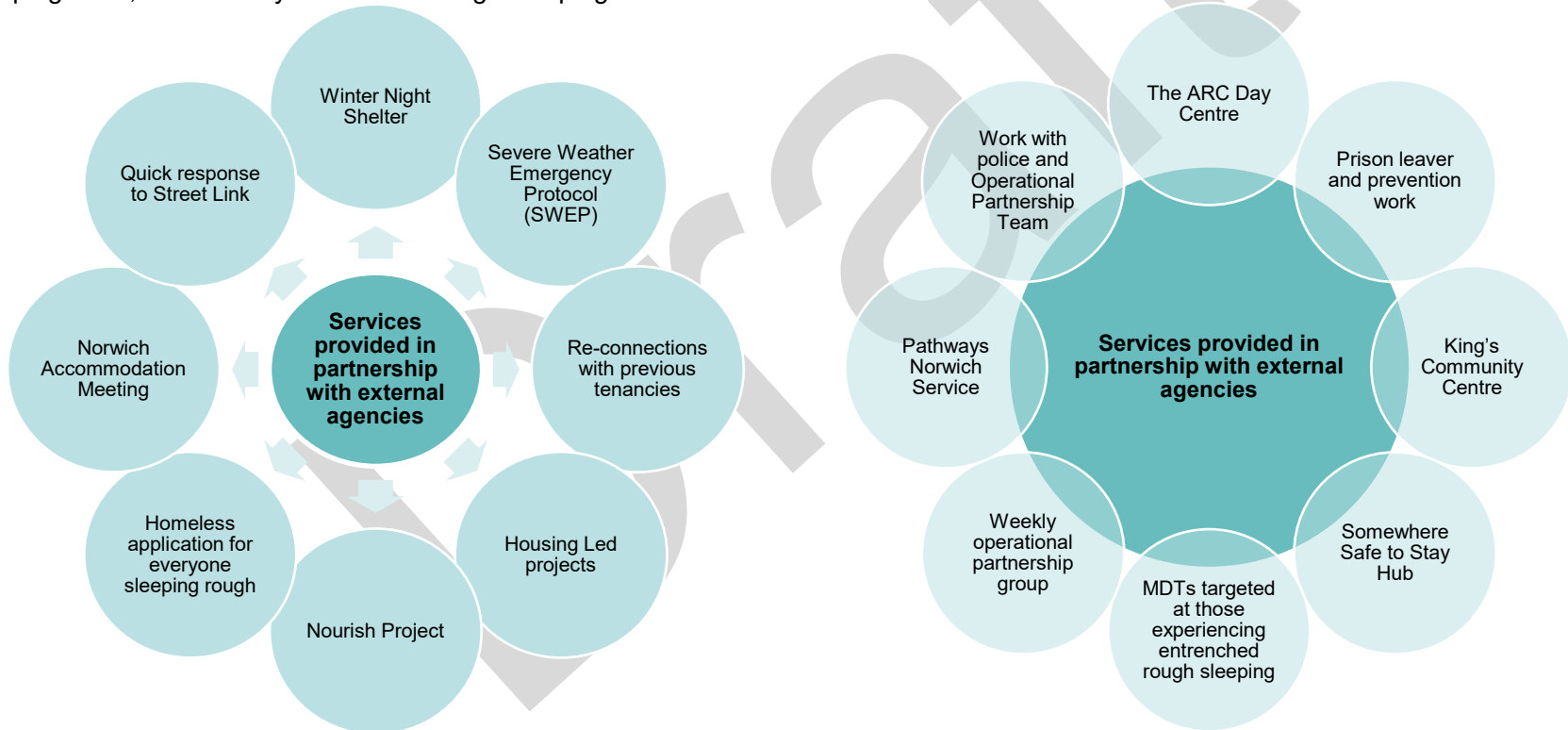
People who are sleeping on our streets should be provided with the appropriate options and support, so that they no longer remain in their perilous situations. In addition to the dangerous, frightening and isolating position which severely impacts the health of those sleeping rough, street homelessness can have a detrimental effect on local communities and should never be seen as a lifestyle choice. At Norwich City Council we believe everyone has the capacity to recover and sustain a life away from the streets.

Local picture

Norwich City Council was recognised by the Government as a 'Gold Standard Authority' - One of only 14 gold standard homelessness and prevention services in the country. Norwich is described as a flow city which results in a constant presentation of individuals who end up sleeping rough. This results in services being stretched in order to meet the demand and standard that is expected in response to rough sleeping in the city. This position is recognised through the Rough Sleeper Initiative funding that we receive following a robust application process.

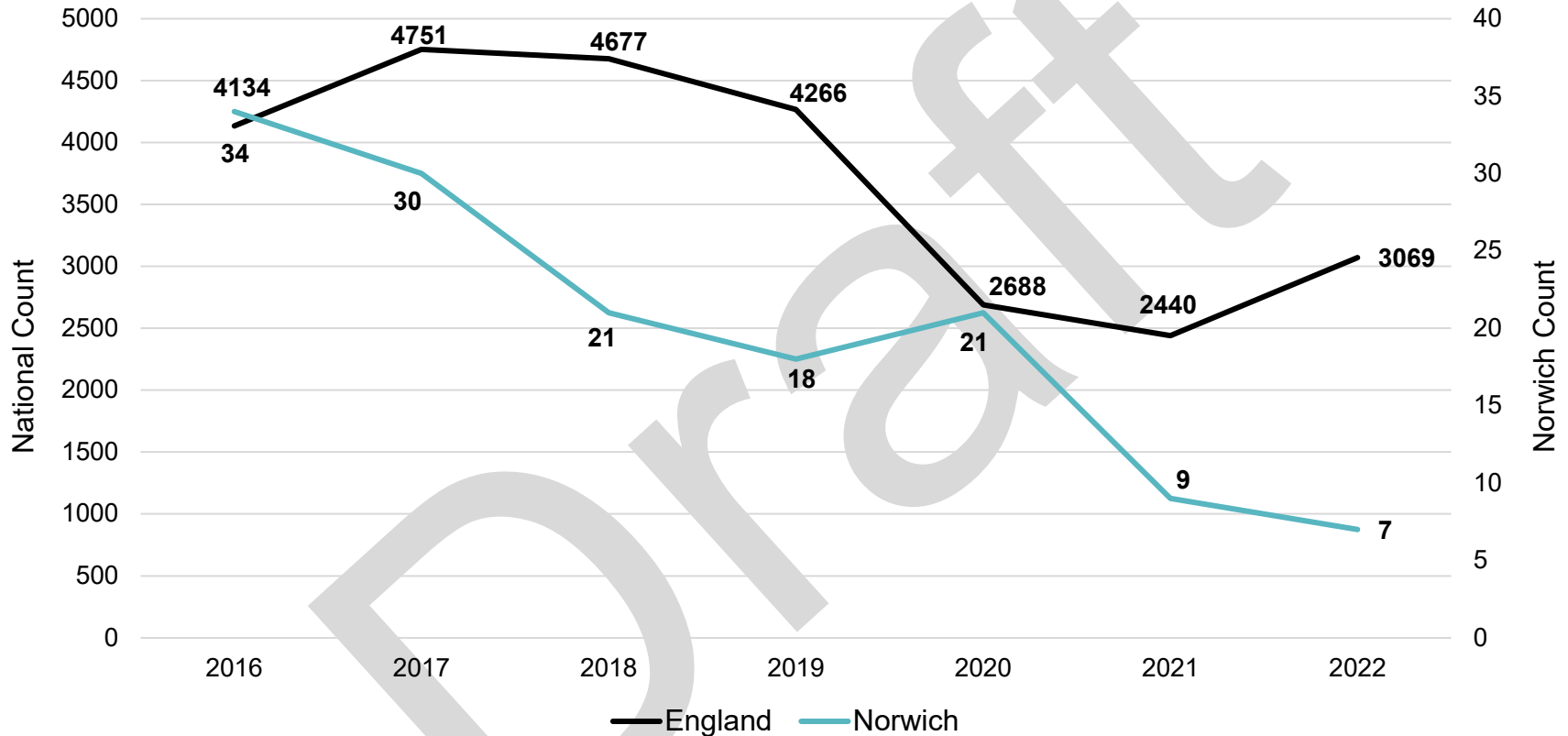


Within Norwich there are almost 600 beds in supported accommodation that are occupied by residents experiencing homelessness, including those who have slept rough. However, the offer in Norwich is not just about housing, there is strong focus on the support that individuals receive which is linked to their offer of accommodation. The council takes a proactive approach through the employment of a specialist rough-sleeping team, who actively co-ordinate rough sleeping and homeless services in Norwich.



Annual Counts - National & Local

Number of people sleeping rough counted on annual street counts in England & Norwich



The annual count-based estimates above are the combined numbers of people seen sleeping rough within local authorities (including Norwich) across England on a 'typical night' (A single date chosen by the local authority between 1 October and 30 November each year).

Key challenges

Pandemic:

The impact of the COVID-19 pandemic saw an unprecedented increase in first-time homelessness presentations. Such increase has been attributed to the impacts of the Government's furlough scheme, rising unemployment, relationship breakdowns (many involving domestic abuse) and people no longer having access to accommodation due to the lockdown and isolation / social distancing rules. This created additional pressure on the local authority and caused the demand for 1 bed social housing to rise to an unprecedented level.

No recourse to public funds (NRPF):

In Norwich we are committed to reducing rough sleeping for those with limited eligibility. Many Migrants, including asylum seekers, are subject to the NRPF rule. This means they cannot access state benefits in the UK and makes it difficult for them to secure housing through the local authority. Norwich continues to see an increasing number of presentations that are destitute on our streets. There is a clear need to continue building our understanding of how our partners who work closely with Norwich City Council, can be supported to provide additional resources as a result of this demand.

Cost-of-living crisis:

In the Summer of 2022, the UK saw the start of a cost-of-living crisis, which again has resulted in an increase in numbers of people sleeping rough for the first time. This number is expected to continue to rise as the cost of living in the UK remains high and local authorities and homelessness services across the country continue to report more first-time presentations of homelessness.

Long-term and multiple disadvantage:

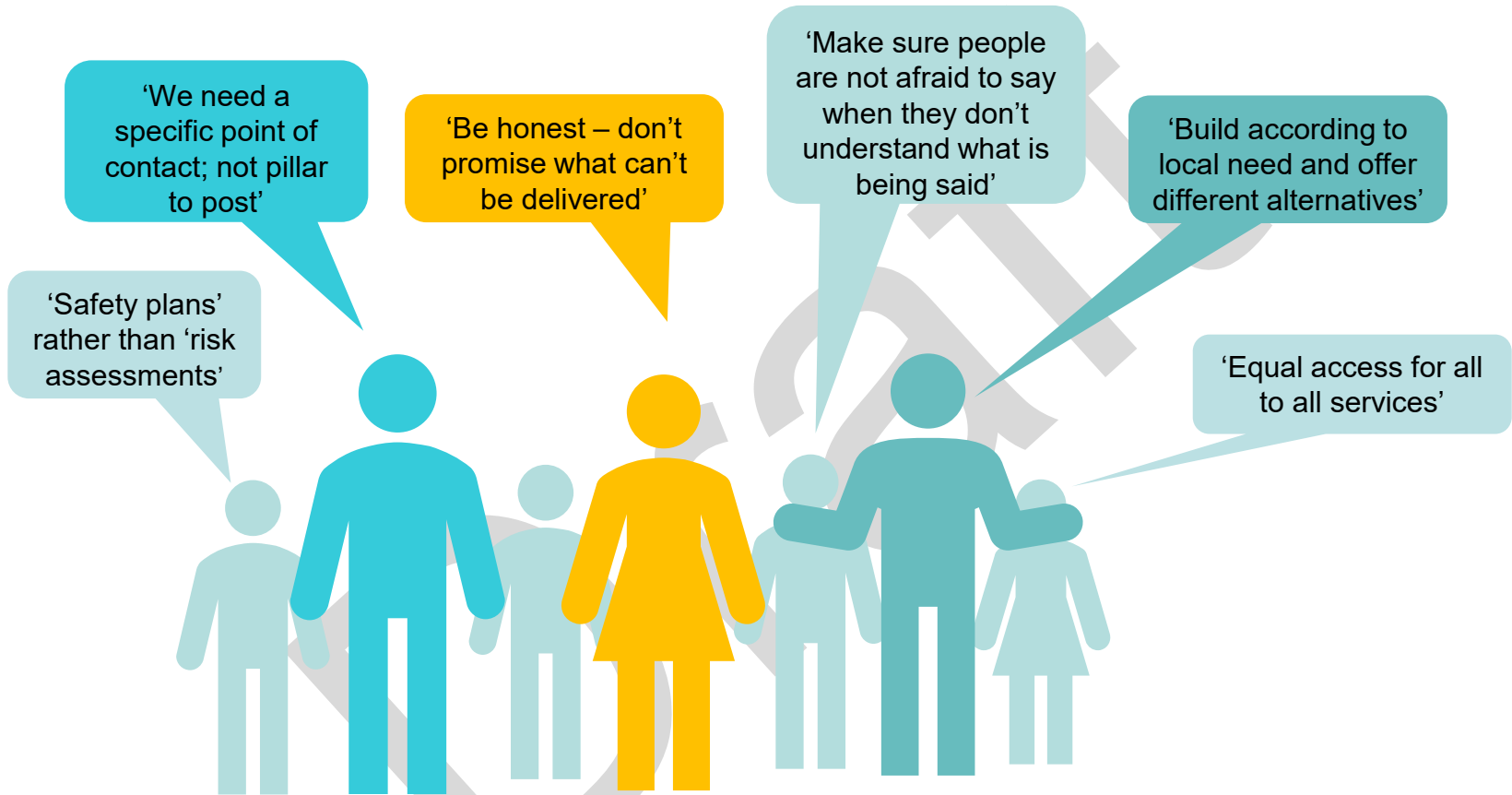
Homelessness is rarely just a housing need; some individuals who have been sleeping rough for a long time, the hidden homeless and those sofa surfing in unsafe accommodation, continue to struggle to engage with support to provide longer term accommodation.

These more complex cases require more help to move on from homelessness and rebuild their lives. Many of the individuals accommodated possessed care and support needs and had historically been in residential or supported housing due to their care needs. Increased cross-sector working is vital for the successful provision of support for those sleeping rough with additional or complex needs. Norwich City Council works in partnership with multiple agencies, voluntary groups, and services to ensure we can support individuals to address their multiple needs.

Achievements of previous strategy

1. Reduce the number of people sleeping rough on our streets and where possible develop interventions to stop it from happening in the first place	Worked with our partners in the Operational Police Team to help prevent and reduce rough sleeping
	Created better links with faith and charitable organisations in the area
	Released several positive media releases during COVID and the 'Everyone In' programme
	Updated database of services that work with people who are street homeless
2. Actively case manage people sleeping rough who are reluctant to engage (with help available) by using an assertive outreach model	Increased holistic wrap-around support from specialist support providers into supported housing
	Work with commissioners to help provide a post detox (dry house) facility in Norwich
	Introduction of the Housing First model
3. Make the best use of our supported housing system to help people move away from homelessness for good	Created an evidence base with agencies and commissioners for supported housing requirements (including specialist needs)
	Reviewed the greater Norwich hostel move-on agreement
	Worked with commissioners and providers to help adopt the new funding scheme for supported housing
	MEAM evaluation conducted by Cordis Bright

The voice of lived experience



The Norwich Coproduction Alliance was established to facilitate two-way dialogue with our homelessness service users, to ensure we are developing and improving our service offer in a way that benefits from hearing the voices and views of those with lived experience of homelessness and rough sleeping.

Actions for the 2023-28 strategy



Publicise

Publicise homelessness, housing advice and support services especially amongst hard-to-reach groups such as people sofa surfing and the wider public



Influence

Influence future commissioning of services for people who are homeless so that we can improve their health and wellbeing outcomes



Identify

Identify people at risk of rough sleeping earlier, especially those people who are sofa surfing through better monitoring of housing advice contacts



Connect

Forge closer links with organisations who can provide humanitarian help to people who are destitute and have no recourse to public funds



Specialise

Work with our partners who specialise in substance misuse and mental health services to increase engagement with people who are street homeless



Engage

Work with our partners to develop a protocol for people who are difficult to engage due to complex needs



Develop

Pool training opportunities for supported housing staff across providers

Key success measures for 2023-28

Priority: Prevention	How will we know it's working and measure success:
<ul style="list-style-type: none">• Review of the Norwich hostel eviction model• More support for marginalised / disadvantaged groups• Improvements to discharge from institutions• Targeted prevention in relation to the cost-of-living crisis	<ul style="list-style-type: none">• Decrease in number of people evicted from the hostel system.• Increased access to rights, resources, and opportunities to enable services to adequately deal with vulnerable groups.• Effective prevention that ensures that individuals staying in state institutions are supported into accommodation and not onto the streets should see this indicator reduce over time.• Emphasis on working with those in more vulnerable groups, to offer support to individuals in tenancies and shared accommodation.
Priority: Intervention	How will we know it's working and measure success:
<ul style="list-style-type: none">• Create a post within NCC to work alongside partners to deliver targeted services for those with NRPF• Support the introduction of a more targeted outreach model and review the 'off the street offer'.• Introduce a Local connection protocol. To link into re-connection role.	<ul style="list-style-type: none">• Gain a deeper knowledge of the cultural matters that lead to rough sleeping for those with limited eligibility.• Reduction in number of people becoming entrenched in rough sleeping (this means that they have been seen sleeping rough for 31 nights or more in a 3-month period), thereby reducing risk of abuse and harm.• Reduction of congestion in the hostel system with individuals unable to evidence a 2-year local connection to enable Move-On.

Key success measures for 2023-28

Priority: Recovery	How will we know it's working and measure success:
<ul style="list-style-type: none"> • Introduce a Trauma Informed approach for all frontline staff. • Encourage good representation from statutory partners and wider homelessness services at multi-disciplinary team meetings. • Increase the number of Housing Led projects 	<ul style="list-style-type: none"> • Develop an enhanced toolkit for staff working with complex clients and marginalised groups. • Establish a formal agreement with partners that requires statutory attendance similar to the Multi Agency Risk Assessment Conference meetings (MARAC). • Continued provision of tailored outcomes to ensure individuals are provided with appropriate accommodation and support around complex needs.
Priority: Systems	How will we know it's working and measure success:
<ul style="list-style-type: none"> • Develop an Encampment policy to effectively manage encampments in the City. • Panel to discuss 'most serious complex cases • Introduce a set of KPI's to better monitor the effectiveness of our efforts to prevent rough sleeping in Norwich. • Work more closely with hostels to reduce hostel silt up 	<ul style="list-style-type: none"> • Introduce a multi-agency approach to ensure there is a consistent and rapid response to dealing with tents and encampments in the city. • Source and offer bespoke accommodation options for individuals facing multiple disadvantage and barriers to homelessness and health services. • Effective reporting of numbers of those sleeping rough. • Reduction in hostel congestion as a result of effective management of the Hostel Move-on agreement and exploration of alternative Move- on options.

Governance

Oversight

This strategy will be reviewed annually by the council's Portfolio Holder for housing and community safety and Head of Housing.



Engagement

We will engage partners in the formulation and development of actions where relevant and gather their feedback post-implementation.
We will engage with the Norwich Coproduction Alliance to ensure we include the voice of those with lived experience.



Monitoring

Norwich City Council's Councillors and Leadership team will be appraised of progress regularly.
Monitor the delivery of the Rough sleeping strategy and its key success measures.



Review

We will review the Strategy every 3 years to ensure it remains fit for purpose.

Relevant policies & legislation

Rough sleeping strategy: prevention, intervention, recovery:

[Rough sleeping strategy: prevention, intervention, recovery - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/rough-sleeping-strategy-prevention-intervention-recovery)

Ending rough sleeping for good

[Ending Rough Sleeping for Good \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/policies/ending-rough-sleeping-for-good)

Rough sleeping initiative funding allocations

[Rough Sleeping Initiative: 2022 to 2025 funding allocations - GOV.UK \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/policies/rough-sleeping-initiative-2022-to-2025-funding-allocations)

Rough sleeping accommodation programme

[Rough Sleeping Accommodation Programme: Prospectus and guidance \(outside of Greater London\) \(publishing.service.gov.uk\)](https://publishing.service.gov.uk/government/policies/rough-sleeping-accommodation-programme-prospectus-and-guidance-outside-of-greater-london)

Single homeless accommodation programme

[Single Homelessness Accommodation Programme: prospectus and guidance \(outside of Greater London\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/single-homelessness-accommodation-programme-prospectus-and-guidance-outside-of-greater-london)

Health matters: rough sleeping

[Health matters: rough sleeping - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/policies/health-matters-rough-sleeping)

Equality Impact Assessment

What is being assessed	Rough Sleeping Strategy 2023-2028	Status	First assessment of new proposal
Officer completing	Joe Morris	Role	Business Support Officer
Team	Housing and Community Safety	Directorate	Communities
Senior leadership team sponsor	Chris Hancock	Role	Acting Head of Housing and Community Safety

What are the main aims or purpose of the policy, practice, service or function? *(include links to project briefs, cabinet reports etc)*

The aim of the refreshed Rough Sleeping Strategy for 2023-28 is to provide a high-level overview of the work Norwich City Council is doing in partnership with a broad range of national and local agencies to support people who are sleeping rough on our streets.

How does it fit with other services and policies, and how does it support our [corporate objectives](#) and [City Vision](#)?

The Rough Sleeping Strategy runs alongside our statutory duty to relieve and prevent homelessness. The strategy helps to meet the ‘People live independently and well in a diverse and safe city’ and ‘Norwich has the infrastructure and housing it needs to be a successful city’ corporate priorities.

What is the reason for the proposal or change (financial, legal etc)? *The Equality Act requires us to make this clear.*

To update the previous strategy (2017-2022).

To develop this strategy for 2023-28 we have reviewed the priorities of the last 2017-22 strategy. This strategy refresh highlights our ambitions and the actions we will take to embed an approach to tackling rough sleeping, through improvements to our preventative and early intervention efforts to support those at risk of or currently experiencing rough sleeping.

Who implements, carries out or delivers the policy, practice, service or function? *(person/team/body and other organisations who deliver under procurement or partnership arrangements)*

The strategy will be implemented by Norwich City Council’s Rough Sleeping Team within Housing Options, as well as our grant-commissioned Pathways services and voluntary sector partners.

What outcomes do we want to achieve, why and for who?

A reduction in rough sleeping within Norwich. People who are sleeping out should be provided with the appropriate options so no-one should have to stay on the streets. Sleeping outside is dangerous, frightening and isolating and severely impacts on people’s health. It can have a detrimental effect on communities.

Despite the substantial progress we have made around the issue of rough sleeping in Norwich, a lot has changed since the publication of our previous strategy. The key challenges posed by the Covid-19 pandemic and the cost-of-living crisis, coupled with the continuation of the challenges faced by those with no recourse to public funds and individuals experiencing multiple disadvantage, mean we have had to re-evaluate our approach.

Our new Rough Sleeping Strategy for 2023-28 outlines the actions we will take to promote the prevention, early intervention and recovery of residents sleeping rough and how we will work with external partners to improve and better connect the systems we all use, to facilitate improved access to services for this particularly vulnerable group of people within Norwich.

Will anyone be disproportionately affected by the programme, and/or will it create any benefits? (customers, employees, groups in the wider community etc)

We will ensure a tailored service for all those who are sleeping rough, accounting for protected characteristics. It will create benefits by reducing and preventing rough sleeping, and we have a particular strategic focus on those facing No Recourse to Public Funds conditions, who are frequently disadvantaged.

If yes, complete the relevant sections below for any benefits and adverse impacts identified.

Affected group	Key findings from analysis of data and evidence. Identify any gaps in data here	Level & type of impact: low/medium/high, positive/adverse	Justifiable if adverse	Actions to mitigate impacts, maximise benefits or address identified gaps in data	By when
Age	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A

Equality Impact Assessment

Disability	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Gender reassignment	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Marriage and civil partnership	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Pregnancy and maternity	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Race/ethnicity	There is a key strategic commitment to ensure that migrant and asylum seekers who are sleeping rough are assisted.	Medium - positive	N/A	We will work closely with our partners in Norfolk County Council and the VCSE sector to target our support and gather/share relevant data.	2028
Religion and belief	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Sex/gender	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Sexual orientation	N/A – falls within normal provision	No impact identified	N/A	N/A	N/A
Other groups – Rough sleepers	Data gathered as part of the annual streetcount has shown that the numbers of people sleeping rough in Norwich have dropped, but that we have high numbers of new people sleeping rough ('flow') and hard-to-reach clients. This has informed our strategic priorities.	High - positive	N/A	We have brought partners into the Pathways consortium who are in a good position to work with some of our hard-to-reach clients. Our strategic priorities will inform the way our Pathways service operates and the data they report back to us.	2028
What evidence and data has been used for this assessment, including community engagement and consultation? (include links to data sources, consultations etc)					

Equality Impact Assessment

The data used is the data collected by the Pathways service (particularly the outreach team) as well as our regular Delta submissions on our Rough Sleeping Initiative funded roles. We have also worked closely with our partners in the supported housing sector to establish priorities, and have been informed by the Norwich Co-Production Alliance to capture the voice of those with lived experience.

Initial work with the Norwich Co-production Alliance (a group of people with lived experience of rough sleeping) helped to influence our strategy, and they were also invited to consult on the final document.

The Rough Sleeping Strategy 2023-2028 went out for external consultation, including on the Council's website, between Monday 11th September and Friday 20th October. The strategy was also presented to the Tenant Involvement Panel on Thursday 28th September.

Relevant changes were made to the strategy following receipt and review of this feedback.

How has the equality impact assessment informed or changed the proposal?

Our proposal was already in line with our Equality Act duties.

What actions have been identified going forward?

We have committed to focussing on clients with No Recourse to Public Funds conditions and improving our offer to them. We have also committed to continuing to work in line with best practice for all groups with protected characteristics.

How will the impact of your proposal and actions be measured moving forward?

As outlined in the strategy itself, the strategy will be reviewed annually by the council's Portfolio Holder for housing and community safety and Head of Housing, with more formal reviews taking place every 3 years to ensure it remains fit for purpose.

Norwich City Council's Councillors and Leadership team will be appraised of progress regularly.

Monitoring of demographic data gathered by the Pathways outreach team and wider Pathways service, as well as our Housing Options team.

Officer completing assessment	Joe Morris	Date	11/10/2023
Senior leadership team sponsor	Chris Hancock	Date	20/10/2023

Equality Impact Assessment



Equality lead (strategy team)	Emma Smith / Joe Siggins	Date	06/11/2023
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