

North Devon Council's Enhanced Rough Sleeper Service

Welfare Support Outreach and In-Reach 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 Welfare Support Outreach and In-reach roles

- To engage with clients who have rough slept for a number of months or are revolving door clients and who are considered to be complex in order where possible to effect sustainable long term change
- To deliver a holistic and flexible service to meet the needs of rough sleepers working within a person centred approach, be non-judgemental and demonstrating creativity and innovation
- To establish and maintain strong, effective (not exclusive) relationships with rough sleepers including those in accommodation and health and welfare professionals from a range of statutory and voluntary sector organisations
- To provide continued and consistent contact with clients ensuring any welfare concerns are highlighted and escalated
- To support a case load of shared clients, some of whom may have multiple and complex needs
- To support the smooth running of the Freedom Day Centre
- To work with an emphasis on preventative work, in order to prevent heavy use of crisis intervention services
- To undertake weekly (at minimum) 'street work' alongside NDC's Rough Sleeper Outreach Workers and additional Enhanced Rough Sleeper Service team members
- To support and be part of Pod breakfasts on a regular basis
- To undertake referrals for additional support services where appropriate
- To offer advocacy support where appropriate, such support to include court appearances, medical assistance, benefit support etc

- To provide advice and assistance in accordance with policy including NDC Homelessness Prevention policies
- To deliver services in accordance with legislation and guidance
- As and when required assist the Housing Officer to gather evidence and information as part of their homeless assessment enquiries and with colleagues to prevent and relieve homelessness
- To support the delivery of the Severe Weather Emergency Protocol in accordance with local policy and national guidance
- To work with individuals to build community ties through the engagement opportunities of meaningful activities with a view to moving them towards becoming economically active and empowered

Minimum Requirements of the Welfare Outreach and In-reach Service

The enhanced Rough Sleeper Outreach team will commence on the 01/04/2025. The minimum requirements of the role are:

1. To be able to provide the service for a 12 month period (01/04/2025 to 31/03/2026). Should further funding be made available from Central Government a service delivery review will take place to determine whether it is appropriate and still relevant to extend service delivery
2. To provide Outreach and In-reach Services using an SIA (Security Industry Authority Door Supervisor) Minimum requirement licenced member of staff (as detailed below) for 35 hours per week Welfare Officer one and 33 hours per week Welfare Officer two to meet the Rough Sleeper Service demand, which will require very early morning starts on some occasions and in addition some evenings / weekends during times of crisis and in agreement with Management
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 case details and outcomes, sharing these in agreed format
8. To attend weekly tasking meetings for the Enhanced Outreach service
9. To record updates as per NDC's requirements
10. The Rough Sleeper Welfare Outreach and In-reach Officers:
 - Must be physically able to cope with 'street work', including accessing remote and rural locations and regular early morning starts
 - Must have an active SIA Licence
 - Must have relevant experience of working with Rough Sleepers in both an in-reach and outreach capacity
 - Experience of dealing with moderate exposure to health and safety risks associated with meeting the client group
 - Will have an enhanced DBS check

NDC's Support

- NDC's Rough Sleeper Outreach workers will continue to assess new potential / actual rough sleepers using the Northern Devon Hub

Recording Requirements

- Capture baseline data via reports should include at minimum; clients name, date work started, types of interventions used, other agencies involved and level of engagement
- Consider project impact and cost savings to inform future funding
- Consider project approach to design future service delivery

Desired Outcomes of the Service:

- The Welfare Outreach and In-reach Officers will work in conjunction with the wider Enhanced Rough Sleeper Service with rough sleepers and other

eligible clients requiring support to engage in pathways into and through sustainable housing

- To prevent clients rough sleeping where possible
- To reduce revolving door clients through clear identification and client focused solutions
- To reduce the flow to rough sleeping through prevention activity
- To reduce the time rough sleepers spend on the street
- To improve the numbers assisted through specialist supported accommodation
- To improve sustainable move-on
- To collectively look at personalised, person centred interventions for rough sleepers, those at risk of rough sleeping
- To respond to the changing needs of rough sleepers and those faced with rough sleeping
- To improve the extended health outcomes of rough sleepers and as a consequence reduce access to A&E and wider health services
- To increase community safety by reducing criminal justice and other court costs
- To share knowledge and best practice surrounding work with rough sleepers.