

North Devon Council's Enhanced Rough Sleeper Service

Temporary Accommodation Support Service Specification

Rough Sleeper Definition:

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 streets, in tents (inappropriate use of tents), doorways, parks, bus shelters or in encampments). People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or "bashes").

Service Description

The Rough Sleeper Service has been delivered in North Devon District Council's (NDDC's) area since 2008. NDDC currently employs a full time Rough Sleeper Housing Specialist, a full time Anti-Social Behaviour Officer (ASB), a full time Community Safety Officer and a Service Lead, Housing Vulnerable Persons and Community Safety who oversees the Rough Sleeper Service.

Clients are usually those who are currently experiencing rough sleeping, have a history of periodic rough sleeping, those in rough sleeper temporary accommodation, or, those that are imminently facing rough sleeping. Last year, NDC provided services to 246 new rough sleeper cases. Those rough sleeping in NDDC on any one night are estimated to be 15, in accordance with our DCLG submission returns.

The majority of these individuals are single homeless individuals (over 18 years old). They can often have multiple issues and/or complex needs but may still fall outside statutory thresholds meaning they have not met statutory homeless definitions thus categorising them as 'non-statutory' individuals.

Accommodation needs are usually resolved initially with specialist rough sleeper temporary accommodation and following this access to the private rented sector, existing supported housing projects or social housing.

The Northern Devon Hub (a multi-agency group consisting of NDC, TDC, Together-Drug & Alcohol specialists), Probation, the Police, NHS Physical Health, DPT Mental Health, Devon & Cornwall Police, the voluntary sector and supported accommodation providers) coordinates access to specialist supported accommodation for those with multiple issues and/or complex needs. The range of accommodation provides a pathway to prevent or alleviate homelessness. There are currently 35 rooms over multiple houses across the two districts.

In addition to this there are other supported accommodation options available across Northern Devon but these fall out of the remit of any commissioned / ring-fenced / accommodation with nomination rights.

The main aims of the enhanced Rough Sleeper Service are:

1. To provide effective outreach services to prevent the flow of rough sleepers
2. To either be supporting or to quickly re engage with clients who are likely to lose their accommodation (returners)
3. To quickly identify accommodation solutions to those faced with rough sleeping (prevention)
4. To identify, mental ill-health, physical health needs and substance misuse and to either offer practical therapeutic support or signpost clients to effectively address this
5. To provide enhanced outreach services to street rough sleepers to enable access to specialist supported accommodation pathways or alternative appropriate accommodation
6. To provide enhanced multi-agency interventions in specialist rough sleeper accommodation to enable faster and more sustainable move on, offering accommodation to a greater number with less waiting time
7. To show a commitment to following any agendas set by MHCLG in relation to Rough Sleeper Prevention & Recovery (RSPRG) and flexing services to meet current service demands
8. To show a commitment to provide flexible specialist accommodation to meet current service demands for some of our most complex clients to

improve flow rate through the existing provision and prevent a revolving door scenario

9. To follow NDC's vision, which is to prevent rough sleeping, and where this is not possible reduce the length of time somebody spends on the streets and make it non recurrent.

Defining the service specification for the additional Temporary Accommodation Provision and Support within the Enhanced Rough Sleeper Service

1. To provide additional units of temporary accommodation and support over and above the units funded by the NSTF Grant.
2. To engage with pod clients to ensure a seamless transition into other forms of temporary accommodation.
3. Where possible ensure that all placements are sustained and clients are supported to move onto the next stage of their housing journey whether this be through supported accommodation or independent living
4. To ensure a comprehensive assessment of each client is undertaken using the Northern Devon Hub assessment form and additional agency specific forms to understand and identify how specific stated needs can be met
5. To undertake referrals for additional support services where appropriate
6. To offer advocacy support where appropriate, such support to include court appearances, medical assistance, benefit support etc
7. To offer flexible support with the ability to respond quickly to the diverse range and changing needs as the client achieves goals and backward steps/relapse
8. To only accept referrals from North Devon Council and more specifically the North Devon Council Rough Sleeper Service.
9. To deliver the accommodation and support service in accordance with regulations and best practice.
10. To provide updates to the Enhanced Rough Sleeper Service on clients' progress or if with any issues affecting their accommodation.

11. To update the Rough Sleeper Service Lead immediately should there be any issues such as an eviction being considered.
12. To build and maintain strong working relationships with key partners and stakeholders and share information as appropriate

Minimum Requirements of the Temporary Accommodation and Support Service within the Enhanced Rough Sleeper Service through winter pressure funding.

1. The service will commence on the 27th January 2025 and will continue to support all temporary accommodation residents beyond March 2025 until funds are utilised or until residents have moved on into an alternative placement.
2. To provide between 3-6 additional units of temporary accommodation and support to meet the demand and need of Rough Sleeper Service.
3. To receive service requests from NDC's Housing Officers and/or Rough Sleeper Outreach workers
4. To respond to service requests in a timely manner allowing appropriate time allocation for crisis cases
5. To work with an integrated approach
6. To provide cover in times of planned and unplanned absence (where this is not achievable, this must be declared, and conversations must immediately take place)
7. To accurately record cases details and outcomes, sharing these in agreed format and periodic intervals with the Northern Devon Hub
8. To attend weekly tasking meetings for the Enhanced Outreach service

The minimum requirements for any worker appointed to the Temporary Accommodation and Support Provision:

- Must have relevant experience of working with Rough Sleepers in both an in-reach and outreach capacity
- Must have experience of assessing clients' needs and working with adults with complex needs who may be isolated or withdrawn

- Experience of organising and chairing multi-agency meetings
- Experience of dealing with moderate exposure to health and safety risks associated with meeting the client group
- Will have an enhanced DBS check

Recording Requirements

1. Capture baseline data which should include at minimum; clients name, date work started, types of interventions used, other agencies involved and level of engagement
2. Consider project impact and cost savings to inform future funding
3. Consider project approach to design future service deliver

Desired Outcomes of the Service:

1. To prevent clients rough sleeping where possible
2. To reduce the flow to rough sleeping through prevention activity
3. To reduce revolving door clients through clear identification and client focused solutions
4. To reduce the time rough sleepers spend on the street
5. To improve access to appropriate accommodation
6. To improve sustainable move on
7. To improve waiting times to access appropriate accommodation
8. To collectively look at personalised, person centred interventions for rough sleepers, those at risk of rough sleeping
9. To respond to the changing needs of rough sleepers and those faced with rough sleeping
10. To provide a range of accommodation options at varying levels of need to meet service demand and having flexibility to respond to changes in landscape
11. To show a commitment to reducing evictions through enhancing support packages and making managed moves to avoid preventable evictions

- 12.To improve the extended health outcomes of rough sleepers and, as a consequence, reduce access to A&E and wider health services
- 13.To increase community safety by reducing criminal justice and other court costs
- 14.To share knowledge and best practice surrounding work with rough sleepers.