

## Homelessness Reference Group

3.00 pm – 5.00 pm, Wednesday 7<sup>th</sup> May 2014

Satta Hashem Hall, Leicester Adult Education College, Wellington Street.

### Agenda

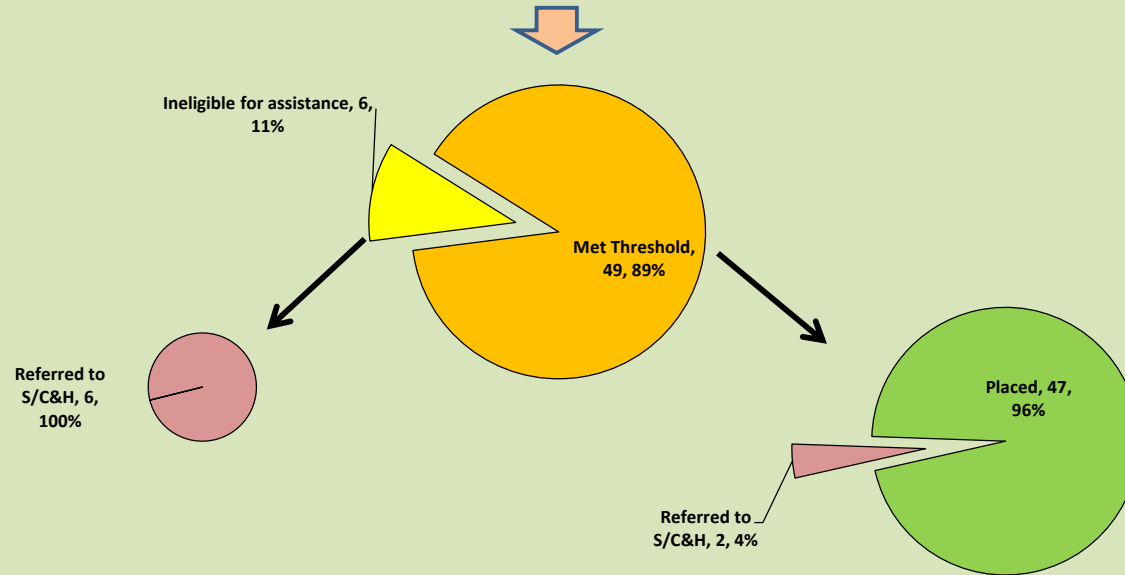
1.	3.00	<b>Introductions and apologies</b>	Martin Clewlow
2.	3.05	<b>Minutes of the meeting held on 5<sup>th</sup> February 2014</b> Paper A	Martin Clewlow
<b>Performance Reports Quarter 4 2013-14</b>			
3.	3.10	<b>Repeat Homelessness</b> Paper B	Julie Anderson / Jane Gray
4.	3.15	<b>Rough Sleeping</b> Paper C	Joe Murphy
5.	3.20	<b>Access to temporary accommodation</b> Data not yet available – this will be emailed after the meeting and people can ask questions or make comments by email.	Martin Clewlow
6.	3.20	<b>Households prevented from becoming homeless following housing advice and support</b>	Caroline Carpendale
7.	3.25	<b>Overall Homelessness Performance</b> Paper D	Martin Clewlow
<b>Topics</b>			
8.	3.30	<b>What works in hostels to prevent future homelessness?</b>  <b><u>Presentations</u></b>	<ul style="list-style-type: none"> <li>• Rebecca Harrington / Myron Hinds P3</li> <li>• Karen Purewall Action Homeless</li> </ul>
9.	3.50	<b><u>Discussions</u></b> at each table:  <i>What good practice ideas should / could be used more widely in hostels or in providing support generally to homeless people?</i>	All
10.	4.10	<b><u>Feedback</u></b> from discussions and decide any actions.	Martin Clewlow
11.	4.25	<b>Client Survey 2014</b>  Update Paper E	Salma Ravat One Roof Leicester
12.	4.45	<b>Evaluation of Homelessness Reference Group meeting on 5<sup>th</sup> February 2014</b>  Paper F	Cathy Carter
13.	4.50	<b>Any other business</b>	Martin Clewlow

	<p><b>Future meetings 2014</b></p> <p><b>Wednesdays 3.00 pm – 5.00 pm</b></p> <table><tr><td><b>Meeting</b></td><td><b>Report deadline (to Cathy)</b></td></tr><tr><td>6th August</td><td>25<sup>th</sup> July</td></tr><tr><td>5th November</td><td>24th October</td></tr></table> <p>Items to be planned in:</p> <ul style="list-style-type: none"><li>• Impact of welfare reform</li></ul>	<b>Meeting</b>	<b>Report deadline (to Cathy)</b>	6th August	25 <sup>th</sup> July	5th November	24th October	Martin Clewlow
<b>Meeting</b>	<b>Report deadline (to Cathy)</b>							
6th August	25 <sup>th</sup> July							
5th November	24th October							

# Families Requesting Temporary Accommodation From 01/01/2014 to 31/03/2014:

Version 1: 13/06/2014

Total: 55 Unique Families Requesting Temporary Accommodation:





# The chance for change



**ACTION**  
HOMELESS  
The chance for change

# An honest conversation

- Why had we succeeded when many had not?
- What was the difference?
- You listened to me – Gave me good advice – you were there when I was not having a good time
- The right spaces – things to do – culture and peers – you made me do things (Football & Gym) – and if I really needed help, I knew they would drop everything to help me – on my back constantly to do stuff I said I would
- I have also recognised through honest conversations my key worker had that I wanted and needed to changed

# Supported Housing Projects

## Commissioned Services

45 units of accommodation

- Mayfield House
- The Hollies
- Jarvis House

## Accommodation Assist

35 units of low support

- Evington House
- Avondale
- Oakfield
- Daneshill House
- Tichborne House
- Bridge House



**ACTION**  
HOMELESS  
The chance for change

# Domestic Violence & Women and Children

- Providing Safety and Security
- Children's Services Coordinator
- Support and Engagement Officer
- Quality accommodation
- Good access to local schools
- Good location for family support

**BRIDGE  
HOUSE**



**POSITIVE FUTURES FOR FAMILIES**

**ACTION**  
**HOMELESS**  
The chance for change



# Personalisation

- Support & action planning in 10 areas of health and wellbeing using the Outcome Star,
- 1 dedicated Support and Engagement officer who key works the client throughout your journey
- Case Management is person centred with personal outcomes goals and target
- Supports reflective behaviour practise, and problem solving can occur
- Variety of toolkits can be used that are tailored to the client and the clients abilities and understanding
- Toolkits provided include a range of additional services that enhance the support and ensure individuals have their own tailored plan towards their goals and aspirations

# Premises management

- Dedicated team of premise management and support
- Team cover Health, Safety and Security across both commissioned and non commissioned services
- Managing customers rent collection, admittances and leavers, 24 hour cover, maintenance and repairs.
- Performs Health and safety checks, manages security ensuring sites have house meetings and safety is maintained for all
- Manage Accommodation Assist referrals, assist applications for Housing Benefit and Move on arrangements
- Manage Empty Homes property management and rent collection

# Pathway Planning

## Stage 1

All New Admittance – Housing Assessment Action Plan  
1 to 7 days

## Stage 2

Journey and Support Planning  
1 to 14 days Journey Planner specific to the customer

## Stage 3

Progress and Support Planning  
1 to 4 months supporting specific customer outcomes  
Reporting progress to partners at 4-10-16weeks

## Stage 4

Reviews and Move on Plans  
3-4 months

# Engage Toolkits

- Home to our Support and Engagement Team
- Partnerships that give real opportunity to our residents while with us and once they have left
- Regular rolling calendar of events and opportunities created by and with residents using a variety of consultation tools
- Access to educational and developmental tools for customers at different stages of their personal development
- Working with peers and in group settings to develop real life & housing skills through tenancy & personal development programs
- with varied social activity and opportunity

engage'



**ACTION**  
HOMELESS  
The chance for change

# Creating opportunities



**MONEYWISE**

**NEXUS**  
Direction, Development & Discovery

**DNO**  
DOWN NOT OUT NEWS AGENCY

**ACTION**  
ON EMPTY HOMES  
Helping owners, housing tenants

**NSNO**  
No Second Night Out  
LEICESTER

**Action**  
TRUST



# Contact Us

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# Thank You



## **No Second Night Out – May 2014 update**

1. Since the 23 Dec 2014 32 individuals have been through the NSNO Pathway of which 23 were males (72%) and 9 females (28%).
2. The average age of those accessing the Pathway was 29 years and 8 months.
3. The average number of nights slept rough before entering the Pathway was 5 nights. 74% reported that they had spent less than 5 nights sleeping rough while 5% reported that they had spent 20 plus nights rough sleeping before entering the Pathway.
4. The average number of nights spent in an NSNO Dormitory Bed was 6 nights. This length of time was so high due to 5 individuals spending 10 plus nights and 3 individuals spending 20 plus nights on an NSNO Dormitory Bed.
5. Of the 32 individuals 13 had local connections and 19 did not. 23 were UK nationals, 8 were from the European Union and 1 was from elsewhere.
6. The outcomes for the 32 individuals were as follows:
  1. Reconnected - 4
  2. LCC or Contract Hostels - 14
  3. Action Homeless Accommodation Assist - 3
  4. Community of Grace - 1
  5. Other Hostel Provider - 1
  6. Family and Friends - 2
  7. Self Help - 4
  8. LCC Rent Deposit Scheme - 2
  9. Rough Sleeper – 1
7. Of the 32, 2 are in work and 2 in education.
8. 28 of the 32 have been linked to Inclusion Healthcare and 27 have benefits in place.
9. StreetLink referrals for Jan - Dec 2013 = 10. For Jan - Mar 2014 = 16

**Tim Blewitt**  
**No Second Night Out Coordinator**



# Homelessness Reference Group

Draft notes from the meeting held on 5<sup>th</sup> February 2014

## Present

Ann Branson	Director of Housing, Leicester City Council
Simon Parker	Down Not Out News Agency
Mags Scragg	Down Not Out News Agency
Mark Grant	Action Homeless
Salma Ravat	One Roof / Eat and Meet – Islamic Society of Britain
David Burrell	Leicester Holme Project, Leicester Quaker Housing Association
Chris Toon	Leicestershire Cares
Anna Maudsley	Leicester YMCA
Naomi Tansey	YPod Accommodation Lead, Leicester YMCA
Dave Brazier	Shelter Housing Action Research Project (SHARP)
Jane Gray	Inclusion Healthcare Social Enterprise
Tim Blewitt	NSNO Co-ordinator / Ark Homeless Trust
Kate Stretton	Stonham
Glenda Terry	Community Advice and Law Service / Advice Leicester Partnership
Philip Johnson	Mental Health Homeless Service / NHS Leicestershire Partnership Trust
Dawn Holding	NHS Leicestershire Partnership Trust
Kelvin Irons	Dept. for Work and Pensions, Leicestershire and Northamptonshire District Office
Martin Clewlow,	Head of Service, Leicester City Council
Mark Wheatley	Public Health Principal, NHS - Leicester City Council
Nicola Wilmot	Service Manager, Hostels & Supported Housing, Leicester City Council
Caroline Carpendale	Housing Options Manager, Leicester City Council
Julie Anderson	Revolving Door Manager, Leicester City Council
Joe Murphy	Team Leader, Outreach Team, Leicester City Council
Caroline Jackson	Head of Revenues and Benefits, Leicester City Council
Cathy Carter	Policy, Performance & Planning, Leicester City Council
Khurshid Sheikh	Admin & Business Support, Leicester City Council

## Apologies

Caroline Ryan	Commissioning Manager, Supported / Independent Living, Adult Social Care
Steve Bond	Children's Social Care and Safeguarding, Children and Young People's Services

## 1. Introductions

Ann welcomed everyone to the meeting and everyone introduced themselves.

## 2. Minutes of the meeting held on 28<sup>th</sup> October

The minutes were agreed as a correct record.

## 3. Update on the implementation of the Homelessness Strategy: Procurement

3.1 Martin Clewlow reported that Phase 2, the final phase of procurement was now complete. The full list of council contracted providers are as follows:

- |     |                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                              |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.2 | <ul style="list-style-type: none"><li>• Offenders/Ex Offenders Housing Related Support</li><li>• Offenders floating support</li><li>• Young people</li><li>• Generic floating support</li><li>• Single people</li><li>• Teenage parents</li><li>• Day centre services</li><li>• Employment support</li></ul> | <p>Stonham and Adullam</p> <p>NACRO</p> <p>YMCA</p> <p>P3</p> <p>Action Homeless</p> <p>East Midlands Housing</p> <p>YMCA and Centre Project</p> <p>Leicestershire Cares</p> |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

3.3 The new contracts will begin on 1<sup>st</sup> April. The providers will be invited to join the Leicester Homelessness Partnership board which will oversee the implementation of the homelessness strategy. They are also welcome to also join the Homelessness Reference Group if not already a member.

3.4 Ann stressed that although these were the contracted providers, the council would want and need to work with all providers, however funded, to tackle homelessness.

## 4. Reducing Hostel Exclusions

4.1 Cathy Carter introduced the item. The issue had been included on the agenda because at the last meeting it had been noted that eviction from hostels had been the most prevalent reason for rough sleeping in quarter 2, at 12 people. It had been agreed that agencies would share their sanction policies, and copies of those that had done so were included in the papers.

4.2 James McClean, reporting on behalf of the Leicester Homeless Council, had also said at the previous meeting that some people had told him that they thought some evictions were too harsh – for example they were for bad language.

4.3 Cathy also pointed out that in quarter 3, the number giving eviction from a hostel as a reason for sleeping rough had gone down from 12 to 3, and that it had not been as high in previous months.

4.4 Dave Brazier provided some case studies from SHARP and No Second Night Out which highlighted some of the issues and problems associated with homeless clients.

4.5 The meeting held some group discussions, and then fed back some of the points made in the discussions:

- We could consider an independent evictions process – with more notice.
- We need to look at how long exclusions are for – it's not clear in the policies.
- There is not enough information sharing between hostels about why a client has been evicted. Such information sharing would help hostels manage clients and may help avoid further evictions. Exclusion from one hostel should not automatically bar a client from another: clients can flourish in different environments with different approaches.
- The number of evictions / rough sleepers is quite small, and it is relatively easy for people to get back into the system if excluded. In addition, there are some who are given a place but choose not to go into a hostel.
- Sanctions should be staged, to help prevention. This helps to clarify and enforce the notion of consequences.
- Hostels are not effective places for change and we need different types of accommodation to resolve the issues that people have to enable us to work with them more effectively.
- Hostels have a difficult balance to achieve if one person's behaviour is having an impact on another client, and non-physical but threatening behaviour can escalate if left unchecked. In addition one person's bad behaviour can breed bad behaviour in others, leading to an oppressive environment.
- However, evictions should only occur where there is violence, criminal damage or substance misuse. These should always be the 'deal breakers'.
- Ann Branson encouraged people to read the city council policy included in the pack. This was developed using Homeless Link practice, and is clear about how sanctions build up and what would have to happen to be allowed to come back into the hostel. She said that with the data sharing protocol in place and the new Single Access and Referral Service (SARS), we will aim for smooth information sharing between providers.
- Nicola Wilmot said that the council has developed a new policy since the papers were provided:

**Action: Cathy Carter to circulate new city Council policy.**

- Most rough sleepers come into the system through Outreach, which helps to form relationships to assist service users to be compliant.
- It was agreed that despite issues with resources, joint working and good relationships were proving effective and were critical to making the system work.

4.6 **It was agreed that we would take the following actions:**

1. **Hostels to share information about evictions to help support clients and prevent further evictions.**

2. **Ensure that data sharing protocols are working effectively to enable this.**
3. **Bring any further issues that create barriers to reducing evictions to future meetings.**
4. **Clarify the relationship between the council policy, and expectations of the newly contracted providers with regard to sanctions and evictions.**
5. **Develop good practice around positive activities in hostels to foster effective behaviours and help reduce poor behaviours. Cathy to approach new providers to ask for input ideas to the next meeting.**
6. **Continue to monitor the numbers of rough sleepers citing hostel evictions as a cause.**
7. **Start to develop a list of key issues that are common to those most at risk of repeat homelessness / repeat rough sleeping from case studies, NSNO, revolving door and repeat homeless lists, and consider at a future meeting.**

## **5. Preventing future homelessness through hostels: what works?**

- 5.1 Deferred to the next meeting. Input to be requested from providers.

## **6. Access to temporary accommodation: quarter 3**

- 6.1 Caroline Carpendale introduced the graphs showing the numbers and percentages of people contacting Housing Options for temporary accommodation and being assessed as eligible and placed. The charts showed both single people and couples, and also families with children.

- 6.2 In terms of singles and couples requesting temporary accommodation in quarter 3, Caroline said that:

- Of 212 requesting, 180 met the eligibility criteria (85%).
- Of these 180, 93% had been placed
- Of those not placed (14 people), 12 had sanctions or there were no vacancies and 2 had rough slept.

- 6.3 In addition:

- Of the 212 requesting temporary accommodation, 75 were new to Housing Options.

- 6.4 Mark Grant asked whether we could provide the quarter 3 figures for last year, for comparison.

### **Action: quarter 3 figures for 2012-13 to be circulated**

- 6.5 Caroline then introduced the graphs showing the information for families. This showed quarters 1, 2 and 3, and it was noted that the figures were very consistent.

- 6.6 However, the council were very conscious that this could change with the impact of Welfare Reform, particularly with the attitude of landlords to the risks of taking on housing benefit claimants.
- 6.7 Glenda Terry said that the risks of the introduction of Universal Credit were also very significant.
- 6.8 Caroline said that the council are monitoring this and that they were working to reassure landlords that tenants are supported and signposted for support as needed.
- 6.9 Mark Grant asked whether we had information about how many children the families represented, and their ages

**Action: figures for numbers and ages of children in families requesting temporary accommodation to be provided.**

- 6.10 Phil Johnson asked whether there was information available on the reasons for homelessness.
- 6.11 Caroline responded that this information is available. The biggest category of reasons for being eligible for temporary accommodation is (b) 'vulnerable', and this can be broken down into categories of vulnerability eg: mental health. She reported that councillors were particularly interested in this analysis and there would be a report to the next Housing Scrutiny Commission in March to which will give information on the reasons why people lost their last settled accommodation.

## **7. Rough Sleeping quarter 3 performance**

- 7.1 Joe Murphy introduced the quarter 3 performance report on rough sleeping.
- 7.2 He noted that the team had achieved a much higher level of reconnections compared to last year.
- 7.3 Most of the reconnections were for people from Eastern Europe. He drew attention to the fact that for many, recourse to benefits may end from April, so all agencies will have to be vigilant and as supportive as possible for people falling into this group.
- 7.4 **Action: Caroline Jackson said that this issue would be added to the agenda for the Social Welfare and Advice (SWAP) partnership.**

## **8. Households prevented from becoming homeless following housing advice and support quarter 3 performance report**

- 8.1 Caroline Carpendale gave an update on the number of households prevented from becoming homeless following housing advice and support for quarter 3.
- 8.2 She said that 123 households had been prevented from becoming homeless by rehousing them. Of these, 73 were families and 50 were single people or couples without children.

## **9. Repeat Homelessness quarter 3 performance report**

- 9.1 Julie Anderson presented her report on performance in reducing repeat homelessness for quarter 3.
- 9.10 The City Mayor's Delivery Plan includes a target to reduce the number of people on the list from the baseline of 118 at 1<sup>st</sup> April 2013 by 25% (to 87) by 31<sup>st</sup> March 2013.
- 9.11 At quarter 3 there were 107 people on the list. However, during the year, 49 of the 118 who were on the list on 1<sup>st</sup> April have been taken off the list due to a positive outcome having been achieved for them.
- 9.12 In quarter 3, eight people have been removed from the list because of a positive outcome. Seven of these people have been found independent accommodation and one placed in residential rehabilitation. The person in residential rehabilitation is doing well.
- 9.13 The meeting discussed the 58 people who were on the list but whose whereabouts is not currently known, or they are in prison or in hospital.
- 9.14 Julie said when people in these categories did re-present themselves to services they would be treated as 'repeat' cases with all the support that that entails.

## **10. Overall Homelessness performance quarter 3**

- 10.1 Ann Branson presented the charts showing the overall performance figures for homelessness for quarter 3.
- 10.2 She said that overall, more people have been re- housed in this than in previous years.
- 10.3 There are currently 4,811 single people and couples without children on the housing register.
- 10.4 There will also be an estimated 430 new social rented homes to be put on the lettings system, including some council housing between April 2013 to March 2015.
- 10.5 People who come through the homelessness pathway who are re-housed to council housing will get the STAR service, and STAR and P3 will support those that go into private or housing association lets.

## **11. Evaluation of Homelessness Reference group meeting on 28<sup>th</sup> Oct. 2013**

- 11.1 Cathy Carter presented the feedback received from the 28<sup>th</sup> October meeting. Further feedback sheets were provided for people to provide feedback on this meeting.

## **12. Any other business**

- 12.1 David Brazier asked about the housing figures – how are people who have been homeless prioritised for council housing?
- 12.2 Ann said that anyone in council funded temporary accommodation is put in Band 2 of the Housing Register, which gives them a good chance of being allocated. Band 2

also includes people who are assessed as being at imminent risk of homelessness (ie those in insecure accommodation), in order to try to prevent the homelessness and it also includes those who had been issued with a statutory decision that they are homeless.

- 12.3 However, she said that there is an issue about what happens to people in non-council funded temporary accommodation. The council is considering this issue.

### **13. Future meetings**

#### **Future items**

- 13.1
1. Preventing future homelessness through hostels: what works?
  2. Exploration of key determinants of repeat homelessness / rough sleeping
  3. Impact of welfare reform
  4. Customer satisfaction: Input from council, providers and user perspective.
  5. Longer term support needs / interface with social care. Input from council and Dave Brazier- SHARP case studies.

#### **Dates of future meetings 2014**

Wednesdays 3.00 pm – 5.00 pm, Satta Hashem Hall, Leicester Adult Education College, Wellington Street.

<b>Meeting</b>	<b>Report deadline (to <a href="mailto:cathy.carter@leicester.gov.uk">cathy.carter@leicester.gov.uk</a> )</b>
7th May	25th April
6th August	25th July
5th November	24th October

**Minutes and reports of meetings of the Homelessness Reference Group are available at:**

<http://www.leicester.gov.uk/your-council-services/housing/homelessness/homelessness-partnerships/homelessness-reference-group-minutes-and-reports/>

## HOMELESSNESS REFERENCE GROUP

28<sup>th</sup> April 2014

### REPEAT HOMELESS LIST Yearend report 2013-14

#### 1. PURPOSE OF REPORT

The purpose of this report is to provide information on the quarterly performance of the co-ordinated approach to reduce repeat homelessness for single people in Leicester. This includes data on the cohort group; data on additions and removals from the list and achievements against the City Mayors delivery plan target.

#### 2. THE REPEAT HOMELESS LIST

The repeat homeless list was developed in November 2012 in response to the identified issue of repeat homelessness within the singles population in Leicester City.

Criteria for inclusion on the list are when an individual meets one of the following;

- Returner or stock rough sleeper
- Have had four or more admissions into Leicester City Council temporary accommodation services in the last two years. (From March 2014 this will include all referrals from the Single Access Referral into LCC funded bed spaces)
- Have been living in LCC temporary accommodation continually for more than twelve months

The cases are reviewed every month by representatives from the following services; Inclusion Healthcare, Homeless Mental Health Service, The Y Support Project , LCC hostels (Dawn Centre), Outreach and Revolving Door Team. Cases either remain under this process for monitoring or where an individual is of high concern, the case is referred to frontline MDT (multi-disciplinary team) for case management.

The MDT front line forum is made up of representatives from a wide variety of support services enabling comprehensive support packages to be developed. Managing cases in this way utilises the expertise of each agency and allows for flexibility in delivery of services. This approach ensures that support packages and agency responses are personalised and this is key in achieving successful engagement and outcomes for these individuals. Cases are regularly reviewed and monitored through this process.



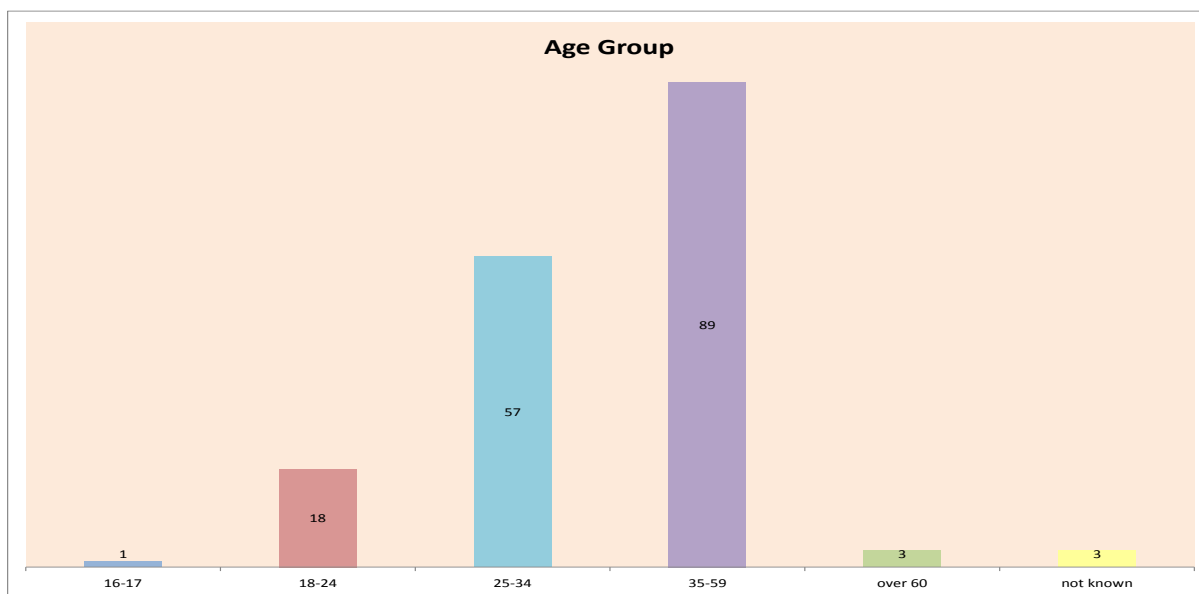
Within the Leicester Homelessness Strategy an objective is to reduce repeat homelessness and The City Mayors Delivery plan 2013/14 includes a performance target to 'Reduce the number of single people on the repeat homeless list'.

### 3. DEMOGRAPHICS

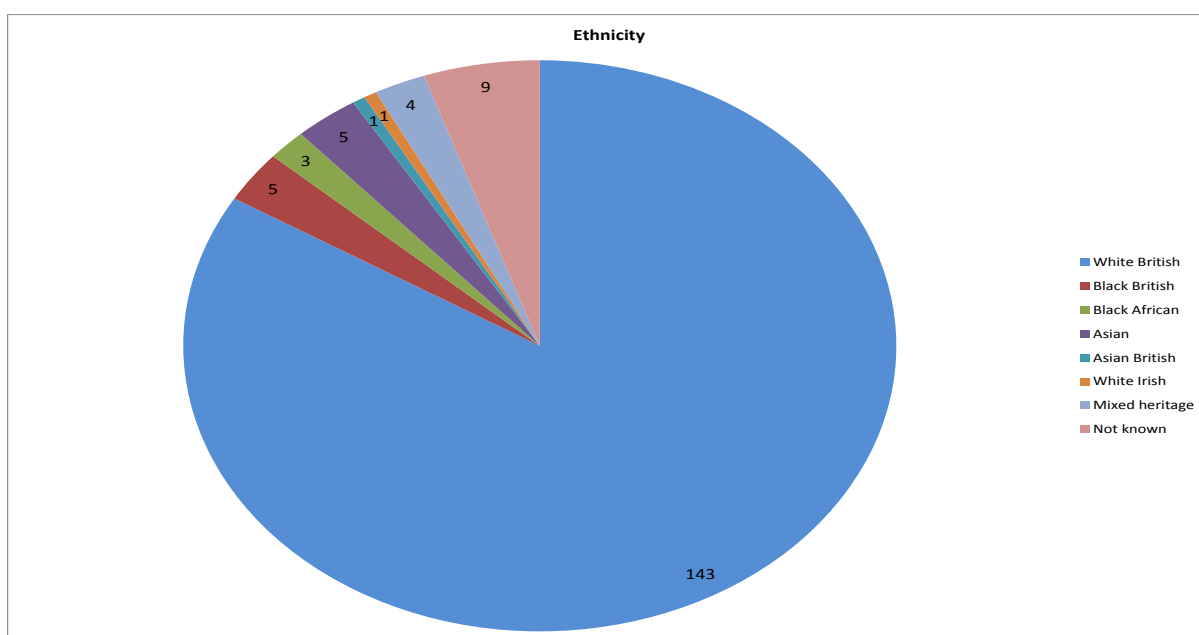
In the two years since the data has been collated (April 2012 to March 2014) a total of **171** individuals have been placed on the list. The demographics for those are below;

**3.1 Gender:** Male 137 (80%) Female 34 (12%)

**3.2 Age:** The chart below illustrates the age breakdown. The largest group appears in the 35-59 years old which equates to 52% of the total.



**3.3 Ethnicity:** by far the majority of service users were of White British origin, equating to 83% of the group.



#### 4. REPEAT HOMELESS LIST ADDITIONS & REMOVALS:

##### 4.1 Quarterly Additions and Removals

The table below shows the number of new cases being included and those removed for each quarter in 2013/14

	Additions	Removals	Total number on list
2012-13 year end	Cohort-118		118
Q1 2013-14	17	31	104
Q2 2013-14	19	18	105
Q3 2013-14	10	30	85
Q4 2013-14	7	23	69
Total	<b>171</b>	<b>102</b>	<b>69</b>

The City Mayors performance target for 2013/14 was to reduce the number of single people on the list to 89, we have achieved 69.

There is an end of year adjustment to the figures to allow for 7 individuals that were removed in quarters one and two but returned to services later in the year. They have not been included in the final overall total of removals at the year end.

Four of the cases had moved out of the city and thus we had no ability to offer ongoing support in their accommodation or track tenancy sustainment and the other three were all in private tenancies, which broke down for various reasons.

This reflects how challenging supporting these individuals to end their homelessness and make positive lifestyle changes is. It is rarely just about providing service users with accommodation.

##### 4.2 Reason for Inclusion on list

Reason	Number of cases	Percentage of total
Admissions into hostels only	73	43%
Rough sleeping only	54	32%
Admissions & rough sleeping only	38	22%
Long stay case	6	3%

Of the cases on the list 69 have received additional support from the Revolving Door Team, 6 received NSNO funded support via SHARP and 57 were referred and case managed through frontline MDT.

##### 4.3 Removals from the list

Individuals are removed from the list in the following circumstances;

1. When a successful housing solution has been found. These include; Independent tenancy, residential care, supported living (ASC funded), returned to family/partner and reconnected.

2. When a service user has not approached for temporary accommodation services for at least 6 months.
3. Deceased

The table below illustrates the reason for removal from the list.

<b>Reason for removal</b>	<b>Number of Individuals</b>	<b>Percentage of total</b>
Positive move on	61	60%
No contact for 6 months	38	37%
Deceased	3	3%
<b>Total</b>	<b>102</b>	

Of the 61 removals achieving positive move on the type of accommodation or move on is represented below:

<b>Accommodation Type</b>	<b>Number of individuals</b>
Independent accommodation	49
Residential	1
Partner/family	4
Reconnected	3
Long term Supported Housing	1
Supported Living	1
Residential rehabilitation	2
<b>Total</b>	<b>61</b>

## **5. How do we continue to reduce repeat homelessness?**

Much work has been done to remove identified barriers to successful move on and also to develop joint agency approaches to support individuals experiencing repeat homelessness and these are proving to have an impact. However, continued consideration to the following key areas will ensure future success in addressing this issue.

- a. Pathways must allow where necessary for individual need and circumstances. Flexibility with placements into different stages of the pathway or types of temporary accommodation has proven very successful with entrenched service users.
- b. Creative approaches to service delivery to maximise engagement. Ensuring there is a balance between service agenda's and real understanding of the needs and challenges facing service users. Including the development of psychologically informed services.
- c. Use of sanctions and withdrawal of services need to be proportionate and a response should be in place for those excluded from temporary accommodation services.
- d. Domestic Violence-responses to DV in couples in temporary accommodation services often exacerbates repeat homelessness when one partner is excluded but the relationship continues. Couples choosing to remain in relationships need appropriate support to do so safely with the opportunity to

change behaviour. This cannot happen when one or both are street homeless.

- e. There is a clear pattern of repeat cycles when entering into institutions and being homeless on release/discharge. Case management and planning of prison releases and hospital discharges to include alternatives to temporary accommodation would assist the service user to have a real opportunity for change.
- f. Improved joint working with Adult Services, Mental health Services, Housing Options, Housing providers and MDT to ensure that a co-ordinated approach to addressing someone's housing need are in place.

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**Rough Sleepers Quarterly Report 2013/14 (Quarter 4: Jan - Mar)**

**1. PURPOSE OF REPORT**

The purpose of this report is to provide information about the work of the Outreach Team to prevent and reduce rough sleeping; data on rough sleeping for the fourth quarter of 2013/14; comparison to 2012/13 data; analysis of contributory factors; reasons for ceasing rough sleeping and information on reconnections.

**2. CURRENT WORK TO PREVENT AND REDUCE**

This financial year:

Dormitory Referrals: **229**

Reconnections: **145**

Individual Rough Sleepers: **98**

Rough sleeper monthly average for 2013 is the lowest recorded average number of rough sleepers since 2008 (9).

Overall numbers of recorded rough sleepers has decreased 31.5% from 143 to 98 from the previous to this financial year.

Joint work with partner agencies and repeat homelessness is on-going.

Early morning street work with SHARP has once again commenced to link their team in with any entrenched, long term, hard to reach rough sleepers that may need extra intensive and acute support.

The LCC reconnection policy continues to be implemented to prevent and reduce potential rough sleeping, and reconnections continue to increase as a result. A total of 145 reconnections for the year 2013/14 have been recorded which includes those prevented from rough sleeping.

Referrals to Dawn Centre rough sleeper dormitory beds from Outreach have been highly successful in reducing rough sleeper numbers, thus minimising time spent rough sleeping, reducing and preventing entrenched lifestyles. Management, staff and HOS have been working closely together to assess, aid and assist move on to keep beds free and available.

Total dormitory referrals for the year equates to an average of approximately 19 per month, for the entire year.

The table displays the number of referrals to the dormitory beds at the Dawn Centre by the Outreach Team.

Quarter 1 – 2013/14	63
Quarter 2 – 2013/14	48
Quarter 3 – 2013/14	40
Quarter 4 – 2013/14	78
<b>Total</b>	<b>229</b>

### 3. ROUGH SLEEPING QUARTER 4: January - March

The numbers of individual rough sleepers encountered, worked with and recorded:

	EU/Non EU Rough Sleepers	UK Rough Sleepers	Unknown Origin	Total
Q1 – 2013/14	8	28	1	37
Q2 – 2013/14	5	21	3	29
Q3 – 2013/14	3	10	0	13
Q4 – 2013/14	5	14	0	19
<b>(Total)</b>	<b>21</b>	<b>73</b>	<b>4</b>	<b>98</b>

Of the 73 UK rough sleepers from 2013/14:

Stock	Flow	Returners	Total
26	38	9	73

For comparison, the overall total for April 1<sup>st</sup> 2012 to March 31<sup>st</sup> 2013 was **143**.

EU	Stock	Flow	Returners	Unknown	Total
42	52	32	7	10	143

Of the 91 UK rough sleepers from 2012/2013:

Stock	Flow	Returners	Total
52	32	7	91

**Definitions:**

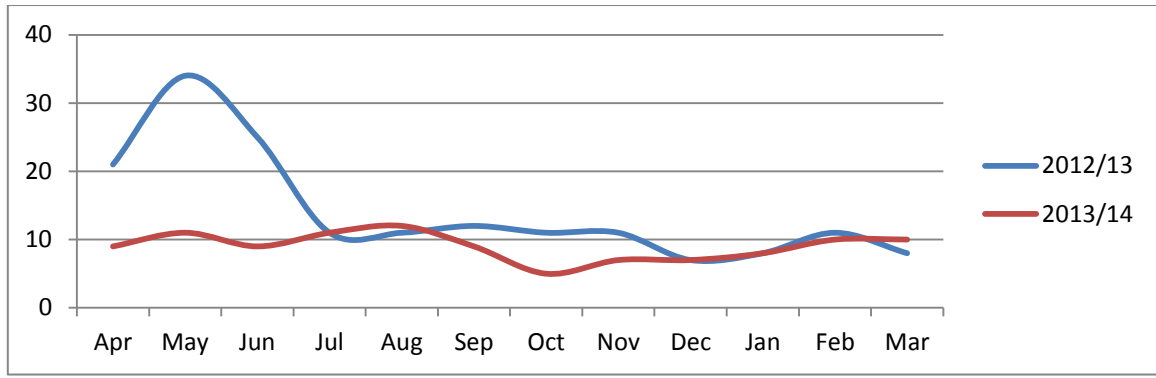
Stock: People who have rough slept the previous and/or the current financial year.

Flow: First time rough sleepers, people who have not been seen rough sleeping before.

Returners: People who have rough slept prior to the last financial year (pre April 2012) and have returned to rough sleeping this financial year.

**3.1 ROUGH SLEEPER AVERAGES**

‘Snapshots’ of rough sleeper figures are taken every Friday throughout the month. An average is then calculated for the month using those amounts.



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2012/13	21	34	25	11	11	12	11	11	7	8	11	8
2013/14	9	11	9	11	12	9	5	7	7	8	10	10

**3.2 REPEAT ROUGH SLEEPERS**

Reducing repeat rough sleeping is a key objective for our work on homelessness. Repeat rough sleeping is defined as any individual of UK origin that may have rough slept the previous and/or the current financial year (i.e. The ‘Stock’ figure).

Quarter 1 – 2013/14	16
Quarter 2 – 2013/14	6
Quarter 3 – 2013/14	1
Quarter 4 – 2013/14	3
<b>Total</b>	<b>26</b>

Repeat rough sleepers are included in the repeat homelessness list, and are managed on a case by case basis.

### **3.3 AVERAGE LENGTH OF TIME SPENT ROUGH SLEEPING**

For those rough sleepers that ceased rough sleeping during the quarter, the average length of time spent rough sleeping was 28.8 days, which is a 13.8 day increase when compared to the previous quarter which was 15 days. This was mainly due to several, long term entrenched rough sleepers being accommodated.

However, please note that:

- We record rough sleepers by per week and not by per day, so we do not include in this figure people who were rough sleeping between Fridays. This means the true average length of time spent rough sleeping is likely to be lower than 28.8 days.
- The above averages also include ceased rough sleepers who were banned at some point and couldn't access LCC hostels.

## **4. MAJOR CONTRIBUTORY FACTORS TO ROUGH SLEEPING**

Appendix A provides an analysis of the main factors that have contributed to rough sleeping. The main single factor this quarter is long term rough sleepers (10), followed by EU originating rough sleepers (8).

Please note that each rough sleeper will be counted only once per quarter.

## **5. REASONS FOR CEASING ROUGH SLEEPING**

Appendix B provides an analysis of some of the main factors that have helped people to stop sleeping rough. Securing temporary hostel accommodation (6) was the main reason for ceasing to rough sleep, whilst losing contact with individuals and not having a definitive reason for why they ceased to rough sleep is continually a major factor. Please note that as one person can cease rough sleeping more than once during the quarter, their reason for ceased rough sleeping will be counted each time separately.

## **6. YEAR SUMMARIES SINCE 2004 WITH MONTHLY BREAKDOWNS**

Appendix C provides a view of rough sleeper numbers over the last ten years. This allows for comparison of chosen quarters and months and gives good indication as to the progress of reducing rough sleeping in the city.

## **7. RECONNECTIONS**



7.1 The Outreach Team seeks to reconnect people to places where they have a link or family outside Leicester where possible. The table below shows the total number of people who have been reconnected outside the city, divided into whether the reconnection was into Leicestershire, elsewhere in the UK or in the EU. These totals include those who have rough slept/are rough sleeping at the time of reconnection, as well as those who have been prevented from rough sleeping by both HOS and Outreach.

	Leicestershire	UK (Non Leics)	EU	Total
<b>2012/13 (Total)</b>	<b>11</b>	<b>65</b>	<b>14</b>	<b>90</b>
<b>Q1 – 2013/14</b>	12	14	6	32
<b>Q2 – 2013/14</b>	5	33	13	51
<b>Q3 – 2013/14</b>	6	17	7	30
<b>Q4 – 2013/14</b>	5	26	1	32
<b>(Total To Date)</b>	<b>28</b>	<b>90</b>	<b>27</b>	<b>145</b>

7.2 This financial year, we have reconnected the highest number of people in a single year so far to date. EU reconnections have almost doubled in comparison to 2012/13. Overall, there has been a 61% increase in total reconnections when compared to 2012/13.

## 8. CONTACT & AUTHOR

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Leicester City Council

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Tel: 01162995514 / 07813117442

**Appendix A – Major contributory factors to rough sleeping.**

Relating Issue	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13	Oct-Dec 13	Jan –Mar 14
Long Term	14	17	7	6	6	5	11	10
Prison Discharge	6	2	0	0	3	5	0	1
Unknown Reason	9	6	11	3	4	2	1	2
Chose To Leave Hostel	2	3	0	0	0	0	1	1
Evicted From Hostel	9	11	7	9	4	12	3	3
Relationship Breakdown	3	2	6	5	3	4	1	2
Gave up Tenancy	3	0	3	4	0	0	0	1
(A10) EU	34	6	3	0	8	7	5	8
Irregular Migrant	0	0	0	0	0	0	0	0
Chose To Rough Sleep	0	0	0	0	0	0	0	0
Eviction From Tenancy	0	0	0	0	2	3	0	2
Asked To Leave by Family/Friends	4	2	1	2	7	3	3	5
Fleeing Harassment/Violence/DV	2	2	7	1	0	1	1	0
Non EU	2	1	0	0	0	2	0	0

**Appendix B – Reasons for ceasing rough sleeping.**

Relating Reason	Apr-Jun 12	Jul-Sep 12	Oct-Dec 12	Jan-Mar 13	Apr-Jun 13	Jul-Sep 13	Oct-Dec 13	Jan –Mar 14
Secured Hostel Accommodation	22	29	12	9	9	11	12	6
Reconnected To Own LA**	2	0	0	1	1	2	3	3
Repatriated To Country Of Origin	0	0	0	0	0	0	0	0
Deceased	0	0	0	0	0	0	0	0
Arrested And Detained	0	0	0	0	3	0	0	0
Admitted To Prison/Custody	2	2	0	0	0	2	1	0
Reconciliations With Friends/Family	14	8	8	3	14	9	5	5
Left City Of Own Accord	1	1	2	1	0	1	0	2
Secured Tenancy	4	2	1	2	2	1	0	5
Hospital Admission	0	0	0	1	1	0	0	0
Supported Housing	3	1	0	0	0	0	0	3
B&B / Hotel*	1	2	0	0	0	1	0	0
Winter Shelter/Severe Weather Beds	30	0	0	0	0	0	0	0
Returned To Own Property	0	0	0	0	0	0	0	0
Unknown Reason/ Lost Contact	0	10	17	6	10	13	8	8

(\* Paid for by charity/faith groups or by own self.)

(\*\* These figures are reconnected rough sleepers and were rough sleeping at the time of reconnection only. They do not include preventative reconnections, prior to rough sleeping.)

**Appendix C - Rough sleeper monthly summary.**

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014
<b>Jan</b>	-	5	13	15	8	14	11	14	30	8	8
<b>Feb</b>	-	6	16	17	13	10	10	31	37	11	10
<b>Mar</b>	-	10	12	13	8	11	13	33	45	8	10
<b>Apr</b>	-	12	11	8	7	18	17	31	21	9	
<b>May</b>	-	12	10	10	8	15	19	31	34	10	
<b>Jun</b>	-	14	17	6	7	16	23	34	25	9	
<b>Jul</b>	-	10	26	8	8	16	20	33	11	11	
<b>Aug</b>	-	10	20	11	11	14	21	35	11	12	
<b>Sep</b>	-	14	23	17	11	11	16	43	12	9	
<b>Oct</b>	-	16	21	16	11	11	18	41	11	5	
<b>Nov</b>	9	13	14	10	11	9	18	46	11	7	
<b>Dec</b>	6	12	13	8	7	7	7	18	7	7	
<b>Average</b>	-	11	16	11	9	13	16	32	21	9	9

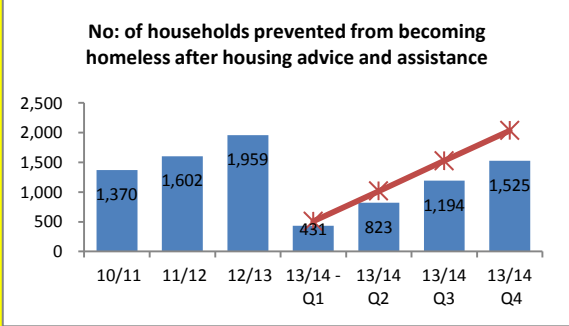
1-9 Rough Sleepers

10-20 Rough Sleepers

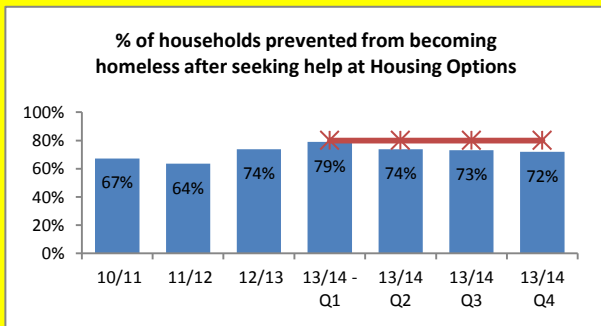
21 or more Rough Sleepers

(Taken from the rough sleeper weekly/monthly average figures)

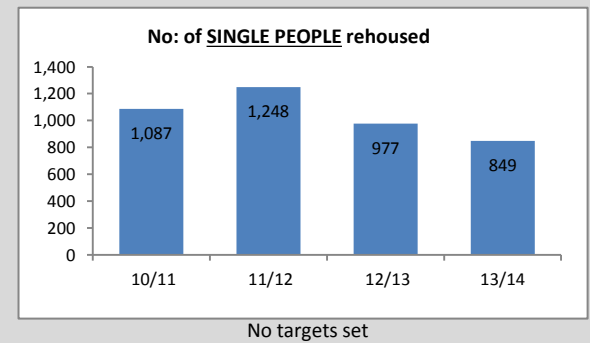
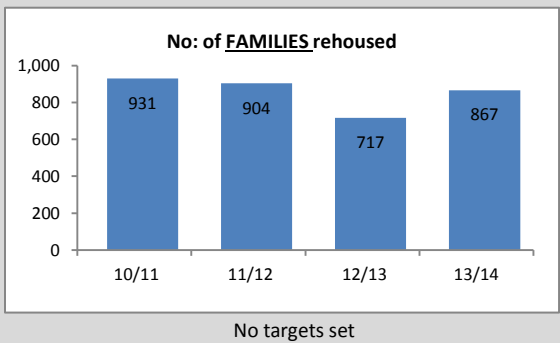
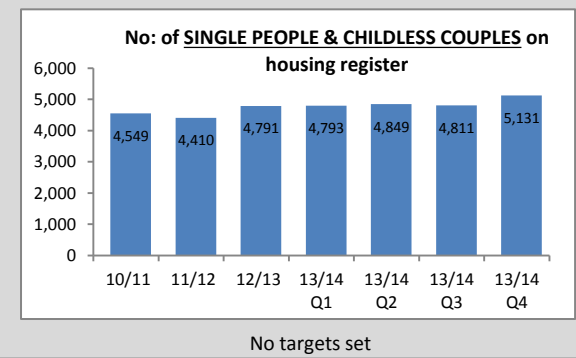
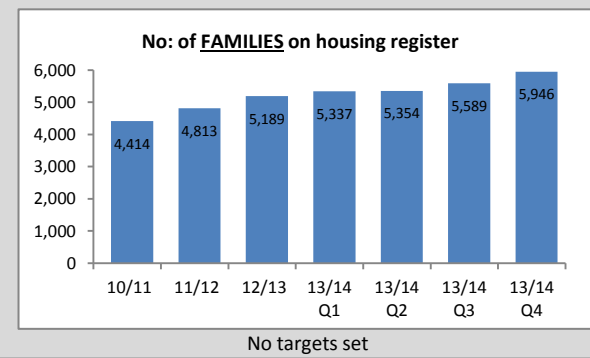
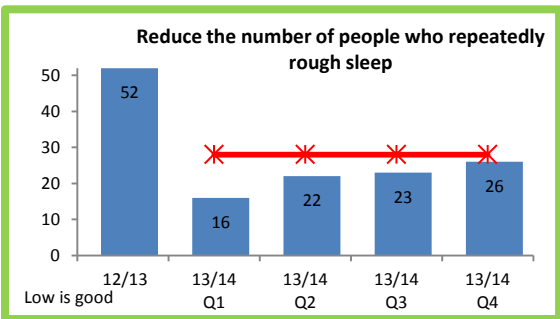
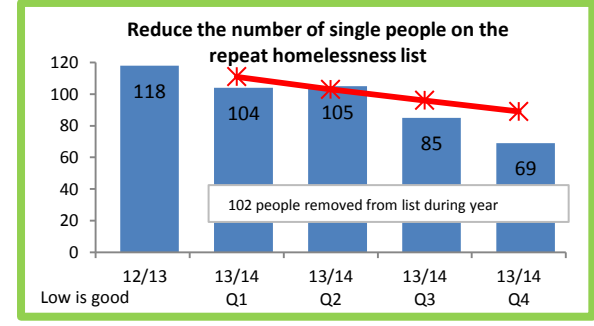
**CMDP**



**CMDP**



**CMDP**



■ - Actual data  
-x- - Quarterly targets (where set)

Homelessness Reference Group

7<sup>th</sup> May 2014

## Client Survey – One Roof Leicester

During March – April a client survey was carried out – lead by One Roof Leicester

At the Reference Group meeting there will be an update on progress with the survey.

Members of the reference group are invited to ask questions about and comment on the methodology – and a focus group has been organised for Thursday 8th May at 12.30pm at Friends Meeting House, 28 Queens Road, Leicester LE2 1WP for partners to also feedback.

The key questions that people are invited to feed back on are:

- The questions asked on the survey
- The length of the survey
- The layout and design
- The timing - was this a good time of year to hold a survey?
- How could the survey be improved?
- Any other thoughts/ideas

A copy of the questionnaire is appended.



## Client survey

One Roof Leicester and Leicester City Council are conducting a survey with clients who are using homeless services across the City. We want to conduct an annual survey where we receive feedback from clients on the services that are provided for them across the statutory, voluntary and faith sectors. We need to understand where we are providing a positive experience and where changes need to occur. The survey will enable us to continue to review services, identify gaps and help shape the future strategy on homelessness.

### Guidance notes for completing survey:

1. The questionnaire needs to be completed by a support worker/volunteer on behalf of the client to ensure the quality of the responses.
2. The questionnaire does not need to be completed with all your clients however please ensure that it is completed by a cross section of your clients.
3. Please reassure the client that no personal data will be shared or disclosed.
4. If the person answering the questions says they have recently been asked the same questions before either during the process of asking them, please don't do the survey again, and thank them for having completed it once.
5. If the person answering the questions says at the end of the questions that they have done the survey before, please mark question 24 'Yes'.
6. If you require paper copies of the questionnaire please contact Cathy Carter, 0116 454 4137 or email [cathy.carter@leicester.gov.uk](mailto:cathy.carter@leicester.gov.uk)
7. The survey will take place between Monday 17<sup>th</sup> March and Friday 11<sup>th</sup> April. Please return all completed forms by Thursday 17<sup>th</sup> April.  
For Council employees please return your forms via the internal post to Cathy Carter, PPP Team, Floor B6, New Walk Centre.  
For all other organisations either return to Salma Ravat, One Roof Leicester, LQHA, 28 Queens Road Leicester LE2 1WP or contact Salma on 07989 698483 to arrange collection.
8. The results of the survey will be delivered at a future Homelessness Reference Group meeting.

Thank you very much for your help.



Client survey

One Roof Leicester is a consortium of faith, community and smaller voluntary sector organisations working with homeless people in Leicester. In partnership with Leicester City Council, we are carrying out this survey to find out about your needs, concerns and opinions and where you think the gaps in current service are.

We would also like to know about your experiences with the homeless services you may have come into contact with.

We will not share your personal details with anyone and will only use the answers you provide in an anonymised, general way to help us improve our services. We will not identify you and no one will know what answers you have given us.

**Organisation/group carrying out survey:** \_\_\_\_\_

**General questions:**

Gender		Male		Female		
Nationality	British					
Benefits you are in receipt of:	JSA	ESA	Housing benefit	Other (please state)		None
Present accommodation status:	Rough sleeper	Sofa surfing	Hostel resident (name of hostel)			
Council tenant	Private rented sector		Other (please specify)			

1. Have you ever slept rough? 

Yes	No
-----	----

If yes, for how long? 

Up to 1 month	1-6 months	6-12 months	1-2 years	2 years +
---------------	------------	-------------	-----------	-----------

2. When did you last sleep rough? 

Within last 6 months	6-12 months ago	1-2 years ago	Over 2 years ago (please state when)
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3. What could have helped you to stop sleeping rough? More help from Housing Options

4. Have you been homeless? 

Yes	No
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If yes, when? 

Within last 6 months	6-12 months ago	1-2 years ago	Over 2 years ago (please state when)
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5. Where were you staying before becoming homeless?

Family	Private tenancy	Council tenancy
Friend	Sofa surfing	Other (please specify)

6. Where were you living before becoming homeless?

Leicester	Leicestershire	East Midlands
UK	Abroad (please specify)	



7. If you have used any of the services below please tell us about your experience:

Provision/Service	Specific service used/help received	How often do you use this service: daily, weekly, monthly, other (please specify)	Rate the service: 1-excellent, 2-good, 3-neither, 4-poor and 5-very poor					Reason
Housing Options	Customer Services	When needed	1	2	3	4	5	
Outreach service			1	2	3	4	5	
Emergency bed (dormitory)			1	2	3	4	5	
For hostels and support services below please list the hostel and support service you have stayed at or accessed								
Hostel 1	Tichborne House	Daily	1	2	3	4	5	
Hostel 2			1	2	3	4	5	
Hostel 3			1	2	3	4	5	
Revolving door			1	2	3	4	5	
Y Support and Advice			1	2	3	4	5	
Health Inclusion	CPN	Weekly	1	2	3	4	5	
Mental Health			1	2	3	4	5	
Anchor project			1	2	3	4	5	
Centre Project			1	2	3	4	5	
Triangle			1	2	3	4	5	
The Bridge			1	2	3	4	5	
Saturday Stop-By			1	2	3	4	5	
Open Hands	Food parcel	Not often	1	2	3	4	5	
Leicestershire Cares			1	2	3	4	5	
Niebo project			1	2	3	4	5	
Other support services			1	2	3	4	5	
Other support services			1	2	3	4	5	

8. What could have made your experience with these services better?

Staff		Location		Opening times		Appointment times		Other (please specify) No issues
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9. What kind of support or advice did you want or need but didn't/couldn't access?

Benefits		Housing		Health		Language	
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10. Why do you access the evening and weekend food provision/drop-in services offered by faith groups?

Homeless		NIL income		Socialising		Atmosphere		Other (please specify)		
11. What services/provisions do you access there?				Advice		Support		Solicitors		Courses
Training		Hot food		Clothing		Other (please specify)				

12. What further provisions or services could be offered there?

13. Would you be affected if this service was not available?  Yes  No

If yes how?

14. How long have you been living at your present accommodation?  Up to 6 months  6-12 months  1-2 years  Over 2 years (please state when)

15. Does your accommodation provider offer support?  Yes  No

Type of support offered?

How often?  Weekly  Fortnightly  Monthly  Other (please state) 3x weekly

16. How could your current accommodation project be improved? Consistency with staff-staff leaving.

17. Was there any kind of accommodation that you wanted or needed but couldn't access?

Hostel bed		Tenancy		Other (please specify)	Specialist long term supported housing
------------	--	---------	--	------------------------	----------------------------------------

18. Are you involved in any daytime activities?  Yes  No

If yes what activities are you involved in?

19. Do you think there are enough activities in the day and evening?  Yes  No

20. Would you be interested in any of the following activities?

Sport and fitness (please specify)		Arts and crafts		Drama/singing	
Cooking on a budget		Shopping on a budget		Sewing/mending clothes	
Alternative therapies (please specify)		Other (please specify)			

21. What support/help/services do you think are missing? More information for rough sleepers.

22. Do you feel listened to?  Yes  No  Why?

Some times 23. How can we get your point across to people who can change services? I don't know

24. Have you recently been asked to do this survey – with the same questions – before?

Yes		No	
-----	--	----	--

### Feedback sheets from the meeting held on 5<sup>th</sup> February 2014

#### 1. SUMMARY

All attendees were invited to complete a feedback sheet at the end of the meeting. This paper provides a summary of the completed sheets.

Nine people completed a feedback sheet, and overall, the people that completed the sheets were positive about the meeting.

Below are some key comments and suggested actions to take in response:

Comment		Suggested action
1.	Table top discussions are the most effective element of the meeting	Include table top discussions in each meeting
2.	Difficult to follow some of the more detailed presentations	Anyone giving a detailed presentation to stand at the front. Use slides and laser pointer to refer to complex charts/ figures.
3.	Still too council-heavy	Council updates to be short and presentations of them to only refer to significant change or information  Other partners to offer to lead, and input more into meetings.
4	Need an information base on the work of other agencies	Other partners to present on their role and work.

#### 2. FEEDBACK IN DETAIL

Number of sheets completed	9
----------------------------	---

##### 1. Overall, how successful or unsuccessful was the meeting in helping to achieve the purpose of the Homelessness Reference Group:

*Purpose of the Homelessness Reference Group*

- *Share information about homelessness issues in the city;*
- *Share best practice in providing homelessness services and solutions;*
- *Collaborate in providing effective responses to homelessness in Leicester through effective and supportive joint working between organisations; and*

- *Raise issues and make suggestions to the council and the Leicester Homelessness Partnership to inform the implementation of the Homelessness Strategy 2013-18 and the provision of homelessness services and projects.*

Very successful	2
Very /fairly successful	1
Fairly successful	5
Don't know	0
Fairly unsuccessful	0
Very unsuccessful	0
No response	1
<b>TOTAL</b>	<b>9</b>

## 2. What do you think were the most helpful things about the meeting?

1.	Sharing information and opportunity to ask questions/contribute opinions.
2.	Table discussions
3.	Around the table discussions
4.	Discussion on evictions
5.	For myself this was my first meeting, so was very useful to get an understanding of the different organisations in Leicester City who share an interest in homelessness.
6.	As a frontline worker/manager my concerns were listened to and classed as valuable information.
7.	Thinking about solutions and prevention on work as opposed to debating problems. Agencies working together.
8.	Good sharing of information. Table discussions were good – the important thing is to see if ideas from tables become reality.
9.	Discussions on evictions and bans.

## 3. What do you think were the least helpful things about the meeting?

1.	
2.	None to report.
3.	Those that have reports to present should be presenting first.
4.	
5.	Nothing – I feel the meetings will be very relevant to my role.
6.	Other agencies in attendance not knowing what other providers provide.
7.	That we discussed the most important issue in the last 15 minutes e.g. Bands/Move on A.O.B
8.	
9.	Homelessness prevention statistics was read out but not given out on paper on table.

## 4. What could be done to improve the meetings in future?

1.	Acoustics not always good so hard to follow if people don't speak loudly – perhaps best if a speaker stands at the front.
2.	Make them earlier in the day.
3.	Useful meetings will naturally improve as people will get used to the format, style and content.

4.	More input from all the groups. Still felt it was a LCC meeting. Need to identify a way that points 3 & 4 of the purpose of the HRG are developed.
5.	I hope to be able to find meetings useful as well as contribute my professional experiences of homelessness and in particular young people.
6.	A more in depth information base covering all agencies.
7.	
8.	Opportunity for discussion. Might be helpful to have briefings from subject matter experts that are then followed by discussions/debates.
9.	More table discussions

**Cathy Carter**  
[cathy.carter@leicester.gov.uk](mailto:cathy.carter@leicester.gov.uk)  
0116 454 4137

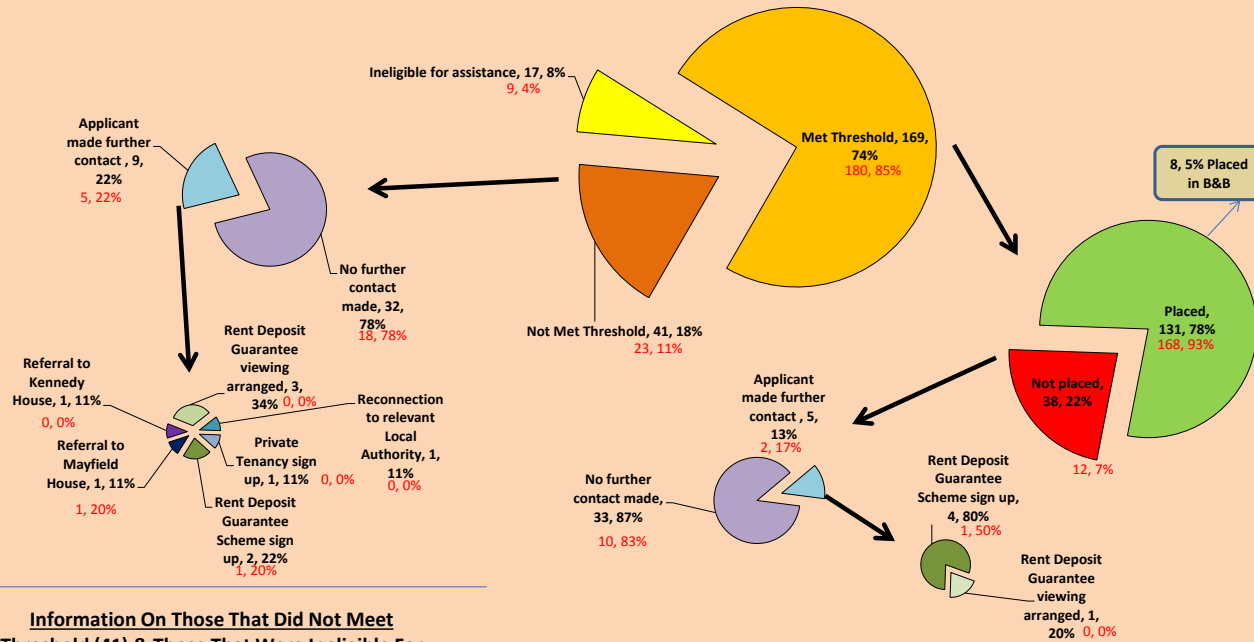
# Singles, Couples & Others Requesting Temporary Accommodation From 01/01/2014 to 31/03/2014:

Version 5: 11/04/2014

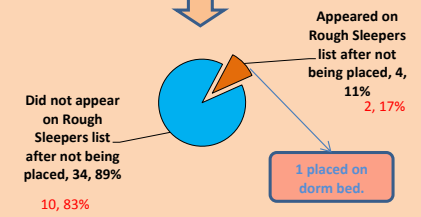
Red figures are from the previous Quarter.

## Total: 227 Unique People Requesting Temporary Accommodation :

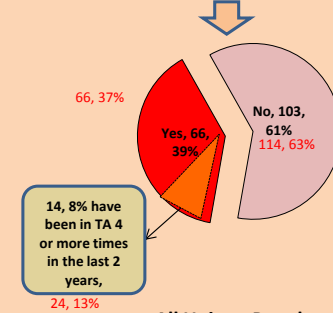
212 Unique People



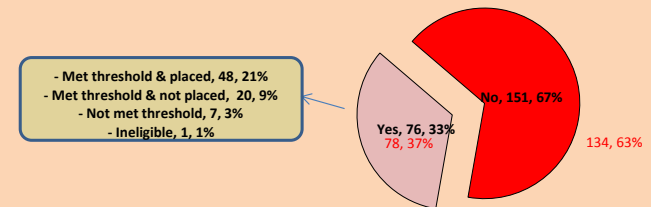
## Information On Those That Met Threshold & Were Not Placed (38):



## Those That Met Threshold & Were Previously In Temporary Accommodation Within Last Two Years (169):



## All Unique People Who Have Asked For Temporary Accommodation Within Last Two Years (227):



## Information On Those That Did Not Meet Threshold (41) & Those That Were Ineligible For Assistance (17):

